



Employee Handbook

Kentucky Diabetes Camp for Children, Inc.

1640 Lyndon Farm Court, Suite 108
Louisville, KY 40223

www.CampHendon.org

Mission Statement

The mission of Camp Hendon is to give children with diabetes life changing experiences empowering them to take control of their journey.

Vision Statement

To be a vibrant and diverse community of support for young people living with diabetes and their families, rooted in and nurtured by a transformative experience of traditional summer camp.

Core Values: PRIDE

PASSION: *We are a community devoted to enhancing the lives and experiences of the children and families we serve through camp and beyond.*

RELATIONSHIPS: *The Camp Hendon experience creates a family atmosphere with lifelong relationships between staff, volunteers, campers, families, and collaborators.*

INTEGRITY: *Our organization adheres to the highest moral and professional standards. The health, safety, and wellbeing of our camp participants, volunteers, and partners are of the utmost importance.*

DEDICATION: *Camp Hendon is a continuous source of support for those affected by diabetes.*

EMPOWERMENT: *Camp Hendon gives campers and families the tools, relationships, and support they need to take control of their journey with diabetes. We seek to build a community of youth who are confident and thriving in the face of this disease.*

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Equal Employment Opportunity

It is the policy of the Camp Hendon to provide equal employment opportunities without regard to race, color, age, religion, sex, national origin, sexual orientation, disability, citizenship, or other legally protected characteristics. This policy relates to all phases of employment, including (but not limited to) recruitment, employment, placement, promotion, transfer, rates of pay and other forms of compensation, benefits, layoff, recall, termination, selection for training, use of all facilities, and participation in all Camp sponsored staff activities.

Kentucky Diabetes Camp for Children Standards & Employee Conduct

Camp Hendon staff are required to comply with Camp Hendon Standards and rules of conduct. Failure to comply with Camp Hendon standards may result in termination. Employees are expected to conduct themselves in a courteous and professional manner at all times. Employees should treat co-workers with the same respect that they would expect. Employees are expected to follow Camp Hendon's policies and to act in the best interest of the organization. Violations of Camp Hendon's policies and actions against the organization's best interest may result in disciplinary action up to and including termination of employment.

Conduct and actions that are prohibited and considered to be against Camp Hendon policy and not in the best interest of the organization, include, but is not limited to, the following:

- Gambling during work hours and/or on the Company's premises is prohibited.
- Solicitation or distribution of non-work-related information during work hours and/or on the Company's premises is prohibited.
- Use of Customer Lists for personal use including but not limited to solicitation unrelated to Camp Hendon fundraising, etc.
- Employees are prohibited from using, possessing, or being under the influence of alcohol, illicit drugs, narcotics, or any other substance that could impair their functioning during work hours, on the Company's premises, and/or when operating or driving the Company's equipment and vehicles.
- Insubordination, including refusal or failure to perform work assigned.
- "Loafing," wasting time, or sleeping on the job.
- Abuse of work from home policy and/or evidence of "loafing" while working remotely.
- Willful disregard or careless use of company equipment or vehicles, company property, or coworkers' property.
- Failure to report and/or notify management as soon as reasonably possible of damage to company equipment or vehicles.
- Theft of company property or coworkers' property.
- Misrepresentation of hours worked for hourly or salaried employees; false time sheets; Misrepresentation of PTO.
- Use of offensive and abusive language.
- Discussing without permission, information regarding another person's personal affairs, salary, and employment record. There is no limitation on an employee discussing his/her own salary and employment record.

- Excessive personal use of the telephone or internet during company time.
- Knowingly providing false information for personnel records.
- Clocking in and out for another employee.
- Violating safety rules or practices.
- Excessive lateness or absenteeism.
- Unprofessional appearance and/or poor hygiene when reporting to work.
- Possession of firearms during work hours and/or on the Company's premises or while operating company vehicles or equipment.
- Act in any manner that does not support the Camp Hendon Mission, Vision, or Values.
- Follow any additional rules of conduct provided by specific host sites, locations, and/or specific event programming.
- Any act that fails to adhere to all guidelines within the Employee Handbook.

In determining appropriate disciplinary action for policy violations and conduct that is not in the best interest of the organization, the Camp Hendon Board of directors, and/or the immediate supervising leader will consider the conduct/violation and the circumstances and facts surrounding the conduct/violation, as well as the impact of the violation and/or conduct on Camp Hendon's reputation and work environment.

Camp Hendon Goals

The goals of Camp Hendon are to educate, empower, and inspire children living with diabetes. Our employees are expected to work together as a team to further this goal, our mission, and vision. We are committed to helping the children we serve develop diabetes management skills and gain knowledge that will help them grow into healthy adults. Our success as an organization depends on our employees' willingness and ability to effectively achieve these goals.

Open-Door Policy

Camp Hendon has an open-door policy and strives to create and maintain a positive working environment. Employees that would like to discuss a problem, suggestion, or question regarding any aspect of his/her job are welcome to do so. By discussing concerns openly and frankly, little problems can be prevented from becoming big ones.

Customer Complaint

Occasionally, even though we have done our best, a camper or family member may be dissatisfied with the service offered by Camp Hendon. Camp Hendon staff who have reason to believe a customer is upset with the Camp, or them, should report the incident immediately to your supervisor. **If a customer tries to argue with Camp staff, above all, be courteous. Do not engage in an argument.**

Whistleblower Policy

Camp Hendon requires board members, 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 Camp Hendon, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all board members, officers, and employees to report ethics violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No board member, officer, or employee who in good faith reports an ethics violation shall suffer harassment, retaliation, or adverse employment consequence. 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. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within Camp Hendon prior to seeking resolution outside Camp Hendon.

Reporting Violations

Camp Hendon has an open-door policy and suggests that employees share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, 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 anyone in management whom you are comfortable in approaching.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation. The sender will receive acknowledgement of the receipt of a reported violation or suspected violation within five business days.

Housekeeping/ Cleanliness

Camp Hendon staff are expected to keep their work area neat and do their part in keeping the remainder of the office clean at all times. Desktops should remain organized. Candles and other scented devices are prohibited in the Camp Hendon office and (c)Space facility. It is the responsibility of the staff to clean any dishes, surfaces, or appliances used in the shared kitchenette.

Dress Code

Camp Hendon requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. All staff members are expected to present a professional image to customers, visitors, and the public commensurate with the activity at hand. Acceptable personal appearance is an ongoing requirement of employment with Camp Hendon.

Visitors

Occasionally for business or personal reasons, employees may require visits from acquaintances, friends, or family members. Occasional visits are generally welcome, but should be kept to a minimum. For a variety of business considerations, visitors should not spend an extended period of time in the Camp Hendon office. Camp Hendon staff is responsible for the conduct of their guests, and visitors that cause a disruption will be asked to leave.

Smoking

The Camp Hendon office is located in a tobacco-free environment. Smoking, including use of e-cigarettes, and the use of other tobacco/nicotine products except those medically necessary for cessation treatment (nicotine patches or gum) is prohibited any place in the building and on property grounds. We strive to model health and wellbeing for our campers. Nicotine use is also prohibited at any event attended by campers.

Drug Testing

Camp Hendon reserves the right to institute, without notice, a drug testing policy. If a drug testing policy is instituted, drug testing may take place multiple times throughout the year, as a requirement for maintaining a relationship with Camp Hendon.

Firearm Safety Policy

Camp Hendon respects the right of staff to own firearms but for the safety and comfort of fellow staff and campers, staff should not carry firearms in the office, when working with campers, or engaging in any work related to Camp Hendon/their employment.

Use of Camp Hendon Property

You are urged to be as careful with Camp Hendon property assigned to your care as you are with your own belongings. Every piece of Camp Hendon's property represents an investment in the organization. Camp Hendon property is not to be used for personal use or removed from the premises unless approved by your supervisor.

Communication and Internet Policy

Personal phone usage, including both outgoing and incoming calls and texts, should be kept to a minimum during working hours, and is permitted only if such usage does not interfere with other business activities of Camp Hendon and complies with the organization's policies. Social media includes, but is not limited to, social networking sites, blogs, podcasts, online discussion forums, and other online information sources. Internet usage, from Camp Hendon-owned computer equipment, will be monitored. Employees may not use Camp Hendon's email system or other communications systems such as social media to send or view messages containing inappropriate content and may not seek to receive or view similar content.

Camp Hendon supports healthy and educational discourse with its followers. Employees who use social media on behalf of Camp Hendon must disclose their relationship with Camp Hendon. Employees who utilize Camp Hendon owned social media on behalf of the organization must adhere to the Camp Hendon mission, values, and code of conduct. Both business and personal use of social media must conform to Camp Hendon policies, including Equal Opportunity Employment (page 2), Standards and Employee Conduct (page 2), Customer Complaint (page 3), Anti-Discrimination/Anti-Harassment (page 8), and Customer Confidentiality (page 12), and may be monitored by Camp Hendon. Proper copyright and reference laws should be observed by employees when posting online. Camp Hendon reserves the right to edit, amend, or delete any misleading or inaccurate content about the organization depicted online.

Inappropriate content includes materials that: (1) violate any international, federal, state or local law (including patent, copyright or trademark law); (2) are obscene, sexually explicit, profane, harassing, threatening or similarly inappropriate; (3) violate any software licensing agreement or other known contractual agreement; (4) (unless transmitted for a legitimate Camp Hendon purpose) contain confidential or privileged information (including client confidences) or attorney work product; (5) or contain racial, ethnic, sexual, religious, or physical disability slurs. If you have a question concerning the legality or propriety of sending an e-mail message or other communication, seek advice from your supervisor.

No Expectation of Privacy

Employees have no expectation of privacy or right to privacy when using Camp Hendon's computers or communications systems for any purpose. The computers and communications systems, and all messages sent or received through those systems, are the property of Camp Hendon. Camp Hendon reserves the right to review, at any time, in its discretion, any files in the

computer system and any messages sent or received through any of Camp Hendon's communications systems.

Any abuse of any of the above may lead to termination.

Attendance

Full-time Camp Hendon employees are expected to work 40 hours each week with the option to flex time when appropriate to covering additional camp activities outside of the normal office hours (M-F 9AM-5PM). Employees should be present in the Camp Hendon office daily, except in the case of emergency, inclement weather, or pre-approved situations. If an employee needs a hybrid schedule, it needs to be approved by their supervisor. Remote work/work from home should be the minority of hours worked each week. Employees should arrive to meetings and scheduled events on time. Tardiness and absenteeism cause problems in both productivity and morale.

If an employee is unable to work or is going to be late for work, he/she is required to call his/her supervisor. Employees should notify their supervisor in advance, when possible. The employee must provide his/her supervisor with the reason for the absence, and when available, the date the employee will return to work.

Lunch Hour

Full-time Camp Hendon staff will have one full hour unpaid each day for lunch.

Performance Reviews

Camp Hendon staff are entitled to know how they are doing in their position. A performance review will take place 90 days after hire by their direct supervisor (Executive Director's review will be completed by the Board of Directors or a 3-person representation of the Board), and then again annually with advance notice to the employee. Any required disciplinary action may call for any of four steps: verbal warning, written warning, suspension with or without pay, or termination of employment. Examples of rules of conduct that may result in termination include but are not limited to:

- Insubordinate or other disrespectful conduct.
- Camp Hendon staff's unwillingness to perform the work assigned.
- Verbal or physical abuse or threat to any other Camp Hendon staff or customer.
- Unauthorized absence from office during the workday.
- Use of any illicit drugs on premises or conducting business-related activities while intoxicated or under the influence of illegal drugs.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials or items in the workplace.
- Excessive absenteeism or any absence without notice.

- Unauthorized use of telephones, mail system, or other Camp Hendon equipment.
- Unauthorized disclosure of confidential information including disclosure of, or discussions around, Camp Hendon staff payroll.

Performance reviews are designed for the employee and his/her supervisor to discuss current job tasks, encourage and recognize good attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, Camp Hendon employees and supervisors can discuss ways in which employees can accomplish goals or learn new skills.

Payroll Administration

Camp Hendon staff will be paid bi-weekly for the two weeks prior to payroll week. Paychecks will be automatically deposited in the employee's personal bank account.

It is the policy of Camp Hendon to pay salaries and wages that are fair and reasonable and that compare favorably with salaries and wages paid both in the area and in the industry. Salaries and wages vary widely based on the type of work performed. If you have questions about your salary, please discuss them with your supervisor for a better understanding of any variances.

Expenses

Camp Hendon staff must obtain prior approval from his/her supervisor to obtain reimbursement for work-related expenses.

Personnel Records

Please advise your supervisor promptly of any change that should be made to your personnel records. Such changes may include: name, address, telephone number, marital status, number of dependents, beneficiary designations and the name of the person to be notified in case of an emergency. It is important to both you and Camp Hendon that such information be up to date, as it is needed in the event of emergencies and/or for maintaining proper payroll deductions, etc.

Anti-Discrimination/Anti-Harassment

Camp Hendon strictly prohibits sexual harassment or any other form of discrimination based upon an employee's race, religion, gender, national origin, age, disability, or any other category protected by local, state, or federal law.

Sexual harassment is defined by the EEOC as "unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has

the purpose or effect of unreasonably interfering with an individual's work performance or environment."

Discriminatory conduct is any form of inappropriate behavior that undermines the employment relationship or that adversely affects an employee's ability to perform his or her job. Discriminatory conduct includes harassment, which consists of verbal or physical conduct that denigrates or shows hostility toward an employee because of the employee's race, religion, gender, national origin, age, disability, or any other category protected by local, state, or federal law.

Camp Hendon staff who become aware of, or believe they have been subjected to, sexual or any other form of harassment or discrimination, should notify his/her supervisor immediately. All reports of sexual harassment will be investigated and where appropriate, Camp Hendon will take the necessary corrective action.

Injuries/Workers Compensation

It is the responsibility of all Camp Hendon staff to make their supervisor aware of any safety hazard. Workers' compensation insurance will be maintained by Camp Hendon to provide coverage for work related injuries. Camp Hendon requires that all employees report job-related accidents or injuries immediately. Under Kentucky law (KRS 342.038), all claims must be reported to the insurance company within three working days of any work-related injury or illness. In accordance with this law, employees must submit a First Report of Injury IA-1 form within the designated three days, whether the accident occurred on or off Camp Hendon premises.

Failure to report an injury, regardless of how minor, could result in difficulty with the staff member's claim. Employees must provide a signed work release from his/her doctor before returning to work. Employees are expected to return to work immediately upon release by their doctor.

Disability and Leave of Absence Accommodations

At this time Camp Hendon does not offer accommodations for disability or leaves of absence. Camp Hendon is not currently subject to the federal Family and Medical Leave Act (FMLA). Camp Hendon reserves the right to add these accommodations in the future.

Emergency Procedures

The following checklist is to be utilized in the event of an emergency or catastrophe that necessitates exiting the premises in which staff are working (the office, an event, etc.):

- Each staff member has a complete list of Camp Hendon employee and board member phone numbers. Camp Hendon staff should provide at least two phone numbers where they could be reached.
- All Camp Hendon computer equipment will be secured. Employees should remove their co-worker(s)' laptop(s) if the coworker(s) are not present.
- Employees will remove all customer payments and cash from the premises. If feasible, a bank deposit will be made.
- Employees will take all possible documentation regarding taxes and record keeping.
- Employees understand that they are expected to remain accessible and available to assist in implementation of post-catastrophe communication.

Inclement Weather

Camp Hendon recognizes the fact that inclement weather and other natural disasters can affect the organization's ability to be open for business, and the employee's ability to get to work. The safety of our staff is paramount in any situation. No policy can cover every potential emergency situation, so individual judgment and discretion may be required. In general, Camp Hendon will follow local school closure announcements when determining whether to open the office for business.

In the event that the Camp Hendon office closes due to severe weather conditions or another reason, Camp Hendon staff will not be required to report to work in person. Staff will be paid for that day and it will not be counted as a PTO day.

Camp Hendon employees that are unable to report to work due to weather conditions must notify their supervisor as soon as possible. You must use PTO time if work from home is not available.

Benefits

The following is a list of benefits that Camp Hendon makes available to eligible staff. The descriptions in this handbook are a summary only. Benefits may be modified, added, or terminated at any time by the insurance company or benefit provider, per the terms of the plan, or by Camp Hendon, at its discretion.

Individual Health Insurance

Camp Hendon will reimburse the employee up to \$7,500 annually for an individual health insurance plan obtained by the employee, in the employee's name. The employee will be eligible for this benefit on the first day of the month after 90 days of full-time employment.

Short-Term Disability

At this time Camp Hendon does not offer short-term disability benefits. Camp Hendon reserves the right to add this benefit in the future.

Retirement

At this time Camp Hendon does not offer employee retirement benefits. Camp Hendon reserves the right to add these benefits in the future.

Elections

In accordance with Kentucky statute (KRS 118.035), Camp Hendon employees will be granted no less than four hours to vote in local, state, or federal elections. The statute requires employees to give Camp Hendon notice prior to Election Day. Camp Hendon will not penalize an employee for his/her absence when voting in an election. If the employee takes time off to vote but no vote is cast, the employee may be subject disciplinary action.

Military Leave

Full-time Camp Hendon staff will be granted a military leave of absence of up to five years without pay if they are absent from work because of service in the U.S. uniformed services.

Jury Duty

Full-time Camp Hendon employees who are summoned for Jury Duty must make all reasonable arrangements in preparation for time away from work. Camp Hendon employees are required to show summons to their supervisor as soon as possible to rearrange the work schedule. Employees that are released from jury duty before the end of the workday must return to work for the remainder of that day. Proof of service must be presented to your supervisor upon completion of your Jury Duty term. Employees must keep his/her supervisor apprised of any schedule changes as soon as they are known.

Full time staff will be provided with paid time off for up to 5 days (40 hours) of jury duty per FFY. Payment by the state for Jury Duty will not be counted against their pay for that time. Any additional time off will be granted without pay unless the staff use PTO. Direct supervisors can make additional allowances if Jury Duty time becomes protracted secondary to type of case assigned for duty.

Funeral/Bereavement Leave

Camp Hendon employees will be paid for up to three (3) days due to the death of an immediate family member. An immediate family member may be defined as a spouse, child, parent, sibling, stepchild, grandparent, or grandchild, of the employee or the employee's spouse. Additional unpaid days may be granted by Camp Hendon in extenuating circumstances.

Holidays

An announcement of holidays will be made in December of each year. Holidays for which full-time Camp Hendon staff will receive paid leave are:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Day
- Two (2) Floating Holidays

Note: Camp Hendon will make reasonable efforts to accommodate holidays pertaining to a staff member's established cultural or religious beliefs that are not included in the above list when the need exceeds the two (2) floating holiday allowance. Camp Hendon staff should speak with their supervisor to obtain approval for taking time off to observe such holidays.

Personal time off (PTO, Absences and Sick Leave)

New Camp Hendon employees should refer to his/her job offer when determining how much PTO time is available to him/her and the chart below for changes over time based on seniority. Unused PTO will not carry over each year, nor will it be paid to the employee upon termination.

Desired PTO dates must be approved by your supervisor. PTO days may be taken in ½ day increments.

| | Service Anniversary | PTO Per Year |
|--------------------|----------------------------|---------------------|
| Executive Director | 0-3 Years | 20 Days |
| | 4-6 years | 23 days |
| | 7+ years | 25 days |
| Other Staff | 0-3 Years | 15 Days |
| | 4-6 years | 20 Days |
| | 7-9 years | 23 Days |
| | 10+ years | 25 Days |

Customer Confidentiality

In order to protect information of prospective, current and former customers from unauthorized disclosure, use, theft, and damage, Camp Hendon has adopted the following plan to safeguard customer information. This includes but is not limited to customer information contained within an information system (e.g. desktops, laptops, personal digital assistants (PDAs), cell phones, etc.), a portable storage device (e.g. USB memory keys, card readers, external hard drives, disks, CDs/DVDs, etc.) or in paper form (e.g. papers on your desk, papers in a file cabinet, fax machine transmissions, etc.).

Storing Customer Information

The CampMinder system and QuickBooks will be utilized to store customer information. Confidential or financial documents no longer in use are to be shredded or destroyed. Printed or hard copy materials containing customer information will be stored in secure locations when not in use. For example, customer information will be stored in locked filing cabinets, desk drawers, or rooms that are not accessible by the public. File cabinets containing customer information will be locked prior to leaving for the day, or before a desk is left for any extended time.

Using Customer Information

Reasonable steps will be taken to ensure that printed materials containing customer information will not be visible to the public. In addition, customer information will not be displayed on documents that are widely seen by others or shown to any other customer who is not authorized to view such records. For example, if an employee has customer information in printed material on his/her desk, that person will put away the material before leaving the desk for any amount of time.

Removing Customer Information from the Premises

Any file containing customer information that is removed from the office premises will be maintained in a secure location and measures will be taken to maintain the confidentiality of the information.

Destruction of Documents Containing Customer Information

All documents no longer having any business value and are no longer subject to any record retention requirements will be disposed of in a secure manner. A secure manner means shredding, erasing, or otherwise destroying the personal information in those documents and records to make it unreadable or undecipherable. Documents or records containing customer information will not be thrown in the trash.

Facsimile Machines and Printers

Safeguards will be in place to protect the confidentiality of customer information that is transmitted and received by fax machines.

- Received fax communications, which contain customer information, will not be left unattended at the fax machine.

- Where possible, verify that the intended recipient is available to receive a fax. Periodically, Camp Hendon will verify frequently used facsimile numbers to make sure they are still valid and correct. If an employee determines or is notified that customer information was misdirected, the employee will notify the recipient and request they return the information or destroy it.
- Fax communications that are sent from the Camp Hendon office, and contain customer information, will include a cover page with the recipient's name listed and a notice of confidentiality that states: "The information contained in this transmission is confidential and intended only for the individual or company named on this cover page. If you are not the intended recipient, please note that disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you received this transmission in error, please notify us by telephone at the phone number listed on this cover page."
- All fax machines will be secured during non-working hours.
- Camp Hendon staff will periodically check the fax machines to retrieve information and to deliver faxes to intended recipients. No customer information will be left on fax machines at the end of the workday and machines are to be checked at the beginning of the workday to collect and distribute information received overnight.

Storing Electronic Customer Information

Camp Hendon employees will log off their computers any time they leave the office premises. All disks or other storage media containing customer information will be kept in a locked drawer or the electronic files will be password protected. To the extent possible, all customer information will be locked down or stored in a safe location when not in use. Network session(s) will be terminated and computers will be logged off prior to leaving for the day or leaving for any extended time. Computer log-on passwords will not be shared, written down, reused, or transferred to another user. Wireless WAN cards used in notebook computers will be secured if their Wireless WAN card is removed.

Using Customer Information Electronically

E-mail and Internet use is for business purposes only. Customer information will not be sent to any outside e-mail address in response to a customer inquiry. An appropriate response to such e-mail would be to inform the customer via e-mail that, for the customer's security and privacy, they would be contacted via phone regarding the inquiry. The e-mail reply function will not be used to reply back to the customer as it may re-transmit any personal information contained in the original customer e-mail.

Reasonable steps will be taken to ensure that customer information displayed on a computer screen is not viewable by the public. For example, customer information will not be displayed on a computer screen where another customer can see it.

Removing Customer Information from the Premises

If a laptop, disk, or other storage media containing customer information is removed from the office premises, the laptop, disk, or other storage media will be maintained in a secure location, and all necessary steps will be used to maintain the confidentiality of the information.

Destruction of Electronically Stored Customer Information

Electronic storage devices will be either physically destroyed or overwritten three times. CD-ROMs and disks will be cut into pieces, and hard drives will be returned to Camp Hendon.

Telephonic and Other Verbal Communication

Measures will be taken to ensure that telephone and other verbal conversations in which customer information is discussed is not overheard by persons who do not have a legitimate need to know the content of the conversation. For example, when having a conversation where customer information is discussed, measures will be taken to ensure that others do not overhear the conversation. A voice-mail message containing customer information shall only be left for a person who has a legitimate need to know the content. A voice-mail message containing customer information will not be left on an answering machine, which is accessible by someone other than the individual.

When speaking with individuals on the phone about customer information, measures will be taken to ensure that the individuals are actually who they say they are. If the identity cannot be validated, no customer information will be discussed over the telephone.

Office Safeguards

No forms or documents containing customer information will be left unsecured during non-business hours.

If a Camp Hendon employee who has access to customer information is dismissed from employment, his/her access to customer information will immediately be terminated. In addition, if that staff member has a key, it will be immediately retrieved from the staff member.

Service Providers

Any vendor that will need access to customer information to perform its tasks will be diligently researched to ensure that such information will not be placed at risk. Vendors will be required to adhere to these policies in order to adequately safeguard customer information. Appropriate steps will be taken to confirm vendors are adhering to these policies.

Education

Camp Hendon staff will be educated, as appropriate, to implement this Customer Confidentiality program.

Acknowledgment Including Employment at Will

The policies described in this handbook are not intended to create a contract or rights of any nature between Kentucky Diabetes Camp for Children, Inc. (Camp Hendon) and staff, or any right to employment or continued employment. This handbook is meant as a guide for Camp Hendon's policies and general information. It is not an employment contract.

All Camp Hendon staff is employed "at-will" which means that the Camp Hendon has the right to terminate the employment relationship at any time with or without notice and with or without cause.

The policies contained in this handbook have been read and it is understood that it is the staff's responsibility to comply with these policies including any additions or revisions that may be made from time to time at the sole discretion of Camp Hendon.

Staff Signature

Date

Acknowledgment for Camp Hendon Employee Handbook

I acknowledge that I have received a copy of the employee handbook and that I fully understand and will abide by the rules.

Staff Signature

Date

Acknowledgment for Job Description

I acknowledge that I have received a copy of my job description and that I fully understand and will abide by the rules.

Staff Signature

Date