

# LAKELAND HOUSING AUTHORITY

# EMPLOYEE HANDBOOK

## 2027 Final Expanded Edition

| Handbook Item                  | Information                                                                    |
|--------------------------------|--------------------------------------------------------------------------------|
| Organization                   | Housing Authority of the City of Lakeland d/b/a Lakeland Housing Authority     |
| Office                         | 430 Hartsell Avenue, Lakeland, Florida 33815                                   |
| Board Meeting / Effective Date | September 21, 2026                                                             |
| Prepared For                   | Human Resources / Executive Leadership / Board of Commissioners                |
| 401(a) Employer Contribution   | 8.5% employer contribution, subject to official plan documents and eligibility |
| Board Resolution               | Resolution No. 26-1575                                                         |
| Board Chairman                 | David Samples                                                                  |
| Executive Director             | Benjamin Stevenson                                                             |
| Handbook Status                | Final Board-Ready Edition                                                      |

*Employment Policies • Benefits • Standards of Conduct • Safety • Public Agency Compliance*

### HANDBOOK STATUS

This employee handbook is presented for Board adoption as LHA's comprehensive statement of employment policies, benefits summaries, workplace expectations, conduct standards, safety requirements, and public-agency compliance responsibilities. Official benefit plan documents, written agreements, statutes, regulations, and Board-approved policies control if inconsistent with this handbook.

| Approval           | Signature / Date                                                                                                                       |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Board Chairman     | David Samples<br>Signature:  Date: 09/21/2026      |
| Executive Director | Benjamin Stevenson<br>Signature:  Date: 09/21/2026 |

## Board Adoption and Effective Date

The Board of Commissioners adopted this Employee Handbook under Resolution No. 26-1575 at its meeting on September 21, 2026. The handbook is effective September 21, 2026, unless a particular policy, benefit plan, law, or subsequent Board action provides a different effective date.

### Table of Contents

#### Section 1: The Way We Work

- A Word About This Handbook
- Equal Employment Opportunity
- Pregnancy, Childbirth, and Related Medical Conditions Accommodation
- Americans with Disabilities Act and Disability Accommodation
- Employee Relations Philosophy / Open Door
- No Harassment, Discrimination, or Retaliation
- Categories of Employment
- Driver's License / Driving Record
- Certification, Licensing, and Other Requirements
- Immigration Reform and Employment Eligibility Verification
- New Employee Orientation
- Talk to Us / Problem Resolution

#### Section 2: Your Pay and Progress

- Recording Your Time
- Payday
- Paycheck Deductions
- Garnishment / Child Support
- Direct Deposit
- Performance Reviews
- Job Descriptions
- Promotions and Transfers
- Pay Raises
- Pay Advances
- Overtime
- On Call
- Reporting Time Pay

#### Section 3: Time Away From Work and Other Benefits

- Employee Benefits
- Holidays
- Flexible Time Off (FTO)
- Jury Duty
- Military Leave
- Witness Leave
- Bereavement Leave
- Leave of Absence
- Domestic and Sexual Violence Leave
- Medical Insurance
- Dental Insurance
- Vision Care Plan
- COBRA
- Life Insurance
- Federal Family and Medical Leave Act
- Short-Term Disability Insurance
- Social Security

- Unemployment Insurance
- Workers' Compensation
- Retirement Plan / 401(a)
- 457(b) Eligible Deferred Compensation Plan
- Tuition Assistance Program
- Uniforms

#### **Section 4: On the Job**

- Care of Customer / Resident Records
- Social Security Number Privacy and Protection of Personal Information
- Attendance and Punctuality
- Meal Time
- Lactation Breaks
- Contact with the Organization
- Standards of Conduct
- Access to Personnel Files
- Computer Software Licensing
- Customer and Public Relations
- Non-Solicitation
- Distribution
- Changes in Personal Data
- Care of Equipment
- Organization Vehicles
- Travel Policy
- Personal Property
- Identification Badges
- Natural Disasters and Emergency Operations
- Acceptable Use of Electronic Communications
- Social Media
- Security of Electronic Devices
- Dress Code and Professional Appearance
- Recycling and Waste Prevention
- Reference Checks
- Protecting Organization Information
- Document Retention
- Code of Ethics for Commissioners and Employees
- Employment of Relatives, Friends, and Close Personal Associates
- Outside Employment
- Cellular Telephones and Tablets
- Contact with the Media
- If You Must Leave Us
- Types of Separation
- Reduction in Force

#### **Section 5: Safety in the Workplace**

- Each Employee's Responsibility
- Workplace Violence
- Workplace Searches
- Hazard Communication
- Good Housekeeping
- Smoking in the Workplace
- Weapons Policy
- Substance Abuse and Drug-Free Workplace

#### **Appendices**

- Compliance Update Matrix

- Receipt of Employee Handbook and Employment-at-Will Statement

## Section 1: The Way We Work

### A Word About This Handbook

This Employee Handbook describes the employment policies, practices, expectations, benefits, and standards of Lakeland Housing Authority. Employees are expected to read the handbook carefully, ask questions when clarification is needed, and comply with the policies that apply to their position and work location.

- This handbook supersedes prior inconsistent handbook language, oral statements, informal practices, and written policies unless a separate written agreement, official benefit plan document, collective bargaining agreement, statute, regulation, grant requirement, or board-approved policy provides otherwise.
- Except for the policy of at-will employment, LHA may revise, delete, suspend, or add policies at any time, subject to approval processes required by the Executive Director, Board of Commissioners, law, or funding requirements.
- This handbook does not create a contract of employment, a promise of continued employment, or a guarantee of any particular benefit, procedure, schedule, or disciplinary step.
- All employees are expected to comply with applicable federal, Florida, local, HUD, grant, and public-agency requirements.

### At-Will Employment

Employment with LHA is at-will unless a written agreement signed by the legally authorized official provides otherwise. Either the employee or LHA may end the employment relationship at any time, with or without cause or notice. No supervisor, manager, commissioner, employee, or representative may alter the at-will relationship except through a written agreement signed by the authorized official.

### Equal Employment Opportunity

LHA is committed to equal employment opportunity. Employment decisions will be based on qualifications, merit, performance, conduct, experience, business needs, and lawful considerations. LHA prohibits discrimination based on race, color, religion, sex, pregnancy, childbirth or related medical conditions, national origin, age, disability/handicap, genetic information, marital status, military or veteran status, citizenship status, Florida National Guard membership, AIDS/HIV status, sickle-cell trait where protected by law, or any other legally protected status.

### Pregnancy, Childbirth, and Related Medical Conditions Accommodation

LHA will provide reasonable accommodations for known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions unless the accommodation would impose an undue hardship. LHA will engage in an interactive process and will not require leave when another effective reasonable accommodation is available.

- Potential accommodations may include additional restroom, water, food, or rest breaks; sitting or standing as needed; temporary schedule modifications; temporary reassignment or light duty where appropriate; modification of equipment or uniforms; temporary suspension of certain nonessential functions; telework when compatible with business needs; or leave when no other effective accommodation is available.
- Employees should notify Human Resources when accommodation is needed. Documentation requests will be limited to what is reasonable and permitted by law.
- Medical information will be maintained confidentially and separately from standard personnel files.

### Americans with Disabilities Act and Disability Accommodation

LHA provides reasonable accommodations to qualified employees and applicants with disabilities unless doing so would pose an undue hardship or direct threat as defined by law. Employees should contact Human Resources to request an accommodation or to discuss restrictions affecting their ability to perform essential job functions.

- LHA will engage in an interactive process to understand the limitations, essential job functions, possible accommodations, and operational impact.
- Employees may be asked to provide medical documentation when necessary and permitted by law.
- Retaliation against an employee for requesting or using an accommodation is prohibited.

### Employee Relations Philosophy / Open Door

LHA seeks to maintain a professional public-service workplace where communication is open, employees are treated with dignity, and concerns are addressed promptly. Employees are encouraged to ask questions, make suggestions, and raise concerns through the supervisor, Human Resources, a department director, or the Executive Director when appropriate.

## **No Harassment, Discrimination, or Retaliation**

LHA prohibits harassment, discrimination, retaliation, intimidation, and coercion by employees, supervisors, commissioners, vendors, contractors, residents, visitors, or anyone conducting business with LHA.

- Harassing conduct may include offensive jokes, slurs, comments, threats, intimidation, visual images, emails, text messages, social media conduct, unwanted physical contact, sexual advances, requests for favors, or other conduct based on a protected status.
- Employees must promptly report suspected harassment, discrimination, or retaliation to Human Resources, any supervisor, a department director, the Executive Director, or another appropriate management official.
- LHA will review reports promptly, maintain confidentiality to the extent practicable, prohibit retaliation, and take corrective action when warranted.

## **Categories of Employment**

Employees are categorized for administrative and legal purposes. Categories may include introductory, full-time, part-time, temporary, exempt, and non-exempt. Classification affects benefits eligibility, overtime eligibility, payroll procedures, and scheduling expectations.

- Introductory employees are generally in an initial evaluation period during the first six months; completion of this period does not guarantee employment.
- Full-time employees generally work at least 30 hours per week, though benefit plan definitions may differ.
- Part-time and temporary employees may have limited benefit eligibility unless plan documents or written policy provide otherwise.
- Non-exempt employees are eligible for overtime as required by law; exempt employees must meet applicable salary and duties tests.

## **Driver's License / Driving Record**

Employees whose duties require driving must maintain a valid driver's license, acceptable driving record, and insurability. Employees must immediately report license suspension, revocation, restrictions, arrests, citations, crashes, or changes that may affect driving eligibility. Unsafe driving or failure to report may result in corrective action.

## **Certification, Licensing, and Other Requirements**

Employees must maintain all licenses, certifications, training, clearances, or testing required for their position. Failure to obtain or maintain required credentials may result in reassignment, removal from duties, suspension, or separation when the requirement is essential to the position.

## **Immigration Reform and Employment Eligibility Verification**

LHA employs only individuals authorized to work in the United States. New employees must complete Form I-9 and provide required documentation within the legal timeframe. LHA will comply with applicable federal and Florida verification requirements, including any E-Verify obligations applicable to public employers, contractors, or grant-funded work.

## **New Employee Orientation**

New employees will receive access to the Employee Handbook and required payroll, personnel, benefit, safety, confidentiality, technology, ethics, and job-specific forms. Employees must sign the handbook receipt and complete assigned orientation requirements. If a replacement handbook is needed, employees should contact Human Resources.

## **Talk to Us / Problem Resolution**

Employees should raise questions, concerns, complaints, suggestions, or requests for clarification as early as possible. Employees may begin with their supervisor but may go directly to Human Resources or another management official if the concern involves the supervisor, involves sensitive matters, or the employee is uncomfortable using the normal chain of command. LHA prohibits retaliation for good-faith reports or participation in reviews.

## **Section 2: Your Pay and Progress**

### **Recording Your Time**

Non-exempt employees must accurately record all hours worked each day, including start time, meal periods, resumption of work, end time, overtime, training, travel time when compensable, call-back time, remote work, and other compensable work. Off-the-clock work is prohibited.

- Employees must not falsify time records, work before clocking in, continue working after clocking out, or allow another employee to record time on their behalf.
- Supervisors must review and approve time records accurately and must not permit unrecorded work.
- Exempt employees may be required to record time or leave usage for payroll, grant, operational, or recordkeeping purposes.

### **Payday**

Employees are generally paid biweekly on Friday for the pay period ending the previous Saturday. If payday falls on a holiday or other closure, LHA may issue pay on the prior business day consistent with payroll procedures. Employees should review pay statements promptly and report concerns to Human Resources or Payroll.

### **Paycheck Deductions**

LHA will make legally required deductions and authorized voluntary deductions. Required deductions may include taxes, Social Security, Medicare, garnishments, child support, benefit premiums, retirement contributions, or other legally required amounts. LHA will not make deductions prohibited by law. Employees should report questions immediately so errors can be reviewed and corrected.

### **Garnishment / Child Support**

When LHA receives a valid court order, administrative order, levy, garnishment, or child support order, LHA will withhold wages as required by law. LHA will apply federal and state limits protecting exempt earnings. Employees should direct questions about the order to the issuing agency or court, though Payroll can explain how payments are processed.

### **Direct Deposit**

Employees may be paid by direct deposit when available and are responsible for providing accurate banking information. Employees must promptly notify Human Resources / Payroll of account changes. LHA is not responsible for delays caused by inaccurate employee-provided banking information.

### **Performance Reviews**

Performance reviews support communication, goal setting, accountability, professional development, and alignment with LHA's mission. Reviews may address job knowledge, quality of work, productivity, customer service, teamwork, compliance, communication, ethics, attendance, safety, and leadership where applicable. A performance review does not guarantee a pay increase, promotion, continued employment, or a particular employment outcome.

### **Job Descriptions**

LHA maintains job descriptions outlining essential duties, responsibilities, minimum qualifications, physical requirements, reporting relationships, and other expectations. Job descriptions may be revised as organizational needs change. Employees should ask their supervisor or Human Resources for a current job description if needed.

### **Promotions and Transfers**

LHA supports career development and may promote or transfer qualified employees when consistent with operational needs, qualifications, performance, conduct, funding, and equal employment opportunity standards. Employees interested in opportunities should follow posting or application procedures. Promotions and transfers are not guaranteed.

### **Pay Raises**

Pay increases may be considered based on budget, funding, performance, equity, market conditions, position changes, board-approved compensation plans, and legal requirements. No employee is guaranteed a pay increase unless provided by a written agreement or board-approved policy.

### **Pay Advances**

Pay advances are not granted. Employees experiencing financial hardship may contact Human Resources for information about available benefits, employee assistance resources, or retirement plan rules where applicable.

### **Overtime**

Non-exempt employees will be paid overtime at one and one-half times their regular rate of pay for hours worked over 40 in a workweek unless a more protective law applies. Only actual hours worked count toward overtime unless law or written policy provides otherwise. Overtime must be approved in advance when feasible; however, unauthorized overtime worked must still be recorded and will be paid, and the employee may be subject to corrective action for failing to obtain approval.

## On Call

Certain employees may be required to be available after hours, on weekends, or during emergencies. On-call assignments must be approved by management and will be compensated in accordance with the Fair Labor Standards Act and applicable law. Employees on call must remain reachable, respond as instructed, and accurately record compensable time worked.

## Reporting Time Pay

LHA will make reasonable efforts to notify employees in advance when reporting is not required due to weather, lack of work, closures, power outages, emergencies, or other events. If an employee reports to work and services are not needed, compensation will be provided as required by applicable law and LHA policy.

## Section 3: Time Away From Work and Other Benefits

### Employee Benefits

LHA may provide a comprehensive benefit program to eligible employees. Benefits may include health coverage, dental, vision, life insurance, disability insurance, retirement plans, deferred compensation, FTO, holidays, tuition assistance, uniforms, and other benefits. Benefit plan documents, insurance contracts, summary plan descriptions, and official board-approved benefit policies control over any handbook summary.

### Holidays

LHA generally observes the following holidays: New Year's Day; Martin Luther King Jr. Day; Presidents' Day; Memorial Day; Independence Day; Labor Day; Veterans Day; Thanksgiving Day; the day after Thanksgiving; Christmas Day; and any additional holidays approved by LHA.

- When a holiday falls on a weekend or conflicts with operational needs, LHA may designate an alternative observance date.
- Full-time employees are generally eligible for paid holidays according to LHA policy and payroll rules.
- Non-exempt employees may be required to work the scheduled workday before and after a holiday to receive holiday pay unless the absence is approved or protected by law.

### Flexible Time Off (FTO)

LHA provides Flexible Time Off (FTO) to eligible full-time employees to support rest, illness, medical appointments, family responsibilities, mental health needs, personal matters, bereavement, religious observances, and other approved reasons while maintaining operational coverage. FTO is not intended to replace or reduce legally protected leave rights.

### Eligibility and Administrative Intent

- Regular full-time employees are eligible for FTO. Part-time, temporary, seasonal, intern, consultant, and contract workers are not eligible unless expressly authorized by LHA.
- Employees accrue FTO during the first six months of employment but may not use FTO during that period unless special approval is granted by the Executive Director or designee.
- FTO may run concurrently with FMLA or other protected leave when permitted by law. Supervisors must consult Human Resources before denying leave or taking corrective action when the absence may be legally protected.

### Accrual Schedule

FTO accrues each pay period based on classification and completed years of service. Non-exempt employees accrue the equivalent of 15 days per year from hire through four years, 18 days per year beginning the fifth year, and 21 days per year beginning the tenth year. Exempt employees accrue the equivalent of 19 days per year from hire through four years, 23 days per year beginning the fifth year, and 27 days per year beginning the tenth year.

### Requesting and Scheduling FTO

- FTO should be requested through the designated leave process as early as practicable.
- Planned leave of one week or less should generally be requested at least two weeks in advance.
- Planned leave exceeding one week should generally be requested at least thirty days in advance.
- Unexpected illness, emergency, or urgent personal needs must be reported as soon as practicable and in accordance with departmental call-in procedures.
- Approval may consider staffing, resident service needs, inspections, maintenance coverage, board/HUD deadlines, overlapping leave, and whether leave is protected by law.

### Carryover, Maximum Use, and Donation Bank

- FTO may be carried over to the following year up to a maximum balance of 480 hours with special management approval.
- No more than 80 hours of FTO may be taken at one time without special management approval.
- The FTO Bank Donation Program is available to benefit-eligible employees under Human Resources procedures. Donations must be voluntary, approved, and administered according to payroll and tax requirements.

### Separation and Payout

Eligible employees who provide at least two weeks' advance written notice of resignation will be paid accrued but unused FTO up to a maximum of 240 hours unless applicable law, official plan language, or written agreement provides otherwise. Employees who resign or are separated within the first six months of employment are not paid accrued FTO unless required by law or approved in writing.

### Misuse and Abuse

- Patterns of potential misuse may include repeated unscheduled absences without proper notice, repeated absences adjacent to weekends or holidays, falsified reasons or documents, or requesting FTO after leave has been denied and then calling out for the same period.
- Before corrective action is taken, Human Resources should review whether the absence may be protected under FMLA, ADA, PWFA, workers' compensation, domestic/sexual violence leave, military leave, or other law.

| Classification | Service Period       | Annual FTO Equivalent | Notes                                                   |
|----------------|----------------------|-----------------------|---------------------------------------------------------|
| Non-Exempt     | Hire through 4 years | 15 days/year          | Not to be used during first six months without approval |
| Non-Exempt     | Beginning 5th year   | 18 days/year          | Accrues each pay period                                 |
| Non-Exempt     | Beginning 10th year  | 21 days/year          | Accrues each pay period                                 |
| Exempt         | Hire through 4 years | 19 days/year          | Not to be used during first six months without approval |
| Exempt         | Beginning 5th year   | 23 days/year          | Accrues each pay period                                 |
| Exempt         | Beginning 10th year  | 27 days/year          | Accrues each pay period                                 |

### Jury Duty

Employees summoned for jury duty will be provided leave as required by law. Employees must notify their supervisor and Human Resources promptly after receiving a summons and provide documentation if requested. Employees released from jury service during scheduled work hours are expected to return to work when practicable.

### Military Leave

Employees required to fulfill military obligations will receive leave and reinstatement rights in accordance with USERRA, Florida law, and applicable policy. Employees should provide advance notice and military orders when possible. Employees may elect, but are not required, to use available FTO during military leave unless law provides otherwise.

### Witness Leave

Employees will be provided leave required by law to attend or participate in court proceedings as a witness. Employees must notify Human Resources as far in advance as practicable and provide documentation if requested. Exempt employees will be paid as required by wage and hour law.

### Bereavement Leave

Full-time employees who have completed six months of employment may receive up to three paid days of bereavement leave for the death of an immediate family member. Immediate family includes spouse, domestic partner, parent, sibling, child, child of domestic partner, grandchild, grandparent, parent-in-law, parent of domestic partner, and comparable relationships approved by Human Resources. Documentation may be requested.

### Leave of Absence

Under special circumstances, full-time employees who have completed one year of employment may request an unpaid leave of absence after available FTO is exhausted. Approval depends on compelling reasons, operational needs,

documentation, and written approval from Human Resources. Leaves generally may not exceed 30 days unless legally required or approved in writing.

### **Domestic and Sexual Violence Leave**

Eligible employees may request up to three working days of leave in a 12-month period if the employee or a family/household member is a victim of domestic violence or sexual violence. Leave may be used to seek protection, medical or mental health care, victim services, safe housing, legal assistance, or court-related proceedings. LHA will maintain confidentiality except where disclosure is authorized or required by law.

### **Medical Insurance**

Eligible full-time employees may enroll in medical insurance according to plan rules. LHA may pay a portion of employee coverage, with employee and dependent portions handled through payroll deduction. Plan documents, booklets, and insurance contracts control eligibility, coverage, continuation, conversion, and benefits.

### **Dental Insurance**

Eligible full-time employees may enroll in dental insurance according to plan rules. LHA may pay a portion of employee coverage, with employee and dependent portions handled through payroll deduction. Plan documents and insurance contracts control.

### **Vision Care Plan**

Eligible full-time employees may enroll in vision coverage according to plan rules. Plan documents and insurance contracts control eligibility, coverage, continuation, conversion, and benefits.

### **COBRA**

Employees and covered dependents may have the opportunity to continue group health, dental, or vision coverage when coverage would otherwise end due to qualifying events such as termination, reduction in hours, divorce/legal separation, dependent status changes, Medicare entitlement, or death. Employees or family members must provide timely notice of certain qualifying events as required by plan rules and law.

### **Life Insurance**

Eligible full-time employees may enroll in life insurance according to plan rules. LHA may pay the cost of basic coverage and may offer voluntary additional coverage. Employees must designate beneficiaries and update beneficiary information when life circumstances change.

### **Federal Family and Medical Leave Act**

Eligible employees may take unpaid, job-protected leave under the Family and Medical Leave Act for qualifying family, medical, military caregiver, and qualifying exigency reasons. FMLA generally provides up to 12 workweeks of leave in a 12-month period, with up to 26 workweeks for military caregiver leave in a single 12-month period.

### **Eligibility**

- Employee has worked for LHA for at least 12 months, subject to legal counting rules.
- Employee has worked at least 1,250 hours during the 12 months before leave begins.
- Employee works at a location where the employer has at least 50 employees within 75 miles, unless law or policy provides otherwise.

### **Reasons for Leave**

- Birth, adoption, or foster placement of a child and bonding within the applicable legal timeframe.
- Care for a spouse, child, or parent with a serious health condition.
- Employee's own serious health condition that makes the employee unable to perform job functions.
- Covered military exigencies involving a spouse, child, or parent.
- Care for a covered servicemember or covered veteran with a serious injury or illness.

### **Administration**

- Employees must provide sufficient information for LHA to determine whether leave may qualify for FMLA protection.
- Foreseeable leave should generally be requested 30 days in advance; unforeseeable leave must be reported as soon as practicable.
- Medical certification, recertification, periodic status reports, and fitness-for-duty certification may be required when permitted by law.

- FTO may run concurrently with FMLA when permitted. Health benefits will be maintained according to law and plan rules.
- Fraudulent or misleading information related to FMLA leave may result in corrective action.

### **Short-Term Disability Insurance**

Eligible full-time employees may be covered by short-term disability insurance after satisfying plan eligibility requirements. Benefits, waiting periods, percentage of pay, maximum duration, exclusions, and coordination with other leave or benefits are governed by the official plan documents.

### **Social Security**

During employment, employees and LHA contribute to Social Security and Medicare as required by federal law. These programs provide retirement, disability, survivor, and medical benefits subject to federal eligibility rules.

### **Unemployment Insurance**

Employees separated from employment may be eligible for unemployment benefits as determined by the appropriate state agency. LHA will provide required information and respond to unemployment claims according to law.

### **Workers' Compensation**

Work-related injuries or illnesses are covered by workers' compensation insurance at no cost to employees. Employees must report all work-related injuries or illnesses immediately, no matter how minor, so LHA can address medical needs, reporting obligations, and workplace hazards. Failure to report promptly may affect benefits or safety review.

### **Retirement Plan / 401(a)**

LHA provides eligible employees with a 401(a) defined contribution retirement plan intended to supplement Social Security and personal retirement savings. Effective for this draft, the employer contribution is 8.5%, subject to eligibility, vesting, payroll procedures, official plan documents, and board-approved benefit rules.

### **457(b) Eligible Deferred Compensation Plan**

LHA may offer eligible employees a 457(b) deferred compensation plan for additional long-term retirement savings. Employee contributions, Roth options if available, catch-up rules, investment choices, and distribution rules are governed by the Internal Revenue Code and the official plan documents.

### **Tuition Assistance Program**

LHA may provide tuition or training assistance to encourage job-related development. Eligibility generally requires full-time employment, at least 12 months of service, advance written approval, budget availability, successful completion, and training related to the employee's current position or reasonable advancement within LHA.

- Reimbursement is limited to approved amounts and may not exceed current policy limits unless approved in writing.
- Employees who fail to complete approved training, drop the course, or fail to obtain an acceptable grade must reimburse any up-front funds paid by LHA.
- Training reimbursement will not be provided when the employee receives reimbursement from another source unless approved by LHA.

### **Uniforms**

LHA may provide uniforms, name tags, branded apparel, PPE, or accessories to employees in certain positions. Employees must care for issued items, wear them when required, and return items in good condition upon request, transfer, or separation. Lost or damaged items may be addressed according to payroll and property policies.

## **Section 4: On the Job**

### **Care of Customer / Resident Records**

LHA employees must protect resident, applicant, landlord, employee, vendor, and customer records with care, accuracy, and confidentiality. Records must be returned to proper storage or electronic locations promptly. Outside requests for records must be routed through authorized channels and public records procedures.

### **Social Security Number Privacy and Protection of Personal Information**

Access to Social Security numbers, driver's license numbers, financial account numbers, medical information, benefit records, and other personal information is limited to employees with a legitimate business need. Employees may not

acquire, disclose, transfer, copy, or use personal information except as authorized by law and LHA policy. Paper records must be shredded when approved for disposal; electronic media must be securely wiped or destroyed according to retention rules.

### **Attendance and Punctuality**

Regular attendance and punctuality are essential to LHA operations. Employees must report to work on time, remain at work as scheduled, and notify their supervisor as early as possible before the start of the workday when late or absent. Absences of three consecutive scheduled workdays without authorization or notice may be treated as job abandonment after Human Resources review.

### **Meal Time**

Employees should take meal periods as scheduled and approved by the supervisor. Non-exempt employees must be completely relieved of duty for an unpaid meal period and must accurately record meal time. Employees must notify supervisors if meal periods are interrupted by work.

### **Lactation Breaks**

LHA will provide reasonable break time and a private location, other than a bathroom, for employees to express breast milk as required by law. Employees should notify Human Resources or their supervisor to arrange a location and schedule. Non-exempt employees must record break time as instructed, and pay will be handled according to law.

### **Contact with the Organization**

Employees must keep supervisors informed of their work location, assignments, schedule, availability, contact information, and work-related absences during business hours. Field employees, inspectors, maintenance staff, and employees attending meetings away from the office must follow check-in and safety procedures.

### **Standards of Conduct**

Employees must follow LHA policies, maintain professional conduct, comply with laws, protect public resources, and treat coworkers, residents, applicants, landlords, vendors, commissioners, and the public with courtesy. Corrective action may include coaching, verbal warning, written warning, suspension, reassignment, demotion, termination, or other action. LHA does not guarantee progressive discipline.

- Misconduct includes dishonesty, falsification, theft, misuse of credit cards or gas cards, insubordination, harassment, retaliation, unsafe conduct, conflicts of interest, unauthorized disclosure, damage to property, excessive absenteeism, unauthorized absence, violation of technology policies, unlawful conduct, unsatisfactory performance, and conduct reflecting adversely on LHA.
- This list is illustrative and does not limit LHA's ability to address other conduct inconsistent with employment expectations.

### **Access to Personnel Files**

Employees may request to inspect their own personnel file in accordance with Florida public records requirements, privacy exemptions, and LHA procedures. Reviews will occur on LHA premises or through an authorized process. Employees may request correction of inaccurate information or submit a written statement for inclusion when disagreement cannot be resolved.

### **Computer Software Licensing**

Employees must use software according to license terms and may not duplicate, install, download, share, or use unauthorized software. Misuse of software or violation of intellectual property rights may result in discipline, civil liability, or criminal consequences.

### **Customer and Public Relations**

Every employee affects LHA's reputation. Employees must provide courteous, accurate, respectful, and timely service to residents, applicants, landlords, vendors, community partners, commissioners, and the public. Employees should escalate difficult situations professionally and avoid arguments or unprofessional communication.

### **Non-Solicitation**

Employees may not solicit during working time or in a manner that interferes with work. Solicitation during nonworking time may be permitted in nonworking areas if it does not interfere with operations, safety, or respectful workplace standards. This policy is not intended to restrict lawful discussion of wages, hours, or working conditions.

### **Distribution**

Distribution of paper, goods, or materials in work areas during working time is restricted to protect operations. Electronic distribution must comply with technology policies. Non-employees may not distribute materials on LHA premises without authorization. Materials that are harassing, discriminatory, threatening, knowingly false, or disruptive are prohibited. This policy does not restrict protected rights under law.

### **Changes in Personal Data**

Employees must promptly update name, address, telephone number, emergency contacts, marital status, tax withholding information, beneficiary information, direct deposit information, licensing status, or other relevant personal data. LHA is not responsible for delays or missed notices caused by outdated employee information.

### **Care of Equipment**

Employees must protect LHA equipment, property, files, devices, tools, keys, credit cards, vehicles, and records. Property may not be removed, loaned, used personally, altered, or disposed of without authorization. Loss, damage, or theft must be reported immediately.

### **Organization Vehicles**

Employees operating LHA vehicles must do so safely, legally, and for business purposes only. Accidents, citations, damage, mechanical problems, or unsafe conditions must be reported immediately. Seat belts are required. Smoking and texting while driving are prohibited. Employees are responsible for moving and parking violations unless otherwise required by law or policy.

### **Travel Policy**

LHA may reimburse reasonable, pre-approved business travel expenses consistent with budget, procurement, grant, and travel policies. Receipts and documentation are required. Reimbursable expenses may include mileage, lodging, meals/per diem, parking, tolls, registration, and other approved costs. Employees must avoid unnecessary or excessive expenses and comply with grant restrictions.

### **Personal Property**

LHA is not responsible for loss, theft, or damage to personal property. Employees should secure valuables and avoid leaving personal property unattended in public or unsecured areas.

### **Identification Badges**

Employees may be issued LHA identification badges and must wear them visibly when required. Badges are LHA property and must be protected, not altered or transferred, and returned upon request or separation. Lost or stolen badges must be reported immediately.

### **Natural Disasters and Emergency Operations**

LHA may adjust operations due to hurricanes, tropical storms, flooding, power outages, emergency declarations, public safety threats, or other events. Employees must follow emergency communications and reporting instructions. When LHA remains open, employees are expected to report as scheduled unless leave is approved or conditions prevent safe reporting. Absences may be charged to FTO, unpaid leave, or protected leave as applicable.

### **Acceptable Use of Electronic Communications**

LHA systems, devices, email, networks, phones, tablets, text messages, files, storage media, internet access, and electronic communications are LHA property or resources when used for LHA business. They may be accessed, monitored, reviewed, preserved, disclosed, or audited as allowed by law.

### **Acceptable Uses**

Employees may use systems to communicate internally and externally for LHA business, perform job duties, maintain records, and support authorized operations.

### **Prohibited Uses**

- Unlawful, harassing, discriminatory, obscene, malicious, knowingly false, threatening, or disruptive communications are prohibited.
- Employees may not attempt unauthorized access, download unauthorized software, misuse copyrighted materials, disclose confidential information, transmit protected data to personal accounts, or use systems for excessive personal activity.

- Employees may not use public AI or external tools to process confidential resident, employee, legal, financial, procurement, cybersecurity, or protected information unless approved by management and IT/security procedures.

### **Security and Monitoring**

- Passwords and encryption keys must be protected and made available to LHA as required for business continuity and security.
- Employees have no expectation of privacy in LHA systems except as required by law.
- Lost, stolen, or compromised devices or credentials must be reported immediately.

### **Social Media**

Employees using social media must be truthful, respectful, and clear when speaking personally rather than on behalf of LHA. Employees may not disclose confidential or exempt information, represent themselves as an authorized LHA spokesperson without approval, make knowingly false statements, or engage in harassment, threats, discrimination, or retaliation. Nothing in this policy restricts legally protected discussion of wages, hours, or working conditions.

### **Security of Electronic Devices**

Employees are responsible for the physical and electronic security of laptops, tablets, phones, drives, and other devices assigned or used for LHA work. Devices must be secured when unattended, returned upon request, and used in compliance with all technology, confidentiality, public records, and cybersecurity policies. Loss, theft, damage, or suspected compromise must be reported immediately.

### **Dress Code and Professional Appearance**

LHA employees represent the Agency before residents, applicants, landlords, vendors, HUD representatives, commissioners, elected officials, community partners, and the public. Employees must maintain a neat, clean, professional, safe, and appropriate appearance for their job duties and workplace.

### **General Standards**

- Clothing must be clean, in good condition, and appropriate for a public-agency environment.
- Employees must avoid attire or accessories that are unsafe, disruptive, offensive, discriminatory, or inconsistent with assigned duties.
- Required uniforms, badges, safety gear, or PPE must be worn when directed.
- Reasonable accommodations may be made for disability, pregnancy, religion, culture, medical needs, or other protected circumstances.

### **Administrative, Office, and Public-Facing Employees**

- Appropriate attire includes business suits, blazers, cardigans, jackets, dress shirts, collared shirts, blouses, polos, professional sweaters, dress slacks, khakis, professional skirts, dresses, and business-casual attire.
- Employees attending board meetings, public hearings, HUD reviews, audits, resident meetings, formal trainings, or external events may be required to dress in business attire.

### **Resident Services, Inspections, Outreach, and Field Assignments**

- Employees should dress professionally while considering mobility, weather, property conditions, public interaction, and safety.
- Agency polos, business-casual attire, and safe footwear may be appropriate for outreach, inspections, resident engagement, or community events.
- Employees must maintain identification and conduct themselves as professional representatives of LHA.

### **Maintenance, Facilities, and Safety-Sensitive Employees**

- Assigned uniforms or approved work apparel must be worn when required.
- Safety footwear, protective toe boots, gloves, eye protection, hard hats, reflective vests, respirators, hearing protection, or other PPE must be used when required.
- Open-toe shoes, sandals, flip-flops, slippers, unsafe heels, or footwear without adequate traction are prohibited for maintenance and field work.

### **Casual Fridays and Dress-Down Days**

- Clean jeans in good condition may be permitted if free of holes, tears, fraying, or inappropriate designs.
- Shirts must be clean, professional, and free of advertisements, slogans, or wording that may offend employees, residents, vendors, or the public.

- Management may suspend casual dress for board meetings, HUD monitoring, public hearings, audits, inspections, formal events, training, media events, or emergency operations.

#### **Jewelry, Fragrance, Tattoos, Body Art, and Piercings**

- Jewelry, fragrance, tattoos, body art, and piercings are permitted when professional, safe, and not disruptive.
- Visible tattoos or body art may not contain profanity, threats, discriminatory content, explicit images, or messages inconsistent with a respectful workplace.
- Strong fragrances should be avoided due to allergies, asthma, migraines, or sensitivities.
- Accessories may be restricted when they create safety hazards or interfere with equipment, PPE, or job duties.

#### **Violations and Corrective Action**

- Supervisors or Human Resources may require employees to correct attire privately and respectfully.
- Corrective steps may include changing, covering, removing, or correcting an item; leaving work to change; restriction from public-facing assignments until corrected; or corrective action for repeated, intentional, unsafe, or serious violations.
- This policy will be enforced consistently and without discrimination or retaliation.

| Category                | Generally Acceptable                                                                     | Generally Not Acceptable                                                                                       |
|-------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Pants / Slacks</b>   | Dress pants, khakis, business-casual pants, suit pants, approved jeans on casual days    | Sweatpants, exercise pants, pajama pants, torn jeans, shorts unless approved, bib overalls unless job-required |
| <b>Skirts / Dresses</b> | Professional dresses, skirts, skirted suits, coordinated separates of appropriate length | Mini-skirts, beach dresses, halter dresses without covering, revealing or unsafe attire                        |
| <b>Shirts / Tops</b>    | Collared shirts, blouses, polos, sweaters, jackets, agency-branded shirts                | Tank tops, bare midriff tops, offensive graphics, overly revealing tops, sweatshirts unless approved           |
| <b>Footwear</b>         | Dress shoes, flats, loafers, boots, professional walking shoes, required safety shoes    | Flip-flops, slippers, beach footwear, platform shoes creating hazards, unsafe footwear                         |

#### **Recycling and Waste Prevention**

LHA encourages recycling, responsible use of materials, energy conservation, and prevention of waste. Employees should use available recycling containers and report waste prevention ideas to supervisors. Waste of time, supplies, utilities, equipment, or public resources may be addressed as a performance or conduct issue.

#### **Reference Checks**

Requests for employment references must be directed to Human Resources. Employees should not provide employment reference information for current or former employees unless authorized. LHA will generally confirm dates of employment, job title, and compensation or other information as permitted by law and policy.

#### **Protecting Organization Information**

Employees must protect confidential, exempt, proprietary, privileged, resident, applicant, employee, vendor, financial, procurement, cybersecurity, and legal information. Confidential information must not be shared with friends, family, media, vendors, or unauthorized persons. This policy does not restrict legally protected discussion of wages, hours, or working conditions.

#### **Document Retention**

Employees must retain, preserve, and dispose of records according to LHA's retention policy, Florida public records requirements, litigation holds, audit requirements, grant requirements, and legal instructions. Employees may not destroy, delete, alter, conceal, or remove records except as authorized. Questions should be directed to the records custodian, Human Resources, or General Counsel.

#### **Code of Ethics for Commissioners and Employees**

Commissioners and employees hold their positions as a public trust for the benefit of residents, applicants, program participants, and the public. Honesty, integrity, impartiality, transparency, and public service are central to that trust.

- Commissioners and employees must comply with applicable federal and Florida ethics laws, including Chapter 112, Florida Statutes, and LHA policies.

- Commissioners and employees must avoid actual conflicts, potential conflicts, and appearances of conflict; disclose conflicts promptly; and recuse themselves when appropriate.
- Commissioners and employees must not misuse public position, accept improper gifts or favors, disclose confidential information, misuse LHA property, or improperly influence decisions.
- Employees unsure about a potential conflict should disclose the matter to the Executive Director, Human Resources, and/or General Counsel and follow the direction provided.

### **Employment of Relatives, Friends, and Close Personal Associates**

LHA permits relatives, friends, and close personal associates to work for LHA when selected through a fair, documented, competitive, and nondiscriminatory process and when safeguards prevent favoritism, undue influence, or conflicts of interest.

#### **Definitions**

- Relative includes spouse, domestic partner, parent, child, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, first cousin, in-law, step-relative, household member, and any relationship covered by Florida law or LHA policy.
- Close personal associate includes a close friend, romantic partner, business partner, former business partner, personal financial relationship, or other relationship that may reasonably create an appearance of favoritism or impaired objectivity.

#### **Disclosure and Recusal**

- Applicants and employees must disclose relationships that may create actual or apparent conflicts.
- Employees, supervisors, directors, officers, commissioners, or board members may not participate in recruiting, screening, interviewing, selecting, recommending, hiring, supervising, evaluating, promoting, disciplining, terminating, or setting compensation for a relative or close personal associate.
- Disclosures, recusals, and mitigation plans must be documented.

#### **Prohibited Supervision and Influence**

- No employee may directly supervise or be in the direct line of authority over a relative or close personal associate without a written mitigation plan approved by Human Resources and the Executive Director.
- No person may use official authority to influence employment, contracting, procurement, compensation, discipline, or another official decision involving a relative or close personal associate.

#### **Violations**

Failure to disclose, prohibited participation, favoritism, retaliation, or interference with the mitigation process may result in corrective action, reassignment, removal from decision-making, termination, referral to counsel, or other remedies available under law or policy.

#### **Outside Employment**

Employees must disclose outside employment or business activity to their supervisor and Human Resources before beginning the activity. Outside employment may not conflict with LHA duties, compete with LHA, impair performance, use LHA time/resources, create a conflict of interest, or create an appearance of improper influence.

#### **Cellular Telephones and Tablets**

Employees issued LHA phones or tablets must use them for business purposes, protect them from loss or damage, and return them upon request, transfer, or separation. Personal use should be limited and must not interfere with work. Handheld phone use and texting while driving on LHA business are prohibited. Commercial Motor Vehicle operators must comply with applicable federal safety rules.

#### **Contact with the Media**

LHA maintains a standard process for communications with media organizations regarding LHA personnel, activities, programs, projects, meetings, issues, and services. The Communications Officer, Executive Director, Chairperson of the Board of Commissioners, and General Counsel are authorized to release LHA information as appropriate.

#### **Purpose and Goal**

The purpose is to provide consistent, accurate, timely, and credible information while protecting legal, personnel, privacy, public records, and operational interests.

### **Employee Responsibilities**

- Employees contacted by media must direct inquiries to the Communications Officer or Executive Director unless specifically authorized in writing to speak on behalf of LHA.
- Employees may not speculate, offer personal opinions as LHA positions, or comment on legal matters, personnel matters, sensitive matters, pending litigation, or emergencies without authorization.
- Media filming, photographing, or interviewing employees while on duty must be approved by authorized officials.

### **Public Records Requests**

Public records requests must be routed to the Executive Director, designee, records custodian, or other authorized official for response consistent with Florida public records law.

### **Emergency Operations and Legal Matters**

During a declared emergency or crisis, the Executive Director will designate the official spokesperson or media area. Legal matters must be coordinated with General Counsel and authorized leadership.

### **If You Must Leave Us**

Employees who resign are asked to provide written notice to their supervisor and Human Resources. Non-exempt employees should provide at least two weeks' notice when practicable. Exempt, managerial, and information technology employees should provide at least 30 calendar days' notice when practicable. Employees may be asked to complete an exit interview and must return LHA property.

### **Types of Separation**

Separations may include resignation, abandonment of position, layoff, disability separation, death, retirement, dismissal, and reduction in force.

#### **Resignation**

To resign in good standing, employees should provide written notice consistent with the notice requirements above. Failure to provide appropriate notice may be documented and may affect rehire eligibility.

#### **Abandonment of Position**

- An employee absent for three or more consecutive scheduled workdays without authorization or notice may be deemed to have abandoned the position after Human Resources review.
- Human Resources may send written notice proposing termination and provide an opportunity to respond with extenuating circumstances.
- If no response is received or circumstances do not justify continuation, employment may be terminated and the employee may be considered ineligible for rehire.

#### **Layoff**

LHA may implement layoffs due to shortage of funds, shortage of work, reorganization, loss of funding, outsourcing, privatization, or other material operational changes. Reinstatement may be considered for separated employees who meet minimum qualifications for openings within a defined period determined by LHA policy.

#### **Disability**

Separation due to disability may occur only after evaluation of whether the employee can perform essential functions with or without reasonable accommodation and after compliance review under ADA, workers' compensation, FMLA, and other applicable requirements.

#### **Death**

Compensation due to an employee who dies while employed will be paid to the legal representative, beneficiary, or other properly designated person according to law and plan rules.

#### **Retirement**

Employees eligible for retirement benefits should submit written notice in advance. Retirement processing will be coordinated with Human Resources and plan administrators.

#### **Dismissal**

The Executive Director or designee may dismiss an employee based on policy violations, misconduct, unsatisfactory performance, loss of required qualifications, funding, operational needs, or other lawful reasons. Employees may have grievance or response rights under applicable policy.

## **Reduction in Force**

The purpose of the Reduction in Force policy is to provide an equitable process if positions must be eliminated, hours reduced, or employees separated, demoted, or reassigned due to operational needs.

### **Reasons**

- Reorganization, restructuring, funding loss, shortage of work, outsourcing/privatization, program changes, grant changes, budgetary limitations, or other operational reasons.

### **Management Decisions**

- LHA will identify the reason for the reduction, affected program areas, affected position titles, number of positions affected, and qualifications needed to continue operations.

### **Program Areas and Groups**

- A program area may include the entire organization, department, unit, program, funding source, or geographical location.
- Each impacted position title or classification may be treated separately.

### **RIF Determinations**

- Factors may include employment category, funding source, minimum qualifications, ability to perform remaining duties, performance, attendance, disciplinary history, seniority, and retention of necessary qualifications.
- Human Resources will document the process and maintain supporting records.

### **Implementation**

- The RIF plan may include retention points, affected employee lists, organizational charts, sample notices, individual meeting schedules, transition resources, and grievance rights.
- Affected employees will receive written notice, explanation of the reason, available resources, and applicable appeal or grievance procedures.

### **Grievance Rights**

An affected employee may file a grievance or appeal if the employee believes the RIF policy or plan was applied improperly or inconsistently. Human Resources will review and make recommendations to the Executive Director.

## **Section 5: Safety in the Workplace**

### **Each Employee's Responsibility**

Safety requires teamwork. Employees, supervisors, and managers must practice safety awareness, anticipate unsafe conditions, use required PPE, follow procedures, and report hazards, injuries, illnesses, near-misses, equipment problems, and unsafe conduct immediately.

- Employees may operate, adjust, or repair equipment only when trained and authorized.
- Employees must use proper lifting procedures and request assistance when needed.
- Employees must know emergency procedures, first aid locations, fire equipment locations, evacuation routes, and reporting requirements.
- Violations of safety rules may result in corrective action.

### **Workplace Violence**

Violence, threats, intimidation, coercion, stalking, harassment, or conduct creating fear or risk of harm will not be tolerated. Employees must report threats or suspicious behavior immediately. Employees should not engage in confrontation with threatening individuals. If immediate danger exists, call 911.

### **Workplace Searches**

To protect employees, visitors, residents, property, records, and operations, LHA may inspect LHA property, work areas, desks, lockers, vehicles, files, devices, packages, bags, or other items on LHA premises as allowed by law. Refusal to cooperate may result in denial of entry or corrective action.

### **Hazard Communication**

Employees who use or may be exposed to chemicals must receive appropriate training, understand labels, use Safety Data Sheets, wear required PPE, and follow storage, handling, and disposal procedures. Employees must obtain approval before bringing chemicals onto LHA property or purchasing chemicals for LHA use.

### Good Housekeeping

Employees must keep work areas clean, organized, and free from hazards. Materials should be stored safely; spills, trip hazards, blocked exits, damaged equipment, pest conditions, or unsafe conditions must be reported promptly.

### Smoking in the Workplace

LHA is committed to a safe and healthy environment. Smoking, vaping, or tobacco use is allowed only in designated areas and must not interfere with operations, residents, visitors, vehicles, entrances, or law. Violations may result in corrective action.

### Weapons Policy

Weapons inside LHA buildings, leased space, LHA-owned vehicles, or while conducting LHA business are prohibited except as permitted by applicable Florida law. Firearms lawfully stored in private vehicles in designated parking areas must comply with Florida law and LHA safety requirements. Employees must report weapons or threats immediately to a supervisor or Human Resources.

### Substance Abuse and Drug-Free Workplace

LHA maintains a drug-free and alcohol-free workplace and complies with the Drug-Free Workplace Act and applicable federal, state, and grant requirements. Employees may not report to work impaired, possess or use illegal or unauthorized substances, consume alcohol during working time, or manufacture, distribute, sell, transfer, or possess unauthorized drugs or alcohol while on duty, on LHA premises, in LHA vehicles, or while conducting LHA business.

### Testing and Enforcement

LHA may implement drug and alcohol testing consistent with law and policy. Employees must cooperate with lawful testing and investigations.

### Convictions and Reporting

Employees must notify their supervisor of any workplace-related criminal drug statute conviction within five days as required by the Drug-Free Workplace Act.

### Assistance and Accommodation

LHA encourages employees to seek assistance before substance or alcohol issues impair job performance or safety. LHA will consider leave, referral, or accommodation consistent with law and policy, while also protecting workplace safety and operations.

### Awareness Program

LHA will maintain awareness efforts addressing the dangers of drug and alcohol abuse in the workplace, the drug-free workplace policy, available counseling or assistance resources, and penalties for violations.

## Appendix A. Compliance Update Matrix

| Area                                | Final Draft Treatment                                                                                                                                               |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Original Handbook Table of Contents | Every original topic from Sections 1 through 5 and the acknowledgment has been retained and modernized.                                                             |
| Employment of Relatives / Friends   | Added detailed disclosure, recusal, supervision, and mitigation requirements.                                                                                       |
| 401(a) Retirement                   | Updated employer contribution reference to 8.5%, subject to official plan documents.                                                                                |
| FTO                                 | Expanded eligibility, accrual, protected-leave coordination, carryover, donation bank, separation payout, misuse review, and supervisor responsibilities.           |
| Dress Code                          | Expanded standards by role, field work, maintenance/safety-sensitive positions, casual days, tattoos/body art, fragrance, badges, remote meetings, and enforcement. |
| Public Records / Confidentiality    | Strengthened records retention, routing, public records, employee/resident privacy, and media communication provisions.                                             |
| Technology / AI / Cybersecurity     | Added modern electronic communications, monitoring, AI/data                                                                                                         |

|                                     |                                                                                                                |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------|
|                                     | protection, device security, and information protection language.                                              |
| <b>Safety / Drug-Free Workplace</b> | Expanded safety, emergency, workplace violence, weapons, hazard communication, and substance abuse provisions. |

## Appendix B. Receipt of Employee Handbook and Employment-at-Will Statement

This is to acknowledge that I have received or been provided access to the Lakeland Housing Authority Employee Handbook. I understand that it contains information about employment policies and practices and that I am responsible for reading, understanding, and complying with the handbook and any future revisions.

I understand that this handbook contains management guidelines only and does not create a contract of employment, a guarantee of employment for any specific period, or a promise of any specific benefit or procedure. I understand that LHA may revise, delete, or add policies as permitted by law and approval requirements.

I understand that LHA is an at-will employer. This means that either LHA or I may terminate the employment relationship at any time, with or without cause or notice, unless a written agreement signed by the legally authorized official provides otherwise. No supervisor, manager, commissioner, employee, or representative may alter the at-will relationship except through a written agreement signed by the authorized official.

I understand that official benefit plan documents, insurance contracts, summary plan descriptions, written agreements, statutes, regulations, grant requirements, and board-approved policies control if inconsistent with this handbook.

I have read and understand the Flexible Time Off (FTO) Policy and the Dress Code and Professional Appearance Policy contained in this handbook.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources Representative: \_\_\_\_\_

FTO Policy Initials / Date: \_\_\_\_\_

Dress Code Policy Initials / Date: \_\_\_\_\_