



SUPPORT STAFF HANDBOOK

FOREWORD

Welcome to Concordia College! As a member of the support staff, you play a vital role in Concordia's mission to "influence the affairs of the world by sending into society thoughtful and informed men and women dedicated to the Christian life."

The students we serve can benefit greatly from the caring environment created here. The beauty and safety of the campus grounds, high-quality dining service and the helpfulness of secretaries, technical assistants, paraprofessionals and bookstore personnel all contribute to that goal. Many students appreciate and fondly remember the personal ways in which support staff members have made a difference in their days at Concordia.

Serving as an immediate source of information for all new employees, this handbook is also intended to be a reference tool for all employees. To this end, revised pages will be issued when necessary. Please keep this handbook up-to-date by substituting revised pages for the ones they replace. This handbook is also found on the Human Resources web site: www.cord.edu/dept/humres/handbooks.html.

The discussion of College policies in the handbook is intended to answer some of the commonly asked questions about working at Concordia College. The policies also provide some guidance as to what Concordia expects from you as an employee. These policies are necessarily stated broadly. As the handbook policies are broadly stated and not tailored to individual circumstances, the policies are not, and are not intended to be, a legal contract. Accordingly, the College retains sole discretion in the interpretation and application of these policies to individual cases.

Concordia College will do its best to see that you have the information you need to do your job well, but the efficient and effective use of that information is up to you. We encourage you to be curious. The only way you can learn is by listening, reading, and above all, asking questions.

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GREETINGS FROM THE PRESIDENT

The essential elements of the Concordia story are people and purpose. Our purpose is to prepare men and women to serve Christ in the world. That mission is accomplished through people whose vocations are student, custodian, teacher, secretary, nurse, technician, cook or groundskeeper. Thus, the College relies on your vocation to accomplish its mission. This handbook has been prepared to assist you and we hope you will find it useful.



Pamela M. Jolicoeur
President

HISTORY OF CONCORDIA COLLEGE

Founded by Norwegian Lutheran immigrants in 1891, Concordia began as an academy (high school) with the purchase of Bishop Whipple School. It was located in the middle of an open field south of Moorhead, then known as the “wickedest city in the world,” because of its saloons, dance halls, gamblers and prostitutes. Concordia’s initial enrollment of 12 grew to 60 by Christmas.

A depression nearly caused the school to close in 1895. Through the persistence and tireless efforts of Rasmus Bogstad, a young pastor from Kindred, N.D., the people in the surrounding area kept the fledgling school alive with their contributions.

Concordia (which means “hearts in harmony”) began offering college-level courses in 1913 and awarded its first baccalaureate degree to five men and one woman in 1917. Since then, about 23,000 students have received degrees from Concordia. The initial enrollment of 12 has grown to 2,850; the campus, which now occupies 120 acres in the middle of residential Moorhead, has nearly 40 facilities, most of which have been constructed since 1960. The “business, practical and classical courses” offered in 1891 have grown to more than 40 major courses of study; and the academy founded by a handful of Norwegian Lutherans is now recognized nationally as one of the finest liberal arts colleges in the country.

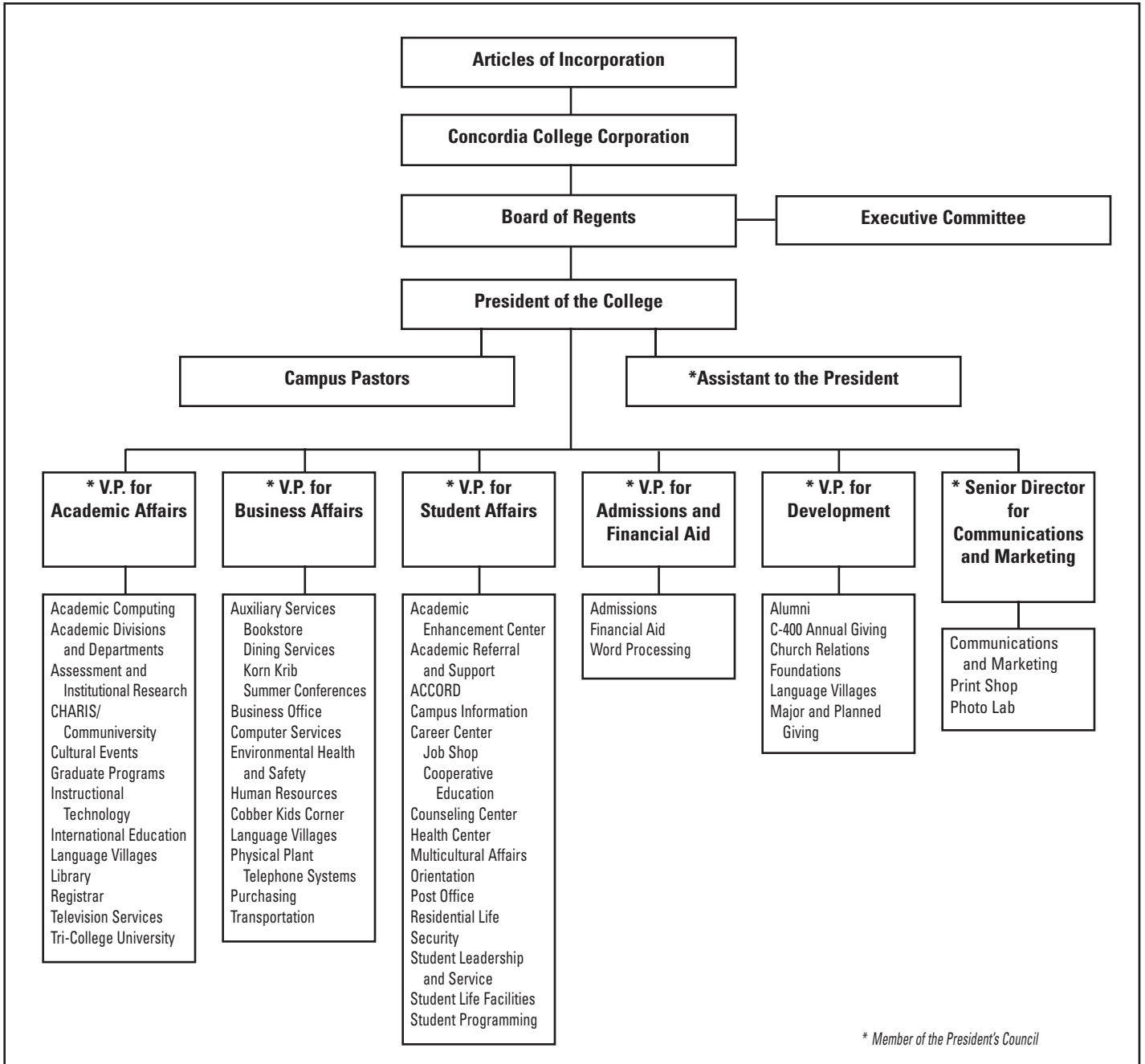
Concordia is rich in tradition. The name “Cobbers” comes from the taunting appellation of “corncocks” given to early Concordia students because of the college’s location near a cornfield. The beanie, the ruby and gold ring, The Christmas Concert, Homecoming, Prexy’s Pond, and more recently, the annual Cobber Corn Feeds, are all dear to the hearts of Cobbers throughout the world.

Concordia is one of 29 colleges of the Evangelical Lutheran Church in America. It is owned by the 1,000 congregations of the ELCA in northern Minnesota, North Dakota and Montana. It is supported by these congregations and by alumni, friends, parents, corporations and foundations throughout the world.

The stated mission of Concordia College is “to influence the affairs of the world by sending into society thoughtful and informed men and women dedicated to the Christian life.”



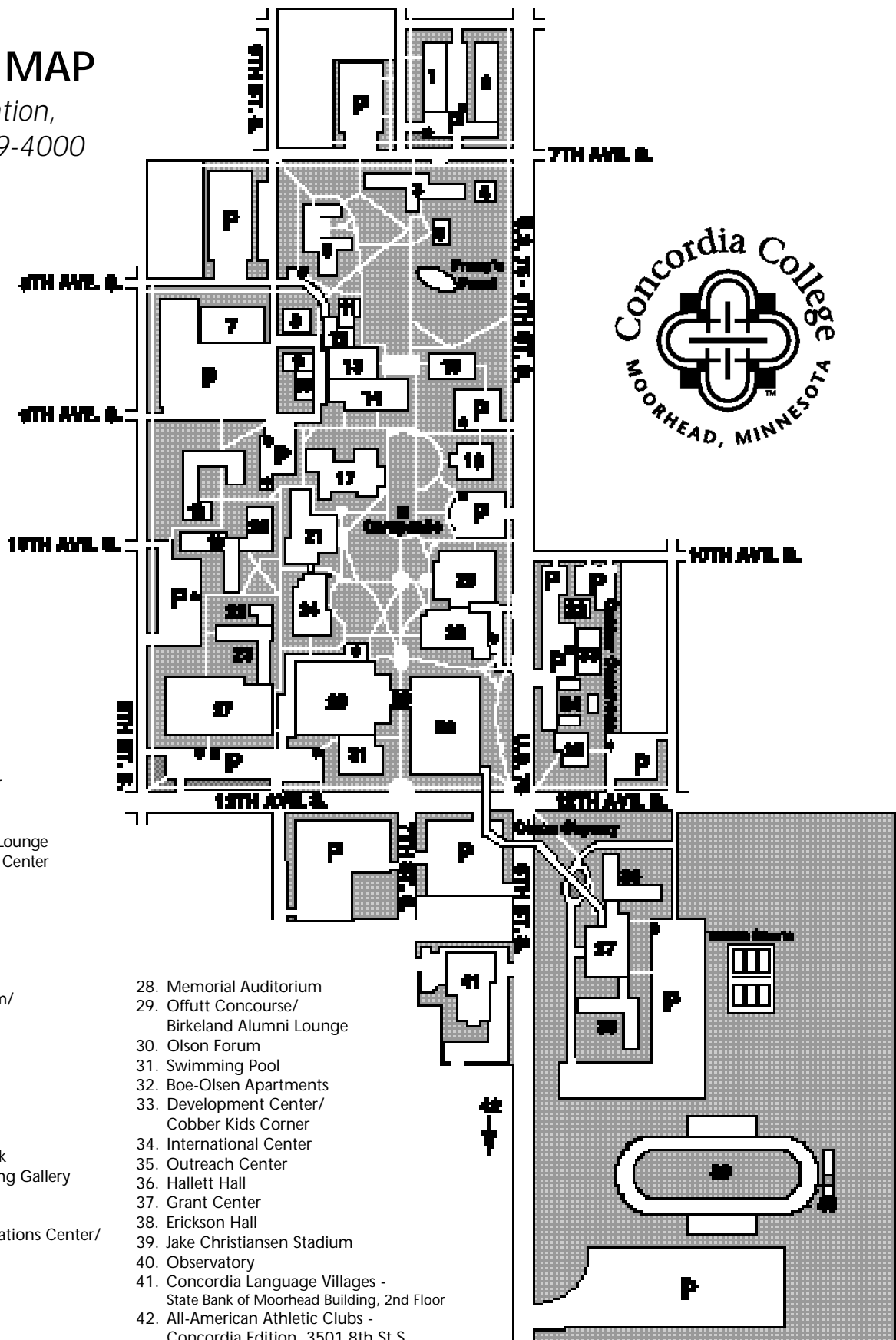
GOVERNANCE STRUCTURE



** Member of the President's Council*

CAMPUS MAP

For information,
call (218) 299-4000



KEY

1. Bogstad Manor
2. Bogstad East
3. Park Region Hall/
King Intercultural Center
4. President's Residence
5. Aasgaard House
6. Fjelstad Hall/Frida Nilsen Lounge
7. Mugaas Plant Operations Center
8. Berg Steam Plant
9. Garage
10. Heating Plant
11. Bishop Whipple Hall
12. Grose Hall
13. Academy Hall
14. Knutson Center/Centrum/
Campus Information
15. Old Main
16. Brown Hall
17. Carl B. Ylvisaker Library
18. Lorentzsen Hall
19. Livedalen Hall
20. Normandy/Bookstore
21. Frances Frazier Comstock
Theatre/Cyrus M. Running Gallery
22. Kjos Health Center
23. Hoyum Hall
24. Olin Art and Communications Center/
TV-radio studios
25. Ivers Science Building/
LB Auditorium
26. Jones Science Center/
Fuglestad Auditorium
27. Hvidsten Hall of Music/
Christiansen Recital Hall/Kresge Lounge
28. Memorial Auditorium
29. Offutt Concourse/
Birkeland Alumni Lounge
30. Olson Forum
31. Swimming Pool
32. Boe-Olsen Apartments
33. Development Center/
Cobber Kids Corner
34. International Center
35. Outreach Center
36. Hallett Hall
37. Grant Center
38. Erickson Hall
39. Jake Christiansen Stadium
40. Observatory
41. Concordia Language Villages -
State Bank of Moorhead Building, 2nd Floor
42. All-American Athletic Clubs -
Concordia Edition, 3501 8th St S

- P Parking
* Handicapped Parking

POLICIES AND PROCEDURES

EQUAL OPPORTUNITY

Revised 06-2008

Please click this box to follow links to the new policy.

EQUAL EMPLOYMENT OPPORTUNITY FOR PEOPLE WITH DISABILITIES

Revised 06-2008

Please click this box to follow links to the new policy.

WORKING HOURS

The standard working day is from 8 a.m. to 5 p.m., with a one-hour lunch break. Summer hours are from 8 a.m. to 4:30 p.m., with a 45-minute lunch break. Because of a wide variety of needs in different departments, the College reserves the right to set and/or change working hours.

COFFEE BREAKS

Employees are eligible for paid coffee breaks. Coffee breaks are to be 15 minutes in the morning and 15 minutes in the afternoon and cannot be accumulated or "banked."

TIME CARDS

Most support staff employees are subject to federal and state wage and hour regulations. The use of time cards allows the College to pay you accurately, to maintain required records and to keep a running balance of your accumulated vacation time, holiday time and sick leave. It is necessary to record accurately all time worked, sign your time card and submit it to your supervisor by the 15th of each month, or as he or she specifies.

OVERTIME

Revised 09-2008

Please click this box to follow links to the new policy.

EXEMPT SUPPORT STAFF RECORD

Some support staff positions have been determined to be exempt from wage and hour regulations and thus are not eligible for overtime pay. In addition, no record of hours worked is required.

SALARY ADJUSTMENT

Salary adjustments are considered once a year and become effective Sept. 1. The factors involved in determining salary adjustments include, but are not limited to factors such as merit, years of service, cost of living and budgetary considerations.

PERFORMANCE APPRAISALS

All employees of the College participate in performance appraisals, which typically occur after 90 days of service and approximately once a year thereafter. The appraisal consists of:

1. An appraisal form completed by your supervisor.
2. A review of the position description.
3. A review of the objectives from the prior year.
4. Objective setting for the next year.
5. A discussion of the above items with your supervisor.

The appraisals are designed to highlight your strong areas and also point out areas that need improvement. It is hoped that conversations with your supervisors will have a positive effect on the work relationship.

PAYDAY

Normal payday is the last working day of each month. For example, hourly employees would be paid on Oct. 31 for the pay period Sept. 16 through Oct. 15. Electronic deposits are available. For more information contact Human Resources (299-3339) or Payroll (299-3328).

PAY ADVANCES

Pay advances may be requested during extremely unusual and emergency situations. They will be made by the payroll supervisor, upon authorization of the controller. In the event of needing a short-term loan, please consider using the credit union services described on Page 15.

GARNISHMENT OF WAGES

Concordia College will comply with all court orders relative to garnishment of wages from any Concordia employee.

CONFIDENTIALITY

Information about students, College personnel or those who support Concordia is strictly confidential. Such information must never be discussed with anyone who does not have a legitimate need to know the confidential information to perform services for the College. This responsibility is shared by every employee in every capacity. To give out unauthorized information is not only uncharitable, but may involve you in legal proceedings. Federal and state laws are very strict on this matter; therefore, confidentiality is of great concern to the College.

PERSONNEL RECORDS ACCESS

Employment and benefit records are kept in the Office of Human Resources and can be viewed there upon written request of an employee. Access will be granted within seven working days of receiving the request during regular office hours. Employees may submit a written statement concerning any disputed information which will become part of their personnel record.

SECURITY

Proper security of buildings and offices is a very important matter. Property must be protected from theft, as well as from unauthorized use. Keys are given to certain employees upon special authorization, and such employees are personally responsible for the use of these keys. Employees with keys must return them to the College on the last day of employment.

Employees entrusted with the custody of safes, vaults and confidential files are to be responsible for their proper security before leaving for the day.

The College has experienced no unusual problems regarding employees working evenings or weekends. However, when evening or weekend work is required, you should take special precautions to safeguard yourself and the property of the College.

If you feel uncomfortable about crossing the campus alone at night or entering a building alone, Campus Security provides an escort service. You may contact a campus patrol officer by calling Campus Security, 299-3123.

Unusual, suspicious or potentially harmful situations should be reported to Campus Security for investigation.

SNOW DAYS

Because about 80 percent of Concordia's students live on campus or within walking distance, they are generally able to attend classes in a snowstorm. Because of this, we try to keep the College open for everyone who is able to be here. The decision of work attendance during a storm can only be made by the employee. If an employee determines that the weather is unsafe for travel, he or she may elect to take those hours missed as vacation, unpaid absence or arrange alternate working hours. Employees who are unable to attend work on storm days must notify their supervisor.

The College may be forced to close on rare occasions when the whole community is at a standstill. Appropriate notice will then be given over the local media and employees will be paid for any missed work hours. Some essential services must continue to operate even when the college is closed. Those employees are still required to report to work when this occurs.

PARKING

As an employee of Concordia College, you are entitled to the privilege of on-campus parking at no cost. It is your responsibility to obtain a parking permit for your vehicle(s). The parking permits are issued by the Campus Security Department.

IDENTIFICATION CARDS

When you begin employment at the College, you should contact Auxiliary Services (299-4406) to have your picture taken for an identification card. This card admits you to various campus events where it may be requested to verify your employment at the College (i.e. by Campus Security). You need to renew your identification card every four years.

CAMPUS DIRECTORY

The Concordia College Directory and College Handbook, published annually, lists employees and students alphabetically. It includes addresses, phone numbers, positions and photos of employees. The handbook describes many facets of campus life. The directory is intended for internal use only; use for commercial purposes is not authorized by the College. All employees are encouraged to have their photos taken, free of charge, in the College's Photo Lab for use in the directory. Please keep your photo up-to-date.

INTERCOM

The Intercom is a weekly campus publication designed to inform College employees and students of events happening within the College community. Among topics discussed are promotions, new policies, job vacancies, new personnel and campus events. This is a highly informative newsletter which you are encouraged to read. You are also invited to submit news items for publication in the Intercom.

POSITION OPENINGS

Position openings on campus may be filled by transfer, promotion or new appointment. A department may fill a position by transfer or promotion within the department. Positions not filled by intradepartmental promotion or transfer will be advertised to the public. Part-time or temporary positions may be filled following more limited searches.

Because the College feels that advancement enhances your personal job satisfaction, you are encouraged to seek out these job openings. Requests for interdepartmental transfers or promotions are kept confidential until an employee has become a finalist for a position, at which time the current supervisor is notified.

If you have any questions concerning posted job openings, please discuss the position with the human resources staff.

EMPLOYMENT OF RELATIVES

Relationship by family or marriage will be neither an advantage or disadvantage in considering appointment to the College. In some cases it works well for family members to work together, but the College reserves the right to make that determination.

TELEPHONE USE

The College realizes that occasionally it may be necessary or expedient to make a personal call from an office extension. Make the call, but make it as brief as possible. Please do not encourage friends to call you on an office extension. Local personal calls may be made from College telephones. In unusual circumstances, long distance calls may be made if you make arrangements with your department head to reimburse the College for the call.

SMOKING

The College strongly discourages smoking because of the evidenced health hazard. Smoking is prohibited in campus buildings, except in designated student resident hall rooms and private offices after normal class day/business hours.

USE OF ALCOHOL AND OTHER DRUGS

Concordia College seeks to promote healthy living in community and individual life. The College recognizes that the misuse and abuse of alcohol and other chemicals is a serious health problem affecting every aspect of human life. The College will intervene out of concern for both the individual and the College community. A pamphlet is distributed annually describing the health hazards of chemical abuse and local agencies which offer help. Employees who suspect they may have an alcohol or other drug problem are also encouraged to seek help through the Employee Assistance Program.

The manufacture, distribution, dispensing, possession, or use of alcohol or a controlled substance (including abuse of prescription medication) by any person in College facilities, or while at work outside the College will not be permitted. Similarly, Concordia College does not allow alcohol or illegal chemical use off campus by registered campus organizations or at College-sponsored events. Those doing so will be subject to disciplinary action up to and including required completion of a rehabilitation program or discharge.

The Drug-Free Workplace and Drug-Free Schools Acts require that employees abide by this policy. Any employee convicted of any criminal drug statute for a violation occurring in the workplace must notify the director of Human Resources no later than five days after the conviction.

PERSONAL PROBLEMS

Difficulties arise from time to time in everyone's life. At those times, remember that there are people within the College who care about your personal welfare. Often, it helps just to be able to talk over a problem with another person.

You should feel free to contact your supervisor, department head, the Director of Human Resources or any other staff member you deem appropriate. They will offer assistance whenever possible and, if needed, may also be able to refer you to another person who can help. Employees who desire outside professional help are encouraged to use the Employee Assistance Program (see Page 16).

DISABILITY

Many health conditions can result in an employee becoming physically or mentally disabled.

Accommodation will be made, where possible, for disabled employees to continue working unless they are no longer able to meet the requirements of the job or pose a health hazard to themselves or others at the College.

Decisions about continuing employment are made case by case and are based on professional medical and/or psychological judgments.

RETIREMENT

There is no mandatory retirement age. For setting retirement income objectives, the "normal" retirement age is 65. Support staff may continue to work as long as they are able to meet the performance standards of their job.

For health insurance benefit purposes, a retiree will be one who has attained the age of 60, ceased active full-time employment and who has had a minimum of 10 years of service with the College. For recognition purposes, a retiree will be one who has attained age 60 and has a minimum of 10 years of service with the College.

TERMINATIONS: RESIGNATION AND DISCHARGE

Revised 06-2008

Please click this box to follow links to the new policy.

JOB DISSATISFACTION AND GRIEVANCE PROCEDURE

The College recognizes that in any employee group, difficulties and misunderstandings arise. If you have any work-connected problem or are unhappy with a College policy, please feel free to discuss these problems with your immediate supervisor. If you remain dissatisfied you may request a meeting with the director of Human Resources. It is hoped that in most cases, satisfactory solutions to problems can be reached informally between you, your supervisor and the College.

If, however, you wish to have a grievance considered formally, you should first submit the grievance in writing to your immediate supervisor with a copy for the director of Human Resources. If it cannot be resolved with your supervisor, you may appeal the grievance in writing to the vice president or director of your administrative unit. At this point, the grievance may (at the request of either the employee or the vice president) be heard by the appropriate committee (i.e. Support Staff Committee). If the solution of the committee and/or vice president is not acceptable, it may be appealed in writing to the President of the College for final resolution.

SEXUAL HARASSMENT

It is the goal of Concordia College to maintain an environment free of discrimination based on gender. This statement concerns one form of sex discrimination — sexual harassment.

We expect all in this community to foster positive attitudes and behaviors toward members of each gender. We wish to make explicit our abhorrence toward language, behavior and attitudes which intimidate, offend and debilitate members of this community. Furthermore, we encourage those who experience or observe forms of harassment to bring such incidents to the attention of those who carry special responsibility for nurture in this community.

Definition:

This policy shall apply to the behavior of all students, faculty and staff while in the “college environment.” The “college environment” shall include actions occurring on all property owned by the college and actions occurring during activities specifically controlled and directed by the college whether on Concordia property or not.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

1. submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment or academic advancement, or
2. submission to such conduct is used as a basis for employment or academic decisions, or
3. the behavior has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile or offensive working environment, or
4. the conduct is so severe, persistent or pervasive that it affects a student's ability to participate in or benefit from an educational program, interferes with academic performance, or creates an intimidating, hostile or offensive college environment.

Sexual harassment includes but is not limited to behaviors such as:

1. sexually oriented verbal “kidding” or abuse, sexual innuendo or suggestive comments;
2. nonverbal behaviors such as whistling or obscene gestures;
3. subtle pressure for sexual activity;
4. physical contact such as inappropriate touch, pinching or deliberate repeated brushing against another's body; and
5. demands for sexual favors, accompanied by implied or overt promises of preferential treatment or threats.

Sexual harassment can occur anywhere, anytime between and among students, faculty, staff and coworkers, in consensual and nonconsensual relationships; it occurs in situations where one person abuses the power he or she has over another person, violating the boundaries and trust implicit in that relationship. It can occur between peers where no power differential exists. It can occur between members of the opposite or same sex.

In a work setting harassment can also occur between equals.

Procedures:

Whenever possible, sexual harassment should be confronted directly by the affected person(s).

If an informal objection is not appropriate or does not otherwise bring resolution, formal reports may be filed or complaints may be pursued under the various grievance procedures available to students, faculty and staff as published in the student, faculty, support staff and administrative handbooks.

Formal complaints should be filed with the proper college officials:

1. A student grievance involving a faculty member shall be brought to the academic dean.
2. A student grievance involving another student or staff member shall be filed with the dean of students.
3. Student employees and support staff members shall submit grievances to the director of Human Resources.
4. Administrative staff members shall submit grievances to the director of Human Resources.
5. A faculty grievance shall be filed with the academic dean.

All complaints are subject to review and appeal according to established college policy.

An Explanation of the Policy

Sexual harassment may occur:

1. **In consensual relationships.** Consensual relations between individuals with unequal status in the community does not constitute a defense against charges of sexual harassment. A relationship between a faculty or staff member and a student should be considered that of the professional and client in which sexual relationships are inappropriate. The power differential inherent in such relationships, as well as those between a supervisor and an employee, compromises the ability of the person in the position of less authority to freely decide or act. Such behavior is also unacceptable in terms of the values, standards and expectations of the College.
2. **In off-campus placements and study programs.** The sexual harassment policy covers students assigned to or participating in off-campus placements and study programs under the control of non-Concordia personnel, such as teacher-education clinicals and student-teaching placements, cooperative education placements, service-learning placements, practicums, and other off-campus study programs. The Concordia representatives supervising such placements need to prepare students for recognizing and dealing with sexual harassment and to assist and support them should it ever occur. Program heads are responsible for informing potential placement sites of the college policy and can decertify and cease utilizing such sites where problems are encountered. Although the college cannot impose sanctions against non-employees, the college supervisor can remove the student from the placement or program without penalty to the student.

If a student is removed, the college supervisor should arrange for a new placement for the student as soon as possible.
3. **In May Seminars and other off-campus study programs sponsored and directed by Concordia.** The policy on sexual harassment also covers students, faculty and staff involved in May Seminars and other off-campus study programs sponsored and directed by the college.
4. **Between students.** Students should recognize that sexual harassment can occur whether or not a power differential exists. Sexual harassment can occur, for example, in student organizations, student employment, residence halls, laboratories, classrooms, societies and athletic teams.

Response Options

The policy provides four options in response to sexual harassment.

When appropriate, the college encourages informal resolution of sexual harassment situations by the individuals involved at the level appropriate for the situation.

Informal Options

1. **Direct response.** If appropriate, the offended person should make his/her objections directly known to the person involved. When sexual harassment occurs, the offender should be confronted immediately and informed orally or in writing of the inappropriateness of the behavior.

2. **Consultation.** Any person who experiences or observes forms of sexual harassment is advised of the additional option to discuss that experience with a ***counselor, pastor or another member of the college's counseling staff***. These staff members can listen, provide support, answer questions about sexual harassment policy and discuss optional responses. Concerns regarding possible sexual harassment may be discussed with a ***staff member*** without filing a formal complaint. It is also possible for a person who experiences or observes a form of sexual harassment to consult with the supervisor of the person exhibiting the behavior or another person in authority without having to file a formal complaint.
3. **Informal resolution.** The victim/counselor/other staff member may bring the matter to the attention of the perpetrator's supervisor or to the appropriate vice president or his/her associate, who will then attempt to resolve the matter informally by confronting the person exhibiting the behavior. In resolving the matter informally, it will be made clear that this type of behavior is unacceptable and that formal action will be taken should it occur in the future. Attempts at informal resolution should be reported immediately to the academic dean if it involves a faculty member, to the dean of students if it involves a student and to the director of human resources if it involves a member of the staff.

Formal Option

4. **Formal resolution.** If informal options are inappropriate or unsuccessful in changing behavior, the college encourages formal action to be taken. Ordinarily, the formal complaint process will be undertaken only when a formal report or written and signed complaint is filed. However, in cases that appear to be criminal in nature, violate college policy, pose a serious physical or emotional threat, or involve repeated behavior by the same individual, the college may initiate an investigation of the allegations and take appropriate action even in the absence of a formal report or complaint. The decision to initiate the procedures for hearing a formal complaint will be made by the academic dean if a faculty member is involved, the dean of students if a student is involved and the director of human resources if a staff member is involved. In making this decision, the person(s) bringing the complaint will be consulted as to their feelings about formal action being initiated and, if formal action is initiated, the person(s) bringing the complaint will have a college counselor available for advice and support throughout the process.

The Sexual Violence Policy may be found in the current Concordia College Catalog

Please refer to the *Concordia College Directory and Handbook* for more information on policies and administrative structure.

BENEFITS

BENEFITS REFERENCE

The following section is intended to be an easy reference guide to the benefits you have as an employee of Concordia College. Five types of benefits are described: automatic benefits, time-off benefits, insurance and tax benefits, education benefits and special benefits. These benefits have been established by the College to provide you with income protection, security and an enriched quality of life. You are encouraged to take advantage of the benefits for which you are eligible.

Eligibility for each type of benefit is stated on the following pages. Definition of employment status is as follows:

Regular Employment

Any employment not specified to be on-call or temporary. Status is based on budgeted hours Sept. 1 through Aug. 31 each year.

Full-time status: employment for which paid hours are equal to at least 2,000 or more hours per year.

Three-quarter time status: employment for which paid hours are equal to at least 1,500 hours per year, but less than 2,000 hours per year.

One-half time status: employment for which paid hours are equal to at least 1,000 or more hours per year, but less than 1,500.

Less than half-time status: employment for which paid hours are less than 1,000 hours per year.

Term Employment

Employment expected to be more than one year in duration with a projected term date (benefit-eligible).

Temporary Employment

Any employment specified to be of one year or less in duration (not benefit-eligible).

On-call Employment

Any employment that is not on a regular schedule and is required by the College, according to the demand of the work load (not benefit-eligible).

AUTOMATIC BENEFITS

Coverage includes **all employees**, including temporary and on-call staff.

Social Security

The percentage of payment required by law is deducted from your paycheck and a college contribution is made as required by law. The total is deposited with Social Security. Some ordained persons and non-resident aliens are exempt from Social Security.

Unemployment Compensation

As a Concordia College employee you are covered under the provisions of the Unemployment Act and therefore accorded the rights and privileges of this statute. Payments under this act are made solely by the College.

Workers' Compensation

As a Concordia College employee you are covered under the provisions of the Workers' Compensation Law of Minnesota and therefore accorded the rights and privileges of this statute. Contributions to this insurance are made solely by the College.

If you are injured even slightly while on the job, you must notify your supervisor immediately so that your injury may receive proper treatment. Your supervisor must fill out a "FIRST REPORT OF INJURY" form immediately and send it to the environmental health and safety coordinator even if no time was lost from the job. (Report forms are available from the environmental health and safety coordinator, 299-3682.) In some cases, the real injuries are not immediately evident, and failure to report an injury may deprive you of future benefits.

Workers' Compensation provides compensation for medical treatment. It also provides salary compensation at the rate of $66\frac{2}{3}$ percent beginning with your fourth day of disability. If you receive a full payroll check, you must turn your check from Workers' Compensation over to the College.

TIME-OFF BENEFITS

Vacation Time *(Eligibility: one-half time or more)*

Vacation time is provided to allow employees a period of rest and relaxation. Consequently, accrued vacation has no value upon termination and will be paid only in those instances specified under the "Terminations" section of this handbook.

Vacation time begins accruing with the first day of employment for those staff members working at least half-time. It accrues at a rate based on the actual number of hours worked during a pay period. For example, an employee working full-time accrues vacation at a rate of 10 working days per year for the first 10 years of continuous employment and 15 working days per year after 10 years of employment.

Part-time employees will accrue vacation on a pro-rated basis.

A running balance is calculated and printed on your paycheck. The maximum accumulation of accrued vacation for employees with fewer than 10 years of service is 15 days. Employees with 10 or more years of service may accumulate up to 20 days of vacation.

Vacations must be scheduled in accordance with the work needs of your department and arranged in advance with your supervisor. Paid holidays that fall within a vacation period are counted as holiday time and will not be subtracted from your vacation leave balance.

Holiday Time *(Eligibility: one-half time or more)*

The College provides the following paid holidays:

1. New Year's Day *
2. Good Friday *
3. Memorial Day *
4. Independence Day *
5. Thanksgiving Day *
6. Friday after Thanksgiving
7. Christmas Day *
8. Five days to be announced each Fall.

Labor Day is not observed as an official holiday because it occurs at the beginning of the first semester.

Anyone not employed on a full-year basis will be compensated if the above holidays fall within his or her normal work schedule. Anyone employed full-time will receive eight hours pay for holidays. Those employed between one-half time and full-time will receive pro-rated holiday pay, based on the normal hours scheduled for that position.

Paid Sick Leave *(Eligibility: one-half time or more)*

Sick leave is intended to protect you from loss of income during necessary periods of absence, because of personal illness, injury, disability due to pregnancy or childbirth and doctor or dental appointments for yourself or your child under the age of 18. Sick leave may also be used on a very short-term basis for attendance upon another sick member of the immediate family, who is unable to care for him/herself. Immediate family for this policy includes your spouse or parents permanently residing in your home. Accrued sick leave has no monetary value upon termination, nor can it be used as vacation time. Satisfactory evidence of inability to work may be requested by the College.

Paid sick leave accrues at the rate of one day per month, beginning with your date of employment. It accumulates from year to year, to a maximum of 120 days. It is pro-rated for regular part-time employees employed on at least a one-half time basis.

If all accrued sick leave has been exhausted and illness continues, an unpaid leave of absence must be requested. Under extremely unusual circumstances, the College may consider granting an advance of sick leave.

It is necessary that your supervisor be notified prior to the start of your workday if you are unable to come to work. Failure to give appropriate notification may result in termination of employment.

If you are absent because of illness or accident covered by Workers' Compensation, you will receive full salary during the period of your accrued sick leave through a combination of payments from Workers' Compensation and the College. After your sick leave is exhausted, Workers' Compensation continues payment at the rate determined by Minnesota state law. The College requires that you obtain your physician's release in writing before you return to work.

Paid Absences

Funeral Leave: Up to three days with full salary paid will be allowed for death in your immediate family. Immediate family for this policy includes mother, father, sister, brother, wife, husband, children, mother-in-law, father-in-law, grandparents, and grandchildren.

Up to one day with salary is allowed if you are a participant (such as pallbearer) in a funeral service.

Medical Procedures: Up to one week is available for those undergoing medical procedures to donate bone marrow. This is separate from sick leave.

Jury Duty: It is every citizen's right and duty to serve as juror or court witness when called. Employees called for jury duty are granted time and full pay, provided that the employee turn over jury fees to the College. You will be expected to return to work immediately upon being released from jury duty service.

Habitat for Humanity: Paid time off may be provided to a limited number of staff to volunteer for a Habitat for Humanity project that is administered by Concordia College. Requests for this time off requires approval of the appropriate vice president.

Military Leave: If you are a member of a reserve or National Guard unit, you may request to be absent for the usual prescribed training period of two weeks per year. The salary received from the College during that two-week period will equal the difference between your regular two-week salary and the military salary received.

Family and Medical Leave (FMLA)

The Family and Medical Leave Act of 1993 (FMLA) requires Concordia College to provide up to 12 weeks of unpaid leave of absence in a 12-month period to employees because of birth or placement of a child for adoption or foster care, to care for a seriously ill family member or for the employee's own serious illness (Appendix A).

Contact the Office of Human Resources for the procedure to initiate an unpaid leave under FMLA.

Other Leaves of Absence (not FMLA)

Occasions may arise when you need time off from work because of unusual circumstances or for personal reasons. At that time, you may request permission from your supervisor to take an unpaid absence. Unpaid absences are limited to five working days per year.

A limited amount of unpaid time may also be taken to attend school conferences and activities of your children, which cannot be scheduled outside of the regular work day.

A leave of absence may be requested under certain circumstances, including child-rearing. Each request will be considered individually, taking into account your work record, length of service, nature of the request and work needs of the department. Generally, at least one year of service for those employed on at least a half-time basis is required. It must be approved by your supervisor and the director of Human Resources.

If a leave of absence is granted for more than six weeks, your original position cannot be guaranteed upon your return (other than FMLA), but every consideration will be given for placement in a position of like status and pay, and one for which you are qualified. Your benefits will not accrue during the period of absence, although insurance coverage may be continued if you pay the full premium.

INSURANCE AND TAX BENEFITS

Coverage under the following plans is optional, not automatic. You will be reminded by the Office of Human Resources of your eligibility to participate, but it is your responsibility to get more information and apply for these benefits in the Office of Human Resources. Coverage begins the first of the month following your application as an eligible employee.

For insurance benefits, if you apply for coverage within 31 days of eligibility, you and family members will be covered without physical examination or reference to pre-existing conditions. If you begin participation after that time, waiting periods apply, or coverage may be denied.

Health Insurance (*Eligibility: one-half or more*)

You are eligible to participate in the College's group health insurance plan effective the first of the month following employment.

You may select either single coverage or a family plan, which includes coverage for your spouse and dependent children. A rate schedule is available from the Office of Human Resources. The employee pays a share of the premium, based on the plan chosen.

It is your responsibility to immediately notify the College in writing if your family status changes, due to divorce or legal separation, death of your spouse or dependent, or if dependent ceases to meet the definition of a "dependent child" under your health plan. If you take this action, it protects continuation rights for your spouse and/or dependents.

Life Insurance *(Eligibility: three-quarter time or more)*

You also become eligible to participate in the College's group life insurance plan effective the first of the month following employment. This plan is written through MetLife.

The benefits and premiums for this plan are based on salary and age. The premiums for one times salary coverage will be paid for in full, by the College. If you want an additional two-or-three times salary, that premium will be paid through payroll deduction. Employees must sign up within 31 days of the date they begin benefit-eligible employment, or a statement of health will be required and coverage may be denied.

Long-Term Disability Insurance *(Eligibility: three-quarter time or more)*

You are eligible to participate in the long-term disability insurance plan effective the first of the month following employment. Written through Fortis Benefits Company, this group plan provides protection of your income should you become unable to work because of a disability. The College pays one-half the total premium. You pay the remainder through payroll deduction.

Following determination of disability, a monthly income is paid to you. This commences on the first of the month following six consecutive months of long-term disability. (During the first six months sick leave must be used.) This monthly income benefit may be equal up to 60 percent of your salary less payments from Social Security or Workers' Compensation.

If you have also been participating in the retirement plan and become disabled, your monthly annuity contribution (not to exceed 10 percent of salary), will be continued to age 65 at no cost to you. The College pays the full premium for this waiver coverage.

Flexible Benefits *(Eligibility: one-half or more)*

The flexible benefits program allows employees the choice of paying for their share of group health and long-term disability premiums with before-tax dollars from their pay. In addition, two flexible spending accounts allow employees to pay for IRS-approved healthcare and daycare expenses on a before-tax basis.

Retirement *(Eligibility: one-half time or more, after one year of employment)*

You are eligible to participate in the retirement plan effective the first day of the month following employment. After one year of at least one-half time employment with the College, you are then eligible for the College contribution of seven percent of your gross salary if you contribute five percent of your gross salary. The one-year waiting period will be waived for employees who have a current TIAA-CREF annuity plan through another institution or past Concordia employment.

The annuity is fully "vested" immediately. This means both your contribution and the College's contribution are permanently a part of your personal retirement fund even though you should terminate your employment with the College. You may elect to tax shelter your retirement contribution.

You are encouraged to join the retirement plan immediately upon eligibility; however, you may also begin participation at any time thereafter.

Supplemental Retirement Annuities

Supplemental retirement annuities with the employee making contributions up to a legal limit are also available on a voluntary basis. Interested employees should contact the Office of Human Resources.

EDUCATION BENEFITS

Continuing Education

Revised 06-2008

Please click this box to follow links to the new policy.

Tuition Allowance for Spouses and Children of Employees

Revised 06-2008

Please click this box to follow links to the new policy.

SPECIAL BENEFITS

CAMPUS EVENTS AND FACILITIES

Business Office: The Business Office offers you the service of check cashing, from 9 a.m. to noon and 1 p.m. to 4 p.m.

Chapel: You are invited to attend chapel, which is held Monday through Thursday in the Centrum at 9:50 a.m. Supervisors are encouraged to make arrangements within their individual departments, making it possible for staff to attend chapel on a regular basis, if they choose.

Convocation: You are also invited and encouraged to attend College convocations. As offices are not normally closed during these time periods, suitable arrangements for attendance at convocation must be made with your supervisor.

Cultural events series, lectures and athletic events: Most events are free to you and your family. You and your spouse will be admitted, upon presentation of your identification card. You and members of your family are admitted to athletic events, upon presentation of the Concordia College Athletic Department complimentary pass (available at the Campus Information Office).

Athletic facilities: Concordia offers you and your family access to all athletic facilities, including the sauna, swimming pool, basketball courts, tennis and racquetball courts, weight room, whirlpools and indoor track. Contact the Physical Education Department for schedules of open hours.

All-American Athletic Club, Concordia Edition: 3501 8th St S. Membership to this Moorhead health club is offered to faculty and staff members for \$30 per semester. For information call 233-1516.

Ylvisaker Library: As an employee of the College, you are encouraged to use the library services provided. You have full library privileges, with no restrictions. If you have any questions, feel free to inquire at the library for more information.

Faculty/Staff Wellness Program: A variety of organized activities and seminars are offered at no charge to Concordia employees and their spouse, to help them live a healthy lifestyle. Schedules are announced at the beginning of each semester by the Physical Education Department.

Credit Union

All regular employees are eligible to join Northland Educators Federal Credit Union. You may elect to have a payroll deduction for the Credit Union. Some of the services offered by the Credit Union are:

- Share draft accounts;
- Loan service and revolving credit;
- Interest-earning savings accounts;
- Transfer service from your savings to your bank checking account;
- New and used auto prices;
- No charge for travelers checks, financial counseling, consumer information or notary public service; and
- Life insurance and total permanent disability.

Applications may be obtained from the Credit Union or the Concordia Business Office.

Employee Assistance Program

Concordia College maintains an assistance program for its staff and their families. Staff interests are best served when personal problems can be resolved in a way that does not compromise occupational and professional development, advancement or future employment.

Definitions:

1. **Assessment:** An evaluation of the problem
2. **Caregiver:** Agency or person administering treatment, counseling and/or assistance
3. **Diagnostician:** Person responsible for assessment and referral to an appropriate resource of help
4. **Family:** Spouse and dependent children
5. **Supervisor:** Administrators, department heads or managers responsible for an employee group

Purpose and Explanation

The purpose of the Employee Assistance Program is to help you and your spouse and dependent children with personal problems. An evaluation and referral to the appropriate caregiver would best alleviate any problem you or your family members may have.

1. Be assured that your job, future and reputation will not be jeopardized by using this service. You are encouraged to use the service before the problem is apparent to others. Contacts or referral to any caregiver will not be recorded or included in your permanent record file.
2. This program offers professional assistance in resolving such problems in an effective and confidential manner. Because you may also be affected by the problems of your spouse or dependent children, the program is available to your immediate family as well.
3. Concordia College recognizes that most human problems can be resolved successfully provided they are identified and referral is made to an appropriate caregiver. This applies to physical illness, mental or emotional concerns, finances, marital or family distress, alcohol and other drug abuse, legal problems, stress, and stress-causing conditions or other concerns.
4. Upon certification of need by the diagnostician, a leave of absence may be granted in accordance with Concordia College's policy. You will be eligible for two separate referrals for the same type of problem during your employment with Concordia College.
5. Any person who feels a need is encouraged to seek diagnosis and referral voluntarily on a confidential basis by contacting:

Lakeland's Employee Assistance Program
1010 32nd Avenue South
Moorhead, MN 56560
(218) 233-7524
Emergency (800) 223-4512

or

LifeWorks Employee Resource
Lutheran Social Services of Minnesota
715 11th Street North, Suite 401
Moorhead, MN 56560
(218) 236-1494
After Hours (888) 881-8261

Contact with the diagnostician will take place in a neutral setting outside of the work area. This initial contact with the diagnostician shall be free of charge to the staff of Concordia College and their family members.

Procedures for Utilizing Diagnosis and Referral Personnel

The Employee Assistance Program consists of two types of referrals—voluntary referral and supervisory referral. **Voluntary referral** occurs when you as a staff person, upon recognition of a problem, seek assistance on your own initiative through this program. **Supervisory referral** is any referral initiated by your designated supervisor because your personal problem has affected your job performance. The supervisor more than any other person

can encourage a troubled person to seek help. Experience has proven that this kind of encouragement is a major factor in resolving job-performance problems.

The phases in the referral process are:

A. Voluntary Referral

1. The staff person or family member recognizes a problem.
2. The staff person or family member directly contacts the diagnostician or Office of Human Resources to determine the name and phone number of the diagnostician.
3. The diagnostician provides diagnosis and, if needed, referral to any appropriate agency.
4. The staff person pursues counseling and/or treatment and follow-up as needed to resolve the problem.

B. Supervisory Referral

1. The supervisor identifies a job performance problem that does not respond to normal supervisory assistance. Supervisors will not diagnose personal problems to try to find causes but will observe the job performance that may be affected by one's personal problems.
2. The supervisor refers the staff person to the diagnostician.
3. The diagnostician provides diagnosis and, if needed, referral to an appropriate agency.
4. The staff person is encouraged to work out a cooperative agreement with the diagnostician concerning the source of help that he or she will utilize.
5. Contact will be maintained between the Office of Human Resources and the diagnostician in a way that it does not jeopardize the staff person's confidentiality but assures the supervisor that the staff person is obtaining necessary assistance.

The following are areas of concern that supervisors shall be aware of when suggesting to the staff person that he/she utilize the Employee Assistance Program:

1. Punctuality
2. Attendance
3. Standards of care and accuracy
4. Attitudes toward students and their families
5. Attitudes toward staff and supervisors
6. Manner in which work and attitude reflect on Concordia College
7. Acceptance of responsibility
8. Changes in disposition
9. Changes in the employee's reaction to constructive criticism
10. Changes in emotional stability
11. Changes in appearance
12. Chronic physical problems

APPENDIX A

YOUR RIGHTS under the FAMILY AND MEDICAL LEAVE ACT OF 1993

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to “eligible” employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year, and for 1,250 hours over the previous 12 months, and if there are at least 50 employees within 75 miles.

REASONS FOR TAKING LEAVE: Unpaid leave must be granted for any of the following reasons:

- to care for the employee’s child after birth, or placement for adoption or foster care;
- to care for the employee’s spouse, son or daughter, or parents, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee’s job.

At the employee’s or employer’s option, certain kinds of paid leave may be substituted for unpaid leave.

ADVANCE NOTICE AND MEDICAL CERTIFICATION: The employee may be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met.

- The employee ordinarily must provide 30 days advance notice when the leave is “foreseeable.”
- An employee may require medical certification to support a request for leave because of serious health condition, and may require second or third opinions (at the employer’s expense) and a fitness for duty report to return to work.

JOB BENEFITS AND PROTECTION:

- For the duration of FMLA leave, the employer must maintain the employee’s health coverage under any group health plan.
- Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits and other employment terms.
- The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave.

UNLAWFUL ACTS BY EMPLOYERS: FMLA makes it unlawful for any employer to:

- interfere with, restrain or deny the exercise of any right provided under FMLA;
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

ENFORCEMENT:

- The U.S. Department of Labor is authorized to investigate and resolve complaints of violations.
- An eligible employee may bring a civil action against an employer for violations.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

FOR ADDITIONAL INFORMATION: Contact the nearest office of the Wage and Hour Division, listed in most telephone directories under U.S. Government, Department of Labor.