



Interact

Employment and Workplace Handbook

Welcome

Welcome to Interact Center for the Visual and Performing Arts! We are happy to have you here to assist in fulfilling Interact's important mission.

This Handbook will help you understand the general administrative policies of Interact. It applies to all employees and certain of the policies apply to volunteers and contractors as well. We may amend or update our policies at any time, and we will supply you with copies of any amendments.

The material in this Handbook does not cover every possible topic or answer every question you may have; rather it is a general guide that covers certain basics. You should also review the Interact Policy and Procedures Manual. The Managing Director will be happy to talk with you about specific questions you may have and about our policies in general.

We wish you a successful and rewarding time with Interact.

History

Since 1996, Interact's mission to create art that challenges perceptions of disability has redefined who is included in creating the artistic vocabulary. Our entourage of 100+ actors and visual artists with disabilities creates all original work, sustains rigorous professional standards, and explores ideas through the lens of the entire spectrum of disability labels. Our uncompromising vision of radical inclusion dissolves concepts of who "can" or "cannot," blending the talents and viewpoints of artists with and without disabilities, and artists from mainstream and marginalized communities.

<http://www.interactcenter.org>

Mission

Interact Center's mission is to create art that challenges perceptions of disability.

Vision

We push the boundaries of traditional art forms by including the unique perceptions of our artists.

We expand the meaning of “accessibility” beyond physical structures for artists with disabilities by playing an active role in the creative process.

Artists share in the audience’s appreciation of the work which has a healing and integrating effect.

We exemplify the idea of community integration by supporting artists with and without disabilities working side by side every day.

Values

Excellence in artistic expression

Radical inclusion

Unlocking human potential

Social justice

Fiscal prudence

In All of Our Work, Interact:

Creates art in a spirit of radical inclusion.

Inspires artists and audiences to explore the full spectrum of human potential.

Transforms lives by expanding ideas of what is possible.

Purpose of This Handbook

This Handbook contains a summary of the policies and guidelines in effect at Interact as of the date(s) on the pages contained herein. The Handbook is to be used as a guide by Interact's employees and is not intended to create any contract of employment. This means that unless an employee has a separate agreement of employment signed by the Executive Director, or the Managing Director stating a specific term of employment, the employment relationship with Interact is at-will and the employee has no contract of employment or guarantee of benefits. Only the Executive Director or Managing Director Interact has authority to enter into an agreement of employment for any specified period of time or provide any particular terms of employment or agreements. To be enforceable, such agreement must be in writing and signed by the Executive Director or Managing Director and the employee. In the absence of the Executive Director, the Board Chair may sign.

Employees are not required to work for Interact for any set period of time. Employees remain free to terminate their employment at any time and for any reason upon proper notice. Interact also remains free to terminate an employee's employment at any time for any reason that does not violate local, state or federal law, with or without notice.

These policies, in whole or in part, are subject to change, revocation, modification or amendment at any time in Interact's sole discretion with or without prior notice. Interact also reserves the right to interpret any of the policies set forth herein at any time or in any manner it deems appropriate. Interact's interpretation of any provision may vary from time to time if, in its opinion, the circumstances require such variation.

All Interact employees are subject to the guidelines set forth in this Handbook. This Handbook supersedes and voids any prior oral or written policies, practices or promises made by Interact concerning its employees' terms and conditions of employment, except express written individual employment agreements in place signed by Interact and the employee. All previous Employee Handbooks or policies are hereby revoked.

Coverage

Terms and conditions addressed by this Handbook may vary between various classes of employees. Distinctions between employees are described where applicable. This Handbook does not apply to clients of Interact, whether or not they receive compensation in any form from Interact. State and local law, rules and regulations govern the relationship of Interact to its clients.

Volunteers and contractors are governed by their separate contracts with Interact, if any. Such individuals are subject to the policies described in this Handbook regarding background checks, confidentiality, sexual harassment, vulnerable adults, professional boundaries and computer usage.

Supplements

Supplements to the Handbook may be distributed as new policies or procedures are adopted and should be added to the employees' copy of the Handbook.

Amendment or Revocation of Personnel Policies

The Board of Directors of Interact reserves the right to amend or revise existing personnel and other policies of the company at any time and to delegate such authority to the Managing Director.

Anyone who has suggestions for improvements to or clarifications of this manual should contact the Managing Director@ operations@interactcenter.com

These policies and procedures void any previous policies and procedures and will be in effect until they are revised or revoked by Interact's Board of Directors.

Board Chair contact information:

Mary Kay Kennedy
Email: kennedy@selfadvocacy.org

612-381-6796

1415 Vince Trail. Eagan, MN 55121

Equal Employment Opportunity/Affirmative Action

Equal Employment Opportunity/Affirmative Action extends to all applicants and employees, and to all aspects of the employment relationship including, but not limited to recruiting, hiring, promotion, transfer and compensation.

Specifically, the company will provide equal employment and advancement opportunity on the basis of merit and without regard to race, color, creed, national origin, gender, sexual orientation, marital status, religion, status with regard to public assistance, membership or activity in a local commission, disability, age or any other status protected by law.

Our company does not discriminate in any way on the basis of sex, sexual orientation, gender identity, or gender expression. This policy is designed to create a safe and productive workplace environment for all employees.

Diversity and Inclusion

As of the date of this revision, the Board has requested that all staff participate in Diversity and Inclusion training. This section of the handbook will be updated after this training has happened and will be distributed to all employees at that time.

Sexual Harassment

It is the policy of Interact that any unwelcome sexual advance, request for sexual favor, and/or other verbal or physical conduct of sexual nature constitutes sexual harassment when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of employment.
- Submission to or rejection of such conduct is used as a factor in any employment decision affecting an individual; or
- Such conduct has the purpose or effect of unreasonably interfering with any employee's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment is a serious offense and will not be tolerated. Likewise, retaliation against an employee who makes a charge of sexual harassment will not be tolerated.

Anyone found to have engaged in sexual harassment or retaliation will meet with appropriate sanctions, up to and including discharge.

Complaints:

If you believe that you have been the victim of sexual harassment in the workplace, follow the "Grievances" policy located in this manual. If you feel you cannot notify a supervisor, the Managing Director, or the Executive Director because they were a source of or party to the harassment, or if you believe your complaint has not been handled promptly, you may contact Board Chair. They will respond to you promptly.

Workplace Bullying

Interact does not tolerate workplace bullying. Bullying is defined as:

Workplace bullying usually involves *repeated* acts or verbal comments which could isolate or cause mental harm to a person in the workplace. It can undermine a person's confidence. It can happen between two individual or groups of persons. It can include any type of abuse whether physical or verbal violence. It can occur in written communications, phone, texts, emails or face-to-face confrontations.

Bullying actions include:

- Picking on someone repeatedly
- Verbal abuse, such as shouting, name calling, and rage
- Ignoring or disregarding other's opinions
- Humiliating others in front of coworkers
- Blaming mistakes/problems on others
- Constantly threatening a subordinate's job
- Giving unreasonable deadlines or workloads
- Unfairly passing over an employee for promotion or work training opportunities.

Workplace bullying is a serious offense and will not be tolerated. Likewise, retaliation against an employee who makes a charge of workplace bullying will not be tolerated.

Anyone found to have engaged in workplace bullying or retaliation will meet with appropriate sanctions, up to and including discharge.

Complaints:

If you believe that you have been the victim of workplace bullying, follow the "Grievances" policy located in this manual. If you feel you cannot notify a supervisor, the Managing Director, or the Executive Director because they were a source of or party to the bullying, or if you believe your complaint has not been handled promptly, you may contact Board Chair. They will respond promptly to you promptly.

([245A.65](#)) Maltreatment of Vulnerable Adults:

Interact Center's clients are vulnerable adults under the state Vulnerable Adult Act. State law prohibits maltreatment of vulnerable adults. Maltreatment is more specifically defined in the Act ([626.5572 Definitions](#)) and includes abuse, neglect, and financial exploitation. All Interact Center staff are mandated reporters and thus required by law to report any suspected acts of maltreatment. Interact strictly adheres to the Vulnerable Adults Act and requires that all employees, volunteers, and consultants review and comply with it. In brief, the Act prohibits maltreatment against vulnerable adults, including:

- Assault in the first through fifth degrees; use of drugs to injure or facilitate crime; solicitation, inducement, and promotion of prostitution; criminal sexual conduct in the first through fifth degrees; and criminal abuse.
- Conduct that is not accidental and is non-therapeutic which produces or could produce physical pain, injury, or emotional distress in the vulnerable adult.
- Neglect, which includes failure to supply a vulnerable adult with care or services reasonable and necessary to obtain or maintain the vulnerable adult's physical or mental health or safety.
- Financial exploitation of a vulnerable adult.

Interact Center staff will be responsible to know and understand all definitions put forth under '[626.5572 Definitions](#)' and will review this information annually.

626.557 Reporting of Maltreatment of Vulnerable Adults

All regular employees of Interact Center are Mandated Reporters. Mandated reporters must report suspected acts of maltreatment immediately, but no longer than 24 hours from the time initial knowledge that the incident occurred has been received. A mandated reporter who negligently or intentionally fails to report suspected maltreatment of a vulnerable adult is liable for damages caused by the failure to report. Other people that are not mandated reporters, such as Interact Center clients, can also report suspected acts of maltreatment.

A report should contain enough information to identify the vulnerable adult, the caregiver, the nature and extent of the suspected maltreatment, any evidence of previous maltreatment, the name and address of the reporter, the time, date, and location of the incident, and any other information that the reporter believes might be helpful in investigating the suspected maltreatment.

There are two ways to report alleged or suspected maltreatment.

- 1. External Report:** You can report directly to the Common Entry Point (MAARC) at 1-844-880-1574. This phone number is posted on all telephones at Interact Center.

2. **Internal Report:** Or, you can report internally to the Director of Licensing and Recruitment. If that person is involved in the alleged or suspected maltreatment, report to the Executive Director. **You are encouraged to use Interact Center's internal reporting procedures so that we are aware immediately of any concerns.**

When an internal report is received, the Director of Licensing and Recruitment or the Executive Director will be responsible for deciding if the report must be forwarded to the Common Entry Point (MAARC). If both Directors are involved in the suspected maltreatment, the Board Chair will assume responsibility for deciding if the report must be forwarded to the Common Entry Point. The report must be forwarded within 24 hours.

If you have reported internally, you will receive within 2 business days a written notice that tells you whether or not your report has been forwarded to the Common Entry Point. The notice will be given to you in a manner that protects your confidentiality as a reporter. It will inform you that if you are not satisfied with the Interact's decision on whether or not to report to the Common Entry Point, you may still make the external report to the Common Entry Point yourself. It will also inform you that you are protected against retaliation if you decide to make a good faith report to the Common Entry Point.

Internal Review:

When Interact Center has reason to believe that an internal or external report of alleged or suspected maltreatment has been made, Interact Center will complete an internal review and take corrective action, if necessary, to protect the health and safety of vulnerable adults being served. The internal review will include an evaluation on whether:

1. Related policies and procedures were followed,
2. The policies and procedures were adequate,
3. There is a need to additional staff training,
4. The reported event is similar to past events with vulnerable adults or the services involved,
5. There is a need for corrective action by the license holder to protect the health and safety of vulnerable adults.

The internal review will be completed the Director of Licensing and Recruitment. If this individual is involved in the alleged or suspected maltreatment, the Executive Director will be responsible for completing the internal review. All internal reviews must be completed within 30 calendar days. Employees reporting suspected maltreatment internally will be notified within 2 business days whether the report was forwarded to the Common Entry Point.

Interact Center will provide written documentation upon the completion of the internal review. These reports will be available to the commissioner upon the commissioner's request.

Based on the results of the internal review, Interact Center will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.

Training and Orientation:

Interact Center will ensure that each new mandated reporter receives an orientation to this policy within 72 hours of first providing direct contact services to a vulnerable adult and annually thereafter. The orientation and annual review shall inform the mandated reporters of the reporting requirements and definitions specified under Minnesota Statutes [245A.65](#), [626.557](#) and [626.5572](#), Interact Center's Program Abuse Prevention Plan, and all other internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.

Interact Center must document the provision of this training, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section [245A.04](#), subdivision 14.

Interact Center will also provide an orientation to the internal and external reporting procedures to all persons receiving services. This is typically completed during the intake meeting, but no later than 24 hours after admission. The orientation will provide clients with the phone number for the Common Entry Point and where to find this number posted throughout the center.

This policy is posted in prominent locations throughout the building and additional copies are always made available upon request.

HIPAA / Confidentiality / Data Privacy:

Client confidentiality is a major principle governing Interact's work environment. All information which is not generally known or readily ascertainable by the general public through proper means, particularly client records and information, must be treated confidentially at all times. Employees may not disseminate or use confidential information outside of their employment and may use it within their employment only when necessary in the rendering of services. In the event of employee termination, whether voluntary or involuntary, employees continue to have a duty to refrain from using confidential information or disseminating it to any other individual or entity.

Confidential client records are always kept in a locked cabinet or supervised location and are not to be taken off the premise except with the permission of the Executive Director in connection with an Interact sponsored activity. Annual HIPPA/Confidentiality training is required of all Interact employees.

Professional Boundaries

Artists at Interact are encouraged to give full expression to their creativity. Their art deals with the full range of human experience: birth, death, sexuality, religion, self-discovery, self-disclosure, illness, disability, love, all aspects of the human condition. Visual art may depict graphic imagery or involve personal and intimate subjects. Performing art may involve physical contact, role-playing, and/or dialogue that would not be typical in other settings between a professional and a vulnerable client. It is Interact's policy that all staff maintain professional boundaries and complete annual training on Maintaining Professional Boundaries.

Interact staff must exhibit and model the highest degree of artistic professionalism and mutual respect. Staff must exercise great care and discernment to avoid allowing the distinction between artistic expression and ordinary social interaction or caregiving to be blurred. Failure to maintain professional boundaries may cause clients discomfort and/or confusion over artistic expression in the forms of affectionate language, touch, or personal self-disclosures. While staff members, as artists themselves, participate in the art creation process, they must also always maintain enough distance and autonomy to identify and serve the client's needs first and foremost.

Professional boundaries must be maintained!

Apart from the obvious boundaries set by state and local law and regulations, such as those related to sexual harassment and maltreatment, determining appropriate ethical boundaries is often a question of context and judgment. The following are minimum ethical guidelines that all professionals providing services to clients at Interact are expected to observe:

1. The determination of appropriate boundaries is always the responsibility of the staff, never that of the client.
2. Individual, private socializing with clients is permitted with the consent of the client or a legal guardian, and so long as the Executive Director is aware of the activity. In the past, staff members have received permission from clients/guardians and the Executive Director to attend community art shows together outside of Interact Center's operations. Staff should be cautious in remembering to always maintain professional boundaries even in these private socialization activities.
3. Staff should not purchase any services or products from clients, except in the context of a public sale or performance, or with the Executive Director's approval. While the practice of commissioning art and performances is common in the artist field, the approval of the Executive Director will help ensure that any individual agreement made between clients and professionals is above criticism. Artwork created at Interact Center must be purchased through the Interact Center gallery or e-commerce site.
4. Staff should refrain from giving personal gifts to any individual client, other than in the context of an Interact event or activity, or as approved by the Executive Director. Likewise, staff are encouraged to remind clients of personal boundaries when offered gifts. Small tokens may be accepted from clients, but gifts from clients to staff of significant value should be denied.
5. Lending money to or borrowing money from clients is not permitted except in the case of an emergency, and then must be documented appropriately.
6. If there were to be a change in the status of a client (for example, they discharge from the program and then become a volunteer or guest artist), the Executive Director will meet with the staff to explain the change and point out any areas in which boundary issues will continue to require attention.

7. When it doubt, check it out! If you have questions about a boundary issue, please check with your department supervisor, the Director of Licensing and Recruitment, the Managing Director, or the Executive Director.

Pet and Service Animals Policy

Interact Center recognizes the importance of service and companion animals. While pets are not allowed at Interact Center during programing hours, services animals are welcome as required by the Americans with Disabilities Act. Companion animals are also considered on a case by case basis.

All animals that will be present at Interact Center during programing hours are required to be current on rabies shots and tags. Interact Center will also request a copy of the animal's annual examination by a licensed veterinarian confirming the animal is free from communicable diseases and parasites. Clients at Interact Center are made aware that service animals and/or companion animals may be present at the center during their initial intake to the center.

Clients that will have a service or companion animal present at Interact Center will be provided with a copy of the ADA Requirements on Service Animals.

Computer Use

Use of company provided computer resources must be appropriate and in accordance with this policy. Inappropriate use, which may be defined from time to time in the discretion of management, may subject you to discipline up to and including termination of employment or being asked to terminate your association with Interact altogether.

Inappropriate use of computer resources includes the following:

- Use of the system in violation of any company policy, including the Sexual Harassment Policy.
- Use of systems to create, send, or receive messages, pictures, or computer files which are fraudulent, illegal, pornographic, obscene, sexually suggestive, insulting, sexist, racist, discriminatory, or harassing. If you receive such material, you must notify your supervisor immediately.
- Use of resources to conduct illegal activities.
- Loading of software which is not approved in advance by management.
- Making illegal copies of licensed software.
- Using software that is designed to destroy data, provide unauthorized access to the company computer or communication equipment, or which would disrupt our computer or communication equipment in any way.
- Using the company e-mail and voicemail systems for personal business.
- Since the data on computers is Interact property, employees should never delete any files or emails without prior permission from their supervisor. Deleting files prior to leaving Interact will be cause of forfeiture of unpaid vacation time and/or severance pay.
- Any message or file created, stored, and/or sent using the company's computer or communications equipment is the property of the company. **Therefore, employees should have no expectation of privacy in any message that you store or send using the equipment.**

Virtual Interact provides unique challenges to our computer policy. Because Interact is unable to provide laptops to all employees, some staff will be asked to use their own personal computers while working remotely.

- Interact uses Microsoft Office 365 software and documents are accessible via The Cloud on our Shared Drive or One Drive. These documents and others created during an employee's work for Interact are the property of Interact whether or not created using a personal computer or an Interact computer and must be treated as such.
- Confidentiality and HIPPA rules apply to all work for Interact created on an employee's personal computer.
- Interact's Shared Drive and One Drive are backed up daily using the Microsoft Office 365 program. If you create and save documents to your personal computer, be sure to back up the files.

- If an employee leaves employment at Interact either voluntarily or by layoff or termination, they are required to return any Interact computers and/or other equipment, documents, and materials they have at home. Failure to do so could result in the loss of severance pay and/or any unused vacation pay.
- Employees are expected to protect, and safeguard all Interact property including, but not limited to: locking up confidential documents, keeping password protected, refrain from download suspicious software or email, and storing equipment in a safe and clean space.
- Interact uses the Zoom platform to provide virtual programming. All staff are required have adequate home internet connection to able to use Zoom and Microsoft Office 365 software. If an employee needs to upgrade their home internet service, Interact will pay for the upgrade cost. If an employee is not trained in these programs when hired, they should tell their department manager who will arrange training. This training is required within the first 30 days of employment.

Working from Home

COVID 19 has created the need for staff to work from home. There are many advantages to working from home for many staff. Even when working from home, staff must remember that they are Interact employees who are getting paid for their work and need to follow these policies:

- Employees are expected to be on time and put in a full day of work.
- Employees are expected to be prepared for meetings and classes.
- Employees must notify their supervisor if they are unable to show up for work due to illness. In order to get paid, any sick days must be approved by their department supervisor.
- Vacation time must be scheduled in advance and approved by their department supervisor.
- Employees who are program staff are expected to have their face and a name on all Zoom sessions unless excused by department supervisor.
- Employees must be reachable via email, phone, or text during normal business hours.
- Employees are expected to present a workplace appearance when working on Zoom or other online meeting software.

Intelligential Property

Any work of any type created for Interact while an employee of Interact is the property of Interact.

Smoking and Vaping

Smoking and Vaping are prohibited in the interior of the workplace. They are permitted only where in compliance with the Minnesota Clean Indoor Air Act. There are two designated places for smoking, vaping and chewing tobacco outdoors, one in the front of the building and one near the back. Containers are provided for cigarette butts. These containers must be used and maintained by the smokers.

Drug and Alcohol Use

Interact Center maintains a zero-tolerance drug and alcohol policy to ensure the health and safety of the clients served by the center. This policy applies to all employees, subcontractors, and volunteers. Failure to adhere to this policy will result in termination of employment.

Only trained staff will assist in administering prescription medications per physicians' orders as needed.

Drug Use

It is the policy of Interact Center that all employees, subcontractors, and volunteers, when directly responsible for persons served by the program, are prohibited from abusing prescription medication or being in any manner under the influence of a chemical or controlled substance that impairs the individual's ability to provide services or care.

- The use, sale, manufacture, distribution, or possession of illegal drugs while providing care or to persons receiving services, or on Interact property (owned or leased), in our vehicles, machinery, or equipment (owned or leased), will result in corrective action up to and including termination.
- Any employee convicted of criminal drug use or activity must notify the Managing Director no later than five days after the conviction. Failure to do so will result in corrective action up to and including termination.
- Criminal conviction for the sale of narcotics, illegal drugs or controlled substances will result in corrective action up to and including termination.
- Employees are to report immediately to the Managing Director if they have reasonable suspicion to believe that another employee may have illegal drugs in their possession while on duty during work hours. It is the responsibility of the Managing Director to notify appropriate law enforcement agency and/or licensing boards.
- Employees and clients are prohibited from sharing prescription drugs with other employees, volunteers, interns or clients. Failure to abide by this policy will result in disciplinary action.

Alcohol Use

It is the policy of Interact Center that all employees, subcontractors, and volunteers, when directly responsible for persons served by the program, are prohibited from consuming

alcoholic beverages or being under the influence of alcohol on Interact property (owned or leased), in our vehicles, machinery, or equipment (owned or leased).

Alcohol and Events

As a vibrant arts organization, Interact hosts many public events as part of its ongoing course of business. These include performances, gallery openings, open houses, and other events at which our artists, their families and friends, our supporters, and the general public can come and experience the exceptional work Interact does. Often at these types of events, alcoholic beverages may be served and/or available for purchase.

If an artist is representing Interact Center as a performer or visual artist, they will be encouraged to not consume alcoholic beverages as to maintain their professional integrity as an artist in the community. Should an artist consume alcoholic beverages, staff members may provide verbal prompts discouraging the drinking of alcohol.

Staff members representing Interact Center are strictly prohibited from consuming alcoholic beverages while having direct responsibility for an artist. When a staff is no longer “on the clock” and does not have direct client responsibility anymore they are free to consume alcoholic beverages if desired.

Application Process and Recruitment

It is the policy of Interact to seek the best qualified individual for all staff positions.

Applications for employment will be available to any individual who believes they meet the requirements of the position. All completed applications received by the Executive Director will be screened to determine whether they meet the requirements of the position.

Procedures

1. The Executive Director in consultation with the Managing Director and staff as appropriate will identify any vacant positions or need for a new position.
2. The Managing Director will develop a plan to recruit candidates through word of mouth, newspaper advertising or other appropriate means. Candidates will be furnished with a written job description, pay rate and how to apply instructions.
3. The Managing Director and/or Department Manager will screen all employment applications and resumes. They will then identify candidates to be interviewed and will set up interviews with the Managing Director and Department Manager.
4. The Managing Director is responsible for making the hiring decisions and may, in his/her discretion, elect to consult with others in doing so. The Managing Director will contact the Executive Director to develop a salary offer consistent with the salary ranges and structures in place at Interact.
5. The offer of employment will be made verbally and the applicant will be informed that the offer is contingent upon a background check. Upon satisfactory completion of a background check, a letter of employment will be sent to the applicant confirming the hiring decision. This letter will contain the salary or hourly pay rate, a recap of benefits and PTO, start date and job description.
6. The applicant must meet with the Managing Director to review ~~sign~~ the Handbook and then sign the acknowledgment form. He/She will receive orientation training within the first 40 hours of employment at Interact.

Volunteers / Interns

Interact welcomes the help and assistance of volunteers. Because Interact works with vulnerable adults, all volunteers who work directly with clients or could have direct client contact without continuous supervision by an employee will be subject to a background check. Volunteers will be approved by the Department Manager in the area of interest in consultation with the Volunteer Coordinator and will be supervised by the department in which they work. Volunteers may be asked to leave at any time and for any reason, including but not limited to any failure to comply with the applicable policies of Interact. Volunteers will receive appropriate orientation and such training as may be necessary.

Contractors

Contractors may be hired by Interact from time to time based on a signed written contract or letter agreement specifying the terms and conditions of the work, signed by the Executive Director or Managing Director and by the consultant. Department Managers, The Managing Director, and/or the Executive Director are the only staff who can hire contractors.

Contractors must meet the licensure, registration and certification requirements to perform the services specified in the contract and shall furnish documentation of same to Interact.

Although contractors are independent contractors and not employees, contractors are subject to Interact's policies related to background checks, confidentiality, sexual harassment, Vulnerable Adult Act compliance, professional boundary guidelines, and computer usage. All contractors who engage in any direct work with clients or could have direct contact with clients without continuous supervision will be subject to background checks.

Contractors are not employees of Interact and will not be covered by Interact's Worker's Compensation Insurance. Interact strongly suggests that contractors carry their own Worker's Compensation Insurance and may request a copy of the Certificate of Insurance

Contractors are not employees of Interact and therefore are not eligible to participate in any benefit plans available to employees, including unemployment insurance.

Background Checks

Background checks are performed on all employees, contractors, volunteers and interns who have direct contact with clients or who may have direct contact with clients that are not continuously supervised by staff. Background checks are conducted through Minnesota's Bureau of Criminal Apprehension and counties and states as appropriate. Background checks are to be completed prior to any written offer of employment or contracted services being finalized with candidates.

Interact use DHS's NET STUDY 2.0 system for all background checks. Fingerprinting is required as part of the background check.

The Managing Director is responsible for ensuring that background checks are conducted and that records of background checks are kept.

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Employment Verifications

The Executive Director or Managing Director will be solely responsible for responding to appropriately authorized requests for the verification of employment information.

Interact will confirm the employee's position, job duties, dates of employment and final wage. Other information, including requests for financial verifications, will not be released without the written consent of the referenced person.

Credential Verification and Training

Interact is committed to having a staff that is highly prepared to perform their responsibilities. As such, staff is expected to have needed education, and to maintain necessary licensure, certification or registration. In order to meet that expectation:

1. The Managing Director will determine what educational and licensing requirements apply to all professional staff positions and will include such requirements in position descriptions.
2. The Managing Director will ensure that every person offered an employment or consulting contract is appropriately licensed/certified or registered at the time employment is offered. The Director of Licensing and Recruitment will ensure that all the staff as a whole satisfies all requirements for training and certification established by our DHS license.
3. The Managing Director will ensure that photocopies of each professional staff member's credentials are placed in their personnel files.
4. All staff holding a necessary license, certification or registration will ensure that it is up to date and active, including the satisfaction of all renewal requirements. All staff will provide Managing Director with a photocopy of all renewal documentation.
5. The Training Coordinator under the supervision of the Director of Licensing and Recruitment and in consultation with department managers, will arrange four hours of supervised orientation for each employee before they work directly with clients. They will also arrange 20 hours of orientation to the center for each employee within the employees first 40 hours of employment, related to the kinds of functional impairments Interact clients have, the protection and abuse reporting requirements of state law, and necessary safety procedures. In addition, they will arrange to provide eight hours of in service training annually in areas related to the center's activities, including but not limited to the provision of medication assistance and review of the licensing requirements of the center, protection and abuse reporting requirements, professional boundary training. All training will be documented, and the documentation placed in personnel files.
6. The Training Coordinator, under the supervision of the Director of Licensing and Recruitment and in consultation with the Volunteer Coordinator will ensure that volunteers and contractors also are provided appropriate orientation and training in Interact's policies and procedures.

Employee Status

Interact may employ:

Regular Full-time Employees who work 40 or more hours per week and maintain a continuous employment status.

Regular Part-Time Employees who work less than 40 hours per week but more than 10 and who maintain a continuous employment status.

Temporary Employees who are hired for a specific period of time and for specific jobs and are paid for hours worked. This category includes temporary substitutes who are on-call and are not guaranteed hours. The City of St Paul now requires all employers provide Safe and Sick time to all employees. Temporary Employees qualify for paid sick time under this regulation.

Interact also works with volunteers and independent contractors from time to time that are not eligible for any pay, benefits or any other perquisites, except as may be established by specific written agreement signed by the Executive or Managing Director and the volunteer or consultant.

Compensation Policy Statement

The Company will generally compensate employees based on Company and general economic conditions, competitive market practices, employee performance and other factors established from time to time at the discretion of the Company. Interact will review employees periodically for salary purposes and each employee will normally be eligible for a salary review on an annual basis. However, there are not guarantees that compensation levels or benefits will stay the same or increase.

Hours of Work

Interact's regular work week is based on 40 hours per week. The center hours are 8:30am to 4:30pm. Because Interact's mission involves the performing arts, gallery showings, tours, and other non-regularly scheduled events, the standard workday and workweek may change from time to time according to the schedule set by the relevant department.

Notify your supervisor or co-worker if you will be absent or late for work for any reason. Repeated tardiness or failure to notify your supervisor if you will be late or are sick may result in termination.

Overtime

Overtime is hours worked in excess of 40 hours per week. Overtime requires prior authorization by your supervisor. Nonexempt employees will be compensated for these approved hours at one and one-half times their normal hourly rate. Exempt employees are not paid for overtime. You will be notified by your supervisor as to your status as "exempt" or "non-exempt" and the procedures for obtaining prior authorization for overtime pay.

Comp Time

Exempt employees who do not qualify for overtime pay may take comp time for extra hours worked. These must be taken in 4 hours increments and must be approved in advance by your supervisor. Not all overtime is eligible for comp time and as salaried employees some overtime may be required for your job.

Pay Periods

Employees will generally be paid every other Friday for 26 pay periods a year. If a payday falls on a holiday, paychecks will be distributed prior to the holiday.

Payroll Deductions

Standard deductions include: Social Security, Medicare and Federal and State withholding.

Breaks

Salaried employees are paid for the full 8 hours they work and should take lunch break based on their workload. Program staff should schedule their lunch breaks with their department supervisor. Hourly employees are entitled to paid one-half hour for lunch and two fifteen-minute breaks during an eight-hour day. Break time should be scheduled with their supervisor.

Time Sheets

All employees will turn in a time sheet biweekly, reporting hours worked, holidays, vacations, or sick leave. You must designate on the time sheet if the hours worked were for a grant. Temporary employees must turn in a time sheet for hours worked on any particular day.

Paid Time Off

Holidays

There are ten paid holidays each calendar year for regular full time employees, namely New Years' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Day and Christmas Eve Day, New Year's Eve Day. If the holiday falls on a Saturday or Sunday, it will be observed either the Friday before or the Monday after the holiday.

One floating holiday is included in the 10 paid holidays; employees should write "FH" on their timecard when they use this holiday; floating holidays cannot be carried over from one year to the next.

Vacation

After 30 days of employment, Interact provides 15 days of paid vacation time, per year, for all regular full time employees. Vacation time accrues per pay period and may be taken after completion of three months of service. One additional vacation day is earned for each year of continuous service, up to a maximum of 20 days per year for full time employees. A maximum of 120 hours of unused vacation time may be carried forward into the next fiscal year.

Vacation Accrual Guide

0-1 years continuous service = 15 days of paid vacation
1-2 years = 16 days
2-3 years = 17 days
4-5 years = 18 days
5-6 years = 19 days
6-7+ years = 20 days

Part time employees earn vacation leave on a pro-rata basis.

Please request vacation time as far in advance as possible so those schedules may be coordinated. Every effort will be made to accommodate your request but Interact reserves the right to limit the number of staff on vacation at any given time. Vacation time must be used in increments for 4 or 8 hours.

Sick Leave

Regular full-time employees earn one sick day per month after the first 30 days of employment, to care for themselves or a sick child or family or household member. It may also be used for medical, dental and health related service appointments. Sick time will not be cashed out upon termination of employment. Regular part time employees earn sick time on a pro-rata basis. Sick time must be used in increments of 4 or 8 hours.

Unused sick time cannot be carried over from one year to the next.

Temporary employees are entitled to St Paul ESST.

ESST Summary

- Sick and Safe Time (ESST) is available to all employees who do not qualify for PTO.
- ESST accrues at the rate of 1-hour ESST for every 30 hours worked. Employees can accrue up to 48 hours of sick and safe time per year and add it to an overall bank of up to 80 hours of accrued/unused time that carries over from year to year.
- Accrual begins on day 1 of employment, but cannot be used by EE until:
 - o EE has been employed for 90 days, and
 - o EE has worked a minimum of 80 hours
- ESST is not paid out upon termination of employment

Funeral Leave

Interact will allow up to one-week paid time off for the death of an immediate family member (father, mother, brother, sister, child, grandparent) If you wish more time off, you may take vacation and /or unpaid time with the approval of your supervisor.

Time Off to Vote

Employees who are unable to vote before or after working hours will be allowed a reasonable period of time during the workday in which to vote.

Jury Duty

Interact will provide time off with pay for any employee assigned to jury duty upon presentation of the appropriate notice and for a reasonable time. We currently will pay for two weeks' time off for jury duty. If you are put on a case which goes longer than two weeks, we ask that you use vacation time or take unpaid time off. Please give us as much advance notice as possible.

Personal Time Off

Your supervisor may grant additional unpaid personal time, time off for funerals, and other time off periods subject to the approval of the Managing Director.

Unpaid Time Off

Long-term Sick Leave

Leaves of more than five days that may be necessary because of illness or accident require the submission of a doctor's statement, which must indicate the expected date of return to work.

It is the responsibility of the employee to apply for any needed extension and receive approval prior to the end of the original authorized leave of absence. Interact will make a reasonable effort to hold your job open during a leave of absence for an extended period of time, but business demands do not always make this possible.

Disability leaves based on pregnancy will be treated the same as any other disability, except as provided under "Parenting Leave," below.

Parenting Leave

In accordance with state law, Interact will grant an unpaid leave of absence for up to six weeks in conjunction with the birth or adoption of a child. This leave will be granted to any regular employee who works 20 hours or more per week and has been employed by Interact for 12 months and becomes a biological or adoptive parent.

Personal Leave of Absence

Unpaid leaves of absence for illness, injury, or for personal reasons, may be granted at the discretion of Interact. The terms will vary with each leave and are subject to review and approval of your supervisor. Please make your request, in writing, as far in advance as possible.

Vacation and sick leave do not accrue during a leave of absence. Extensions will be granted only at the discretion of Interact.

Time Off for School Conferences and Activities

In accordance with Minnesota law, unpaid time off, up to a maximum of 16 hours annually, is available to all employees who have worked at least one-half time for the previous 12 months, for attendance at school conferences, classroom activities and preschool activities which cannot be scheduled during nonworking hours.

Military Leave

Regular full-time employees required to attend mandatory "summer or winter training" in the National Guard or reserves may take an approved leave without pay for training purposes. Employees may apply for and receive pay for any accrued vacation time for this period.

Other Benefits

Medical Benefits

Interact will provide and currently pays 70% of the premium for single medical and dental coverage for each full-time employee, commencing after the first 30 days of employment.

Part time employees who are scheduled to work 32 hours or more per week are eligible for health and dental benefits, with an eligible portion of the rates pro-rated based on their percent of employment. In those cases, Interact will pay 70% of the eligible portion.

Interact will not pay the cost of family coverage, but employees may purchase it.

Employee's premium amounts are withheld from paychecks as pre-tax deductions.

Interact reserves the right to change the type of coverage, the carrier, the number of co-pays or deductibles and to change the percentage amount employees contribute to the premium costs, all at its sole discretion.

F.S.A./H.S.A.

Interact offers both F.S.A. (Flexible Spending Account) and H.S.A (Health Savings Accounts) to pay for out of pocket medical expenses.

All employees eligible for health and dental benefits can participate in the F.S.A. The H.S.A. is only available to employees who are enrolled in the high deductible health plan. These plans renew annually (currently on January 1) and are paid for with pre-tax earnings. Interact does not contribute to these plans.

Short and Long Term Disability, Life and Cancer Insurance

Interact currently offers coverage for the above insurances through AFLAC. The employee pays the full premium which is deducted from the employee's paycheck. Any employee interested in learning more about these insurance coverages should contact the Managing Director who will arrange a meeting with Interact's AFLAC agent. Coverages offered are reviewed on an annual basis.

COBRA

All employees who have medical and/or dental coverage through Interact are eligible to continue the coverage under the COBRA act upon either voluntarily resigning their position or termination. Eligible employees will receive a letter explaining their rights under COBRA from Interact's insurance agent upon termination.

403B Retirement Account

After 12 months of service during which the employee has worked at least 1000 hours, Interact offers enrollment in a 403(b) retirement plan. All employee's no matter if full time, part time or temporary are eligible to contribute to this plan.

Interact currently offers up to a 3% matching contribution. Interact reserves the right to change the provider and/or the amount of its contribution at its sole discretion.

Mileage and Expenses

Staff members who after receiving prior written approval of their supervisor use their own vehicles for Center activities are eligible for reimbursement for gas mileage at the IRS approved rate. Mileage must be tracked and turned in at least monthly. Interact requests copies of maps show the distance traveled and an employee reimbursement request to be completed.

Personal expenses that have been pre-approved by a supervisor for reimbursement (e.g., transportation tickets, meals) will be reimbursed upon presentation of receipts and a complete reimbursement request for the expense. No expenses will be reimbursed without proper receipts. Receipts should be turned in within 30 days to ensure reimbursement.

Performance Evaluation

The primary objective of performance evaluation is to provide information to employees concerning their success in accomplishing the responsibilities of their jobs. To meet this objective Interact expects and encourages open and ongoing communication between supervisors and staff members. In general, the Company's goals are to conduct a performance review of each new employee during the third month of employment, after a one year of service, and once per year thereafter. The Executive Director and Managing Director will review all employees; supervisors will also review the employees under their supervision. Reviews will be in writing and will be placed in personnel files.

Performance evaluations and personnel files are confidential.

Termination of Employment

Voluntary Termination

We recognize that you may choose to terminate your employment with Interact. Interact realizes that since employment is at-will, employees may leave at any time. However, Interact requests that you give the Company at least two weeks' notice. If you are unable to give the requested notice, you may forfeit any accrued, unused vacation pay. Since Interact requires staffing ratio to maintain our DHS license, a full staff is required, and short notice may cause staffing problems. Senior staff and those in certain essential positions require a longer notice period as follows:

1. Director Level- a minimum of two months advance notice
2. Department Manager- a minimum of 1-month advance notice
3. Accountant- a minimum of 1-month advance notice
4. Receptionist/Office and Transportation Coordinator- a minimum of 1 months' notice

At the discretion of the Company, we may ask you to leave before the expiration of the notice. In this event, you will be paid as if you had worked during the entire notice period, and the effective date of termination will be the last paid day and you will not forfeit any accrued unused vacation time.

Unused sick time, personal days, floating holidays do not get paid out upon termination. You may get up paid up to 120 hours of accrued, unused vacation time.

Involuntary Termination

In accordance with the "at-will" status of all Interact employees, Interact retains the right to discharge or release any employee at any time.

Layoff/Recall/Furlough

From time to time it may be necessary for management to reduce staff at Interact due to business conditions beyond our control. In such an event we will make decisions based on business needs related to employee job functions and performance.

If you are laid off, you may or may not be recalled to your previous position. You will be eligible for unemployment benefits and COBRA insurance coverage. If you are recalled, you will be treated like a new employee requiring a background check and full training for licensing.

If you are furloughed, your position will be held open and an estimated date of return will be provided. You will be eligible for unemployment benefits. You will maintain your medical and dental coverage. Interact may or may not pay the full premium amount during your furlough and you may be required to pay Interact directly for the employee's share of such coverage. You will not need to be retrained nor will you require a new background check.

Employee Grievances

In any organization, dissatisfaction may arise. Such dissatisfactions are commonly referred to as grievances. At Interact, we believe that if an employee has a complaint, or grievance, regarding any aspect of Interact Center as a program, their position, wages, hours of work, or other terms or conditions of employment, the matter should receive consideration of all concerned. It is the policy of Interact to respond to any reasonable grievance or complaint and take the necessary actions to settle the issue.

Grievance Procedure:

1. If you have a grievance or complaint, notify your supervisor in writing. A simple email detailing your grievance will suffice. Your supervisor is required to investigate the situation and provide you with a response promptly within 5 business days.
2. If your grievance or complaint is not resolved or you feel you cannot notify your supervisor because they are the source of the complaint, notify the Managing Director in writing. The Managing Director is required to investigate the situation and provide you with a response promptly within 5 business days.
3. If the Managing Director does not resolve your grievance or complaint to your satisfaction, or you feel you cannot contact the Managing Director because they are the source of the complaint, notify the Executive Director in writing. If this does not resolve the situation, you may contact the Board Chair. The Board Chair will investigate the situation and may appoint a committee to conduct a grievance hearing if necessary, at which you are permitted to appear. The Board will provide you with a decision promptly within 14 calendar days. The grievance must be resolved within 30 calendar days.
4. There will be no adverse actions taken against an employee solely because of making a good faith grievance or complaint, regardless of the outcome of the investigation.

Managing Director: Glenis Zempel operations@interactcenter.com

Executive Director: Jeanne Calvit jeanne@interactcenter.com

Board Chair: Mary Kay Kennedy kennedy@selfadvocacy.org

612-381-6796

1415 Vince Trail. Eagan, MN 55121

Whistleblower Policy (copyright to National Council of Nonprofits)

Interact Center requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of Interact Center, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

- **Reporting Responsibility:** This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that Interact can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of Interact's code of ethics or suspected violations of law or regulations that govern Interact's operations.
- **No Retaliation:** It is contrary to the values of Interact Center for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Interact Center. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.
- **Reporting Procedure:** Interact Center has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with The Executive Director or Managing Director or a board member.
- **Supervisors and managers** are required to report complaints or concerns about suspected ethical and legal violations in writing to the Executive Director (1st), Managing Director (2nd) who have the responsibility to investigate all reported complaints.
- **Employees with concerns** or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director or the Managing Director. If you are uncomfortable reporting to or if the above listed Directors/supervisor is a source of the complaint, you may report directly to the Board Chair.
- **The Executive Director/Managing Director and/or Board Chair** are responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. Results of any investigations and the resolution will be provided in writing to the employee who originally reported the complaint.
- **Complaints and their resolution** concerning accounting or alleged financial improprieties will be reported at least annually to the Board Chair/Board Treasurer. The Board Chair and/or Board Treasurer shall immediately notify the Auditor of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

WEATHER (OR EMERGENCY) CLOSING PROCEDURES

Interact Center will always close if Metro Mobility and/or Metro Transit is not operating because of severe weather.

Staff:	Assignment:
Operations, Transportation, & Reception Coordinator	After Hours: • Change Interact's outgoing phone message to reflect closure as needed. • Cancel client rides/transportation as needed. Business Hours: • Monitor weather notification resources. • Change Interact's outgoing phone message to reflect closure as needed. • Coordinate client pick-up transportation and notify families as needed.
Managing Director	After Hours: • Monitor weather notification resources in early morning of expected severe weather day. • By 5:15 am coordinate with Artistic/Executive Director to determine if Interact will close for the day. • Notify Operations, Transportation, & Reception Coordinator if Interact will remain open or close. • Notify Director of Advancement and Advancement Coordinator to post closing online and on news stations. • Notify Admin Staff and Department Managers. Business Hours: • Actively monitor weather notification resources. • Coordinate with Artistic/Executive Director if early closure is needed. • Notify all Interact Staff if closure is chosen.
Artistic/Executive Director	After Hours: • Monitor weather notification resources in early morning of expected severe weather day. • By 5:15 am coordinate with Managing Director to determine if Interact will close for the day. Business Hours: • Actively monitor weather notification resources. • Coordinate with Managing Director if early closure is needed.

	Artistic/Executive Director will have final decision regarding closure.
Director of Advancement Advancement Coordinator	• Monitor weather notification resources. • Update Social Media Accounts and Interact Website of closing as needed. • List closing info on news platforms including WCCO, KSTP, and KARE 11.
Performing Arts Manager	• Monitor weather notification resources. • Call PA staff to implement calling trees and send out mass email to PA artists.
Visual Arts Manager	• Monitor weather notification resources. • Call VA staff to implement calling trees and send out mass email to VA artists.
Other Admin Staff	• Monitor weather notification resources. • Assist with calling tree as needed.
Other Instructors, Substitutes, Care Coordinators	• Monitor weather notification resources.

If we have to close early:

We will call all group homes and other supervised living situations to assure coverage.

We will not send people home until we are sure they will have someone to meet them (unless they already live on their own).

We will arrange with transportation companies to get people home safely.

If we need to plan to close due to a severe weather warning:

Interact will send flyers home letting people know what to expect if we have to close.

Interact will call Metro Mobility and any other transportation providers to cancel all rides if we are closed – no one will be able to get on a ride by mistake, because rides won't come.

Interact will directly call artists who schedule their own rides, walk to Interact, drive themselves, or take public transportation.

Interact will post closing information on Facebook.



for the Visual & Performing Arts

Receipt of Handbook

I acknowledge that I have received the Employment and Workplace Handbook.

Signature

Date