



RIVERBEND GOLF CLUB, INC.

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EMPLOYEE MANUAL



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The Riverbend Condominium Association, Inc.

reserves the right to amend this manual and the policies stated in it, in whole or in part, at any time.

EMPLOYMENT

PROBATIONARY PERIOD

There is a 90-day probationary period for all new employees. Holiday pay and insurance benefits will begin after completing this period.

PERFORMANCE REVIEW

Not less than once per year the employee will be given a written performance review. The reviews communicate to the employee how his or her job performance compares with the work expected, and supports the employee's supervisor in discussing job performance. The rating also serves as a basis for recommending salary adjustments and other personnel actions.

PART TIME EMPLOYMENT

Employees working less than 25 hours per week are considered part-time and entitled to the following benefits:

-Vacation Pay: Part-time employees will be eligible for vacation based on the guidelines set forth in the Vacation section of this manual.

-Holiday Pay: Part-time employees will be paid for applicable days based on the guidelines set forth in the Holiday section.

-Medical Coverage: Part-time employees are not eligible for medical coverage.

WORK HOURS

Landscape employees work from 7:30 a.m. to 4:00 p.m., Monday through Friday. There is a 1hour lunch period starting at 11:00 a.m.; half of the lunch hour is unpaid. There are no other break periods.

Maintenance employees work from 7:00 a.m. to 3:30 p.m., Monday through Friday. There is a 1hour lunch period starting at 12:00 p.m.; half of the lunch hour is unpaid. There are no other break periods.

Office employees work from 8:00 a.m. to 4:30 p.m. There is a one hour lunch period.

Security guards work straight 8 hour shifts Monday through Sunday.

Every employee is expected to start work promptly at his or her regularly scheduled starting time. Work, as used in this section, includes getting out tools, equipment, supplies, materials, and other needed items, preparing them for work and putting them away at the end of the day.

OVERTIME

Overtime is the cumulative time *in excess of 40 hours* that an employee actually works in a one-week pay period. Overtime *must* be authorized by a supervisor. Employees will receive 1 ½ times their regular rate of pay for each full quarter hour worked in excess of 40 hours in a weekly payroll period.

If it is necessary for a security guard to work more than the regularly scheduled 8 hour shift (i.e., to fill in for the unexpected absence of another guard), overtime pay will be granted regardless of the number of hours worked in a one-week pay period. *Prior approval from both the manager and security chief must be obtained.*

PAYROLL & DEDUCTIONS

PAYROLL PERIODS

Employees are paid on a weekly basis. The payroll period begins Monday and ends Sunday. Employees will receive their paychecks the following Friday. The payroll is completed during the week after the pay period has been completed.

If you think your paycheck has been computed incorrectly tell your supervisor and it will be explained to you. If an error has occurred the supervisor will have it corrected.

PAYROLL DEDUCTIONS

Amounts will be withheld from your paycheck for Federal income tax, Social Security (FICA), and Medicare at the rate established by law. Riverbend matches your Social Security contribution. Whatever FICA amount is deducted from your pay an equal amount is paid by Riverbend in your behalf.

Any voluntary deductions, such as insurance costs, must be authorized by the employee.

A mandatory deduction of \$6.50 will be made for each T-shirt if employment is terminated within the 90-day probation period. A deduction of \$25 per set will be made for uniforms provided by Riverbend and not returned upon termination of employment.

ABSENTEEISM AND TARDINESS

It is essential for the success of the Riverbend Condominium Association that we meet our production schedules on time. We can accomplish this objective only with regular and prompt attendance at work.

If you find it necessary to be absent, you must notify your supervisor or the office (746-1619) by 9:00 a.m.. The office has an answering machine to receive calls prior to 8:00 a.m. If you leave a message also leave a telephone number so your supervisor can return your call and discuss your circumstances.

EXCUSED ABSENCES

Personal or family illness, jury duty or other reasons that would require an employee to miss all or part of a scheduled workday must be reported to his or her supervisor. Such absences will be recorded as excused if an employee notifies his or her supervisor in advance. If required an employee must be able to verify the reason for absence. Excused absences may not exceed twenty (20) in any calendar year (or a pro rata proportion during the first year of hire). Excused absences in excess of twenty (20) will require the hiring of a replacement employee and the position will no longer be available to the absent employee. The Board may grant exceptions to this limitation in unusual circumstances such as an employee with skills which cannot be easily replaced. This limitation does not apply in the case of jury duty. Proof of attendance at jury duty may be required.

If an employee is absent due to illness for more than three (3) consecutive days, a doctor's note is required upon returning to work.

UNEXCUSED ABSENCE

Failure to request advance approval, or to report absences in the manner described above, will result in the absence being recorded as unexcused.

An employee who fails to call in for three successive days to report his or her absence and to request that this absence be recorded as excused will be considered to have voluntarily terminated employment with the Riverbend Condominium Association.

FREQUENT ABSENCE DOCUMENTATION

If attendance records show frequent absences the employee will be required to document the reasons for future absences.

The employee's supervisor will interview an employee who has two unexcused absences in a one-month period. The results of this interview will be discussed with the general manager and entered on the worker's employment record. If the unexcused absences continue, action will be taken by the manager.

PERSONAL BUSINESS ABSENCE

An hourly employee leaving the premises at any time other than in the performance of Association business must punch his or her time card prior to leaving and upon returning to the site, including during 15 minute work breaks and/or the lunch period. Failure to do so will be considered leaving without authorization and may result in automatic termination.

TARDINESS

Employees are expected to report for work on time. Continued lateness will not be tolerated and may result in dismissal.

An employee who is going to be unavoidably detained is expected to call the office to inform his or her supervisor.

An employee must punch only his or her own time card when reporting to or leaving from work. Anyone who signs or punches a card other than his or her own will be considered to have falsified a payroll record and may be dismissed.

Anyone forgetting to punch in or out must notify his or her supervisor as soon as possible.

BEHAVIOR

GENERAL

A change in an address must be reported promptly to the management. Any change in family status that may affect insurance or taxes should also be reported as necessary.

SMOKING is NOT allowed inside the administration building or the clubhouse.

Condominium maintenance and landscape employees are to use the lavatory facilities located in the south (back) side of the administration building **ONLY**. All other employees are to use the lavatory located in their specific work facility.

TOWARD OTHER EMPLOYEES

Employees will conduct themselves in a manner that will preserve their own safety as well as that of their fellow workers.

Employees must not work in a manner that willfully obstructs or hinders another employee in completing his or her assigned duty.

Personal problems between employees are not to be pursued at work.

An employee must get permission from the supervisor to leave the site or office area (other than for lunch). The supervisor must know the reason for leaving and when return can be expected.

Upon returning the employee must check in with the supervisor. Should a supervisor leave the work area for an extended period he or she must advise the manager.

TOWARD OWNERS

An employee will be courteous to unit owners *at all times*. A unit owner who requests the performance of work should be referred to the office.

A problem involving an owner or renter experienced while an employee is performing work must be reported to the office immediately.

Employee complaints or concerns regarding the management of or work at Riverbend *shall not be discussed with unit owners*.

DRESS CODE

Field personnel are required to wear the uniform issued by Riverbend. No alterations or changes to the uniform will be made without prior approval of the management.

An employee not issued uniforms is expected to come to work neat, clean and dressed in good taste.

NON COMPANY-RELATED BUSINESS

The performance of personal work for unit owners is discouraged. However, if an employee plans to provide a service it must be done during off-hours and is strictly between the parties involved.

BENEFITS

MEDICAL INSURANCE

GROUP HEALTH/DENTAL INSURANCE

The Group Medical Insurance Plan helps protect you and your eligible dependents against catastrophic and unexpected medical expenses by providing hospital, surgical, and medical coverage. The Dental Insurance Plan provides dental cleanings and help with minor and major dental needs.

You may join the plan if you are a regular, full-time Riverbend employee, under the age of 65, working 25 or more hours per week. Riverbend pays the major part of the cost of an employee's group insurance.

Coverage for your spouse and eligible dependent children can be provided if you elect to enroll them and pay for the coverage.

Your cost would include the portion of your insurance coverage not paid by Riverbend, if any, and all of the cost of your spouse's and/or eligible dependents' coverage, should you enroll them.

Questions concerning coverage should be discussed directly with the office manager.

Your medical/dental insurance becomes effective on the 1st day of the new month following your 90th calendar day of employment.

LIFE INSURANCE

The Group Life Insurance Plan provides financial protection to your beneficiaries should you die. You will automatically be covered by Riverbend the same day your medical insurance takes effect.

You will be asked to name a beneficiary and provide us with your beneficiary's address. Remember that it is your responsibility to keep such information current. Should the need occur to change your beneficiary it is your responsibility to go to the office to institute the change.

HOLIDAYS

Riverbend Condominium Association recognizes and observes 6 paid holidays as follows:

New Years Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving	Fourth Thursday in November
Christmas Day	December 25

If a paid holiday falls on a Sunday the following day will be the (observed) paid holiday. If a paid holiday falls on a Saturday the preceding day will be the (observed) paid holiday. Employees who have regularly scheduled hours of work on the holiday weekend will be paid as stated below.

SECURITY GUARDS: Full and part time guards will receive payment for the 6 holidays listed above at a rate of time and a half for the holiday hours worked. Holiday pay does not apply to hours worked on the observed holiday. In addition, all part time employees will receive 4 hours of pay and full time guards will receive 8 hours of pay for the week of a holiday regardless of which day the holiday falls

VACATION

The Riverbend Condominium Association grants vacations with pay to eligible employees according to the following schedule:

<u>Completed Years of Service</u>	<u>Vacation Allowance</u>
1	1 week
2 - 4	2 weeks
5 - 19	3 weeks
20	3 weeks + 1 day
22	3 weeks + 2 days
25	3 weeks + 3 days
28	3 weeks + 4 days
30	4 weeks

The vacation allowance is based on the length of your normally scheduled work week.

Employees are not eligible for paid vacations during the first year of employment. After the first year vacation time may be taken after reaching the employment anniversary date.

Vacation benefits under this plan apply to all regular full-time and part-time employees. Temporary part-time employees are not eligible for vacation benefits.

The vacation year is defined as the 12-month period beginning with the employee's first employment anniversary date and continuing with each subsequent employment anniversary date thereafter.

POSITION/ STATUS CHANGE

A temporary employee reclassified to a regular employee, or vice versa, will begin or cease accruing vacation allowance on the date of the new status.

HOLIDAYS AND LEAVES OF ABSENCE

If a designated holiday is observed during an employee's vacation period, the employee will be allowed additional time off with pay equal to the missed holiday time off for which the employee is eligible.

An employee's vacation allowance for a vacation year will be reduced by one-twelfth for each full month of unpaid leave of absence during the previous vacation year.

VACATION PAY

Weekly vacation pay for eligible part-time employees will be computed by multiplying the employee's current straight-time hourly rate by the average number of hours paid per week during the previous vacation year.

An employee will be paid vacation pay on the last scheduled working day before a vacation period, provided the vacation pay information is reported to the administration office before the weekly payroll is started.

A terminated employee is not eligible for vacation pay.

VACATION SCHEDULING

A vacation may be scheduled after reaching the end of the employee's vacation year, as defined above, and must be taken prior to the employee's vacation year's end. Vacation time must be requested in writing seven or more calendar days in advance.

Vacations should normally be taken in periods of a minimum of one week. However, with the manager's approval, an employee may take his or her vacation allowance in separate days.

Whenever possible employees should take all accrued vacation. That is, pay in lieu of vacation will not be granted unless absolutely necessary to meet staffing requirements and only upon approval of the manager.

The office staff will keep records of all vacation time earned and taken. In the event of a dispute, the manager will make the final decision.

LEAVE OF ABSENCE

On occasion an employee may find that personal, health, or family problems make it necessary to be absent from work for an extended period of time. A leave of absence for an extended period of time will be permitted depending on the circumstances that prompt such a request. Such a leave of absence must be supported by valid reasons and approved by management. A leave will be granted without pay and will not count toward the accrual of benefits.

An employee desiring a leave of absence must present a written request to his or her supervisor who will forward it to the manager. The written request must contain the anticipated length of absence, with dates, and explain the circumstances that prompt the request. An approved leave of absence will not be extended beyond the date stated in the initial written request without a further written request and approval.

MATERNITY LEAVE

Under normal conditions maternity leave without pay will, like leave for other sickness and temporary disability, be granted to regular employees for a period of up to four months. Expectant mothers are allowed to work as long as their health permits, with the approval of their physician. As with other leaves for sickness and temporary disability, these leaves will not be extended unless supported by a doctor's certificate. Every effort will be made to give the former or an equivalent position to an employee returning from maternity leave, depending on the availability of such positions.

GENERAL

INJURY ON THE JOB

Regardless of their nature or severity, all injuries sustained on the job must be reported to the office at once during the day in which the injury occurred.

The Riverbend Condominium Association, Inc. insures employees against accidental injuries in accordance with the Florida State Workers' Compensation Act.

An injured employee who is sent for treatment will be paid for the remainder of the workday.

DRUG AND ALCOHOL ABUSE

Riverbend Condominium Association has established a drug-free workplace program in recognition of the consequences of drug and alcohol abuse in the workplace which lead to decreased productivity, increased risk of accidents, high turnover and decreased morale. This policy conforms with F.S. 440.102, its implementing regulations, and Federal law. You have received a copy of our "Drug-Free Policy" which includes the following as well as other elements and details:

The Association will not tolerate the use of illegal drugs on or off the job or the use of alcohol on the job.

Employees who bring illegal drugs, or alcohol, to work are subject to immediate dismissal

Employees will not be allowed to work while under the influence of drugs or alcohol.

Riverbend reserves the right to ask an employee to submit to drug testing under certain conditions, one of which is:

When an employee is involved in an accident which causes injury to himself or to any other person or damage to any property. Positive results may cause loss of workers compensation benefits.

PARKING FACILITIES

Riverbend Condominium Association provides parking for the use of employees in the space to the east of the administration building.

Employees are to park only in designated areas. Riverbend assumes no responsibility for damage to vehicles or theft of articles from vehicles while on Association property.

There is a 20 m.p.h. speed limit on association property.

UNIT ENTRY POLICY

Only authorized personnel are allowed entry into a unit for emergency or maintenance purposes. Office personnel will issue keys.

All keys must be returned by the end of the day. They may be reissued the following morning if necessary.

- **Before entering a unit the employee must determine if it is occupied. Ring the doorbell and knock.**
- **If no one appears to be at home, shout loudly "MAINTENANCE" as you enter the unit.**

While in a unit, do not eat or drink anything, watch television, or use the bathroom. Do not disturb any of the owners personal property unless it is necessary for the completion of the work. If you accidentally damage anything in the unit notify the office immediately.

Upon exiting a unit leave a maintenance ticket on the kitchen counter indicating what work was performed and your name. Be sure the front door, all sliding glass doors, and windows have been secured in the same manner as they were when the unit was entered.

DISTURBANCES INVOLVING EMPLOYEES

An angry, noisy, or physical dispute will not be tolerated on Riverbend premises. Should such a dispute occur the supervisor will be responsible for conducting a thorough investigation and for providing an immediate written report of the incident, including names of the participants and witnesses. The manager and supervisor will be responsible for imposing appropriate discipline, including dismissal if appropriate.

ASSOCIATION PROPERTY

EQUIPMENT-GENERAL

An employee is expected to exercise care in his or her use of Association property and to use such property only for authorized purposes. Negligence in the care and use of Association property may be considered cause for suspension and/or dismissal. The unauthorized removal of Association property from the premises or its conversion to personal use may be considered theft and cause for suspension and/or dismissal.

Association property issued to an employee must be returned at the time the employee's employment is concluded or when the employee's supervisor or his or her designated representative requests its return. The value of any property issued and not returned may be deducted from an employee's paycheck. The Association assumes no responsibility for loss or damage to the personal property of an employee.

VEHICLE POLICY

The use of an Association vehicle shall be solely for business purposes.

A vehicle is not to be driven for personal purposes or to carry passengers. Disregarding this policy may result in consideration for dismissal.

The Riverbend Condominium Association, Inc. has the right to seek legal counsel and may prosecute if a vehicle or other Association property is missing.

An employee who disregards Association policy and uses the vehicle for personal use and is involved in an accident may be held responsible for repairs and damages to the Association's vehicle and to the other vehicle and for any liability assessed against the Riverbend Condominium Association, Inc.

This notice is at the request of the insurance carrier and Riverbend must adhere to these conditions to maintain insurance coverage.

GRIEVANCES

A grievance is a formally expressed complaint by an employee or group of employees concerning work assigned or the condition under which work is performed. The goal is to find a fair solution at the lowest possible level of supervision. Discussions will be kept as informal and confidential as possible.

A grievance will first go to an employee's immediate supervisor for resolution. If the problem cannot be resolved at this level the employee may go to successively higher levels of supervision. Records will be kept of all grievances (except for minor ones settled with the immediate supervisor) in the employee's personnel file.

INSUBORDINATION

Insubordination is the refusal of a valid order received from supervisory or management personnel or the use of obscene or objectionable language against such personnel in a threatening manner. Insubordination undermines the discipline and authority necessary in the work place and will not go unchallenged.

After investigating the situation thoroughly, including taking accounts from the employee and any witnesses, the manager is responsible for determining the appropriate action, up to and including dismissal. The following factors will be taken into account:

- That the employee understood the instructions,
- The order was in line with the employee's job duties,
- That it was not reasonable for the employee to refuse the order,
- The existence of confusion or some other mitigating circumstance
- Use of obscene or threatening language,
- Whether the incident occurred publicly or privately,
- Provocation, illness, or stress,
- The employee's work and prior disciplinary record, and
- Whether the incident involved a safety dispute.

Personnel action may not be taken if the employee reasonably believed that:

- There was a danger of death or serious injury; and
- A less drastic course of action was unavailable.

RAIN DAYS

It will be at the supervisor's discretion to determine rainouts. All employees must report to work regardless of the weather unless the weather emergency threatens to make employee transportation to work impossible or dangerous. Employees who do not make an effort to report to work will not be paid.

TUITION REIMBURSEMENT

Riverbend encourages job-related education in an employee's spare time.

Riverbend will reimburse the cost of tuition, textbooks, and other required study material for job related courses approved in advance by the manager and satisfactorily completed. Travel and incidental expenses will not be reimbursed.

All full-time employees are eligible

SAFETY POLICY

From Subsection 4, Section 440.09, Florida

Statutes of the Worker's Compensation Law.

"Where injury is caused by the willful refusal of the employee to use a safety appliance or observe a safety rule required by the statute or lawfully promulgated by the division, and brought prior to the accident to his or her knowledge, or where injury is caused by the willful refusal of the employee to use a safety appliance provided by the employer, the compensation as provided in this chapter shall be reduced 25%."

In essence the law states that if an employee has been issued safety equipment, willfully does not use it and has an accident, due compensation benefits which would otherwise be provided would be reduced 25%. This is Florida law!

SAFETY GLASSES

Safety glasses are required to be worn at all times. Riverbend will provide employees with the first pair of clear safety glasses free of charge. A broken pair of glasses or a pair that is scratched too badly to see through may be exchanged for a new pair upon presentation of the old glasses. If lost or misplaced, employees will be charged for their replacement. Employees who wish to purchase a different but equally effective style of safety glasses or ones with tinted lenses may do so at their own expense.

SHOES

Proper shoes are to be worn at all times. Employees not wearing shoes will not be permitted to work.

GLOVES

Gloves and face masks (respirators) must be worn when spraying chemicals. Gloves should also be worn to protect hands from insect bites.

USE OF POWER EQUIPMENT

Power tools intended for cutting, clipping, mowing, edging, sawing, drilling, etc. can cause serious accidents. Use them with deliberate care.

If you feel that another employee's use of equipment is hazardous to you or to others, report it to your supervisor.