

Lafayette Convention
&
Visitors Commission

Employee Policies & Practices Manual

Adopted February 1, 1989
Revised December 16, 2009

This manual constitutes a summary of policies and practices that exist at the present time. It does not preclude the right of the organization to change or delete any policies for any reason at any such time deemed necessary, excluding those provisions required by law.

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TO: Staff Members
FROM: Benjamin J. Berthelot, Executive Director

The function of any agency is to give service. Your job was created to provide a specific service to the citizens and visitors of Lafayette. You are expected to give this service to the best of your ability, and to perform your job with the spirit of courtesy and willing acceptance. Our effectiveness is dependent upon each employee, and the integration of all our individual efforts will result in a well-run, efficient bureau.

You should know something about the type of organization to which you belong in order to share in the pride of the efforts the Lafayette Convention and Visitors Commission has made to become the vibrant, dynamic and successful organization it is today.

The Lafayette Convention and Visitors Commission is funded by a 4 percent overnight accommodations tax, membership and various grants. LCVC is responsible for developing our market and expanding the Lafayette area's share of the national and regional convention and tourist industry. The prosperity and growth of travel related businesses in the metropolitan area are directly related to how well we do our job.

A successful convention and visitors bureau requires a staff of skilled personnel in order to perform the coordinating and organizational functions necessary to develop programs for a healthy convention and tourist industry in the parish.

Final authority for the operation of the bureau always rest with the Board of Directors of the Commission, in accordance with the procedures outlined in the organization's by-laws, city ordinances, parish ordinances, state enabling legislation and bureau policy statements. The executive responsibility rests with the staff, but the policies under which the staff operates are laid down by the Directors of the Commission.

No matter what your job, it is extremely important that your contact with the public be fair and courteous. Just as the bureau believes each employee is an important individual, it is essential that every citizen be treated with dignity and consideration. The public will judge you, and all of the employees of the bureau, by your attitude and efficiency.

Very truly yours,

A handwritten signature in black ink, appearing to read "Benj. J. Berthelot", with a long horizontal line extending to the right.

Benjamin J. Berthelot
Executive Director

About LCVC

The Lafayette Convention and Visitors Commission (LCVC) was created in 1974 to serve as a promotional and marketing coordinator for all of Lafayette Parish. LCVC's mission is to attract more convention delegates and visitors to Acadiana and to increase their length of stay.

The primary funding for LCVC is through a four percent overnight accommodations tax in Lafayette Parish. Other income is derived through a membership program, state assistance when available, and cooperative marketing programs.

The responsibility of LCVC's operation rests within a nine-member board of commissioners, who are appointed to a staggered four year term by the Lafayette Consolidated Government. LCVC operation is guided by a set of bylaws and policies that are developed by the board and implemented by the executive director and staff.

The LCVC staff is composed of twelve full-time paid positions: executive director, convention marketing manager, visitor marketing manager, public relations and special projects manager, office manager, graphic designer, convention services supervisor, administrative assistant, multi-cultural convention sales coordinator, special events and sales marketing coordinator, finance and membership coordinator, visitor information specialist and visitor marketing specialist.

It is LCVC's job to position Lafayette and the surrounding area as a destination that is "genuine Cajun" and "uniquely Creole"—a place where you can experience the Cajun and Creole cultures of South Louisiana in everything from food, music and festivals, to historic attractions and natural beauty. More emphasis will be placed on marketing Lafayette's diverse museums in 2005.

About Lafayette

Lafayette Parish serves as the focal point of the South Central region of Louisiana, also known as Acadiana, and is graced with traditions, heritage and culture that sets it apart from other destinations. Lafayette has numerous restaurants, meeting facilities, accommodations, attractions, and festivals and events—all integral parts of a successful hospitality industry.

According to the 2000 census, Lafayette Parish has a population of 190,503. The eight-parish area that comprises the heart of Acadiana—which includes Lafayette, Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary and Vermilion Parishes—has a total population of 601,654. The population for Lafayette Parish is projected to be 199,698 in 2007.

LCVC boasts a membership of 48 hotels and motels, 10 overnight campground facilities and 25 bed and breakfast properties, as well as over 300 other members. There are approximately 4,035 guest rooms and over 400 overnight camper sites available within the parish.

Lafayette is home to the University of Louisiana at Lafayette, the second largest public university in the state. Lafayette also boasts a regional airport with daily jet service; festivals that celebrate everything from Mardi Gras and crawfish, to the area's unique Cajun, Creole and even German cultures; scenic byways that wind through and around Lafayette; and a thriving arts scene that includes museums capable of hosting major exhibitions, a variety of performing arts, and art events that feature Louisiana's best artists and craftsmen.

Vision Statement

The Lafayette Convention & Visitors Commission's vision is to have the most progressive, efficient and creative destination marketing organization in the state of Louisiana as an accredited Destination Marketing Organization. This includes innovative marketing efforts that will bring greater awareness of Lafayette as a visitor, meeting and sports destination due to the implementation of this vision. This quality experience is supported by:

1. an abundance and variety of dining, shopping and entertainment opportunities to include nature based and cultural experiences, as well as, events and festivals that enhance the visitor experience.
2. desirable lodging.
3. preserved natural resources, landscapes and scenic corridors.

Mission

The mission of the Lafayette Convention and Visitors Commission is to:

- (1) Provide leadership in initiating as well as coordinating the marketing of Lafayette throughout the world as a highly desirable vacation and convention destination; and
- (2) Solicit and service conventions and other related group business and to engage in visitor promotions, which generate overnight stays for Lafayette, thereby enhancing and developing the economic fabric of the community.

Goals

- (1) To prospect, nurture, encourage and invite associations and corporations to hold meetings and conventions in Lafayette.
- (2) To assist associations and corporations with the coordination of their conventions, seminars and trade shows while in Lafayette; including housing, transportation, registration or other mutually agreed upon services.
- (3) To work with the component elements of the visitor industry coordinating their resources in support of bidding for conventions, seminars and trade shows.
- (4) To provide an array of services to tour planners in developing tours into Lafayette, including suggested itineraries and overnight accommodations.
- (5) To provide leadership for the visitor industry coordinating activities, encouraging marketing activities and providing a complete image on behalf of Lafayette.
- (6) To assist travel writers, broadcast media and film crews with information and services required for them to produce articles, television shows, documentaries, feature films and commercials.

CODE OF ETHICS

1. Provide exceptional customer service and detailed information on destination products and services.
2. Treat all stakeholders, including members of DMAI, courteously, ethically, and professionally.
3. Actively encourage the integration of ethics into all aspects of management of the DMO activities.
4. Build collaborative relationships with other DMO industry professionals and others for the advancement of the profession of destination marketing.
5. Handle all inquiries, requests, transactions, correspondence, and complaints promptly, courteously, and fairly.
6. Provide clean and well-maintained facilities and equipment for the enjoyment of their customers (members and clients).
7. Exercise truth in all promotional materials concerning facilities, services, and amenities provided and advise the public in a reasonable manner if and when material supplied by the member must be appropriate for all audiences.
8. Provide customers with complete details on prices, cancellation policies and services and ensure customers receive fair exchange for their foreign currency where appropriate.
9. Promote responsible and sustainable use of environmental resource base when providing services and products to customers.
10. Abide by all applicable federal, provincial and municipal laws.

Introduction

This manual has been prepared for your use as an employee of the Lafayette Convention and Visitors Commission, hereafter referred to as LCVC or the Commission. You will find in it useful information about the organization to which we belong.

It is designed to speed the new employee's adjustment to an unfamiliar environment, as well as provide all employees with a reference source for the established procedures of the organization. By learning and following the procedures outlined herein, you will become a member of the cooperative team that is vitally necessary to successfully accomplish the goals of the LCVC.

We hope that from reading these pages you will also come to realize that you are an important member of an organization that is sincerely interested in your personal success and welfare. We are proud that you have chosen to add to your efforts the continued success of our bureau.

It is not expected that this guide can cover every question that may eventually arise. For specific details of policies as they apply to any particular case, you are encouraged to discuss any matters of concern with your supervisor or the Executive Director.

Employment Status

Each bureau employee appointed to an authorized, budgeted position, must complete a "probationary" period of six months prior to being confirmed as a "regular" employee. During your probationary period, you will receive considerable on-the-job training, guidance and counseling, and your work will be closely supervised.

Upon successful completion of your probationary period, you will be confirmed as a "regular" full-time or a "regular" part-time employee. Employee categories are as follows:

- **Full-time Employees**

Full-time employees are those who are regularly scheduled to work 30 hours or more per week and have completed six months of continuous, satisfactory employment since being hired. Full-time employees are eligible to accumulate and take annual leave, be reimbursed for job related educational courses and participate in all other employee benefits.

- **Part-time Employees**

Part-time employees are those employees who are paid on an hourly basis and are regularly scheduled to work less than 30 hours per week, not to exceed 1,500 hours per calendar year and are not eligible to participate in employee benefits.

- **Temporary Employees**

Temporary employees are those employees who are hired for a specific short-term duration of time and are consequently ineligible for benefits.

- **Probationary Employees**

Probationary employees are those employees that have been employed for less than six months by LCVC. These employees may not take annual leave during this evaluation period. During this probationary period, job performance is closely supervised and evaluated.

Personnel Records

It is important that your employment records be kept accurate and up-to-date. It is the responsibility of all employees to notify the Office Manager concerning changes to any of the following: change of address or telephone number, person to be notified in case of an accident and/or change in number of dependents. Additionally, the Office Manager will maintain the time card records along with vacation and leave records.

Attendance

- **Exempt/Non-exempt Classifications & Time Sheets Record Keeping**

Regular attendance and punctuality are expected and required of all employees. Any unplanned absence from your job causes hardship on your co-workers since they must do your job to keep things running smoothly.

Federal and state wage hour laws require complete and accurate attendance records indicating the number of actual hours worked by all non-exempt employees. Furthermore, the administration of determining sick leave accruals and vacation for **all** employees requires accurate time records.

For definition purposes, **non-exempt** employees are those employees who are not exempt from the overtime provisions of the Fair Labor Standards Act and are thus paid “time and a half” for any hours worked in excess of 40 hours in a workweek. A workweek begins Sunday and ends Saturday. GATEWAY FOUNDATION WORKWEEK BEGINS ON MONDAY AND ENDS ON SUNDAY. The employee shall record starting time, time out/time in for lunch, quitting time and total hours worked for each workday. At the end of each week, the employee must total their hours and forward the time sheet to his/her supervisor. The supervisor shall verify the hours worked and approve any absences or overtime. The supervisor will sign the card and forward it to the Office Manager. **It is important to note that the supervisor should approve all overtime in advance.** Overtime for LCVC non-exempt employees will generally be paid in compensatory time off in lieu of overtime compensation except in instances when the employee’s absence would cause LCVC to be understaffed due to high volumes of events scheduled. In these situations, employees will receive compensation for overtime hours worked.” Non-exempt employees will sign a Compensatory Time Off Agreement providing the details of the compensatory time policy.

For regular, full-time employees, holidays, vacation and paid leave will not be credited as hours worked. Hours should be recorded as “vacation” or “paid leave”

(i.e. one full week of vacation equals 40 hours on the time card). A sample of a time card follows this section.

Exempt employees are those employees who are working in an executive, administrative, professional (learned and creative), or ongoing outside sales/promotion capacity who, according to the law, are usually not required to fill out daily time cards and are not eligible to receive overtime compensation.

Each **exempt** employee is to complete a weekly time card showing only the number of days not worked, even if days not worked equal zero. These time cards should identify the date(s) and reasons for any absences. At the end of each week, the exempt employee will sign the card and forward it to the Executive Director. Time card records of the Executive Director are also retained weekly and are subject to the scrutiny of the Executive Committee of the Board as necessary.

If because of illness or other reasons you cannot report for work, all employees must notify the bureau at least one hour prior to the regular starting time explaining the reason for your absence. If you are going to be late due to an emergency, call prior to or within 15 minutes of your regular starting time, explaining the reason for your delay.

An unexcused absence is an absence for no reason, or for any reason not considered valid and not approved by the employee's supervisor, regardless of whether the employee told the supervisor he or she was leaving. An unexcused absence is not paid and may result in discipline, including termination of employment. This rule will not be enforced in a way that is contrary to federal rules on deductions from the salary of salaried, exempt employees.

Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday. Permission to deviate from these hours is requested and approved by the Executive Director. As an employee, you are expected to be prompt for your designated work hours and disciplinary action up to and including termination will occur for excessive tardiness. If any employee is required to be at the office at any time when the office is normally closed, it is his/her responsibility to see that all doors are locked, lights are out and the alarms are set.

Staff Travel Policy

- **Purpose**

To set guidelines for employees of the bureau when they travel on behalf of the bureau. Travel shall be in the best interest of the bureau. Examples include, but are not limited to, the following: travel to make sales calls, travel to participate in travel/convention trade shows, travel to attend meetings or conferences, travel to make convention bid presentations, travel to other bureaus to review projects or programs, and travel for training purposes.

- **Authority to Travel**

Prior approval is an integral part of the travel procedure. All travel will be evaluated on a cost benefit basis (i.e. the benefit will out weigh the cost). All travel must be approved by the individual responsible for the department budget and the Executive Director. We must remember that we are traveling on tax funds and should always be good stewards of the tax dollars. Therefore, every reasonable effort will be made by

bureau employees to minimize travel costs. Prior to departure, the staff member should leave a complete itinerary with the Office Manager in case of an emergency. (Plane reservation, hotel reservation and convention/conference/tradeshow itinerary.)

- **Travel Advances**

Employees may request advances to defray expected costs. The request can be an estimated amount. Bureau checks are prepared one week prior to the fifteenth and the end of the month and employees requesting advances should plan accordingly.

- **Transportation**

The method of transportation is left to the discretion of the employee and may include the following:

1. **Commercial Airline** - Employees shall utilize a local carrier whenever possible. The bureau will pay the cost of the airline ticket for out of state travel only. Only "Coach" flights will be authorized.
2. **Local Transportation** - The bureau vehicle will be used when available. If a bureau vehicle is not available, the employee may use their personal vehicle or arrange for a rental vehicle through the Office Manager. The bureau mileage reimbursement rate will be in accordance with the amount approved by the Lafayette Parish Government and will apply to personal vehicle use when a bureau vehicle is not available. Documentation for each trip, including date and destination must accompany each request for mileage reimbursement.

- **Meals**

All meals must be supported by receipts. The cost of meals for bureau guests will be reimbursed. Bureau guests may include meeting planners, motor coach operators, travel agents, tour operators, travel writers and guests approved by the Executive Director prior to the meal. Expenses for non-approved guests may not be reimbursed depending on the discretion of the Executive Director.

- **Lodging**

The bureau expects its employees to be comfortably lodged at host hotels when attending conferences and conventions. Employee safety is the number one concern of the bureau and all employees are instructed not to compromise safety to reduce lodging expenses.

- **Time**

The Travel Expense Report shall correctly state dates and times of absence. Adequate travel time will be allowed.

- **Tips**

A reasonable amount will be reimbursed for tip expense. Remember tips should not exceed fifteen percent of the total bill.

- **Telephone**

Telephone calls shall be permitted only for official business. However, a daily call home shall be allowed.

- **Vacation or Personal Trips**

Vacation or personal trips in conjunction with travel shall require special authorization from the Executive Director prior to departure. Expenses incurred in conjunction with the vacation or personal portion of the trip are not reimbursable. However, every effort should be made to retain all support documents expenses in case of an audit.

- **Miscellaneous**

Upon completion of travel, employees shall submit a complete Travel Expenses report for reimbursement of expenses. If you have been supplied with an American Express and/or Visa card, it should be used for accommodations, food and other necessary travel expenses and reflected on the "Travel Expense" report form. All reports should be filled out completely before submitting for reimbursements and shall be submitted to the Office Manager within 2 weeks. Attached to the report should be:

Receipts for hotel/motel bills

Transportation bills

Receipts for/or statements to tips, toll, parking, etc.

The cooperation of each staff member is solicited in keeping expenditures to a minimum. The bureau's efficiency is limited only by the amount of money available for essential expenditures and every effort should be made by all employees to be cost effective.

The Executive Director will be responsible for approving and authorizing the Office Manager to issue credit cards to staff personnel. The Executive Director will have the authority to authorize any unusual expenditure that might occur at his/her discretion. The Executive Director shall be responsible for reviewing all credit card charges monthly.

See attached samples of an Expense Report.

THE EXECUTIVE DIRECTOR RESERVES THE RIGHT TO DISALLOW ANY ITEM SUBMITTED FOR REIMBURSEMENT NOT COVERED IN THIS POLICY. IF YOU HAVE ANY QUESTIONS ABOUT ALLOWABLE EXPENSES, PLEASE ASK BEFORE YOU SPEND THE MONEY.

Equal Opportunity

The Lafayette Convention and Visitors Commission is dedicated to the fair treatment of applicants and employees without regard to their race, color, religion, sex (including pregnancy), national origin, age, disability, military status, or any other characteristic protected by law. This policy includes but is not limited to employment, upgrading, demotion, recruitment, transfer, layoff or termination, selection for training, sick or annual leave and all forms of compensation and terms and benefits of employment. The Commission will take action to assure nondiscrimination in all its personnel policies and procedures. Anyone who believes that this policy has been violated should report the complaint to their immediate supervisor or Executive Director. The Commission will conduct a prompt and thorough investigation and will not retaliate against anyone who has made a good faith complaint under this policy.

Vacations

All regular, full-time employees who have been employed with the Commission for a period of one year are entitled to a vacation with pay. Part-time, temporary or probationary employees are not eligible for vacation. It is the policy of the Commission to pay terminating employees for any unused vacation that they have accumulated.

- **Accruing Vacation Time**

The earning of vacation for regular, full-time employees shall be based upon equivalent years of service. Such leave shall accumulate at the end of each full calendar month of service, except as described below for employees who have been with the commission for less than full six months, and in accordance with the following schedule:

1. 0-12 months = 8 hours per month
(Employees do not accrue and are not eligible for vacation leave until after six months of employment has been completed. After an employee's sixth month anniversary date, an employee will be granted 48 hours of vacation time and, thereafter, will accrue an additional 8 hours at the end of each full calendar month of service.)
2. 1 year, but less than 5 years = 8 hours per month
3. 5 years, but less than 10 years = 10 hours per month
4. 10+ years of employment = 12 hours per month

Employees will be allowed to take their projected vacation days throughout the year, however, if an employee leaves the company any vacation days taken and not earned will be deducted from final paycheck. As such, any unused earned vacation days will be added to final paycheck.

Employees shall be allowed to carry a maximum of no more than 1/3 of their vacation leave earned during the current calendar year with a maximum total vacation days of 20 accrued days. Employees shall not take more than four weeks (20 working days) in a given year. These limitations do not apply to employees who wish to add available vacation credit to sick leave for the purpose of extended illness.

It is each employee's responsibility to schedule their vacation through the Office Manager. Every effort will be made to arrange vacations in accordance with individual preference, but it must be understood that too many employees cannot be absent at any one time and the final decision of this matter rests with the Executive Director. Vacations may begin on any day of the week and must be taken in at least one day increments. Preference with regard to vacation days shall be based on seniority and individual and departmental work load. The Office Manager will maintain all vacation records and should thus be kept abreast of scheduled vacations. Individual vacation days are discouraged on Mondays, days of the LCVC Membership Luncheons (2nd Wednesday of the month) and LCVC Board Meetings (usually held the 3rd Wednesday of the month.)

Employees who are rehired following a break in service of five or more work days shall be considered a new employee for purposes of computing vacation allowance.

Vacation time shall not be chargeable for non-work days, such as regular days off or regular holidays.

Holidays

Holiday pay is available for regular, full-time employees only. Although specific holidays will be announced each year, the following holidays are usually observed by the Commission:

- New Year's Day + 1 day
- Martin Luther King Day
- Mardi Gras Day
- Good Friday
- Memorial Day
- July 4th Celebration Day
- Labor Day
- Thanksgiving + 1 day
- Christmas + 1 day

Sick/Emergency Leave

LCVC will grant sick leave to all eligible full-time employees missing work due to personal illness or injury in accordance with the stipulations set herein.

- **Eligibility**

All regular, full-time employees shall be eligible for sick and emergency leave with pay. It is the policy of the Commission to pay employees their regular salaries when they are out because of an illness, injury or emergency from their accumulated leave.

- **Accumulation of Sick/Emergency Leave**

1. Sick leave shall be earned by regular, full-time employees at the rate of eight hours for each full calendar month of continuous employment and credited at the end of the month worked.
2. Employees shall accrue sick/emergency leave from the date of employment.
3. Sick/emergency leave is cumulative; all unused sick/emergency leave shall be carried forward from calendar year to calendar year up to a maximum of 1,040 hours (130 – 8 hour work days).

Depending upon the business needs of the Commission, the Commission will attempt to reinstate an employee who has been on sick leave to his/her previous position or similar job. Following sick leave, no employee is guaranteed re-employment. Based upon business necessity, the Commission may hire a replacement.

- **Use of Sick/Emergency Leave Time**

Sick/emergency leave for full-time, employees shall be deducted on a per hour basis (1 day = 8 hours). Vacation time will be used for sick leave purposes after sick leave is exhausted. Employees who have exhausted all sick leave and vacation credits may, at the discretion of the Executive Director, be granted leave without pay for a period not to exceed one month. (See Personal Leaves of Absence.) Upon termination of employment, the employee will not be paid for unused sick leave.

In the event of the death of a spouse, child or parent, the allowance will be up to three days of sick leave and one day for any other family members. This shall be drawn from the employee's accumulated sick/emergency leave.

Should a day designated herein as a holiday occur while an employee is absent on sick/emergency leave, such day shall be observed as a holiday and shall not be charged against sick/emergency leave accumulated by the employee.

Previously accumulated sick/emergency leave may be taken by an employee for necessary absences from duty because of the following:

1. Illness or injury of the employee which prevents performing of usual duties.
2. Medical, dental, or optical consultation or treatment of the employee, or
3. Any emergency, approved by supervisor in advance when possible, whereby the situation would require the employee's attention or attendance, regardless of whether he/she would be paid.

Sick leave cannot be taken before it has accrued.

If the absence exceeds three consecutive work days, the Commission reserves the right to request a certificate from a registered physician stating the nature of the illness and the need for the absence, or some other acceptable proof that the employee was ill and unable to report to work. In certain circumstances, the Commission reserves the right to request the employee be examined by a physician of the Commission's choice before granting sick/emergency leave.

Other Leaves

- **Maternity Leave**

Maternity leave is charged to accumulated sick leave and/or vacation on the basis of pregnancy, childbirth or related medical conditions and shall be treated as any temporary disability.

- **Jury Duty Leave**

Any employee who is called for jury duty will be excused with pay. Any amounts paid by the court may be retained by the employee and his/her pay will not be reduced. Part-time employees will be paid according to their scheduled hours.

- **Personal Leaves of Absence**

There are no formal leaves of absence other than those previously listed. If necessary, an employee may be granted an unpaid leave of absence when necessary for other personal reasons. Such leave will be handled on an individual basis and leave time will be limited.

Military Leave

The Commission respects and honors any employee who provides services in any branch of the uniformed services, including the National Guard. In this regard, the Commission will comply with any and all federal and state laws concerning employees who engage in the uniformed services.

A person who performs uniformed services must give advance notice of any impending service. Advance notice is required unless the circumstances surrounding the military duty make it impossible or impractical to give advance notice or as otherwise provided by applicable law. Failure to give advance notice may result in the loss of re-employment and/or return rights.

Other Benefits

• Worker's Compensation

An employee who is injured on the job must promptly notify his or her supervisor, the Office Manager or Executive Director within 30 days of the injury. In case of injury caused by on-the-job accident, employees who properly notify us are covered by State Worker's compensation. The purpose of worker's compensation is to provide some source of income or compensation for employees injured while working. In cases where permanent disability has occurred because of an on-the-job accident, compensation is based on the amount of disability resulting from the injury in accordance with state statutes and by the Commission's disability income continuation procedure.

The Commission's disability income continuation procedure follows:

- a. The employee completes the injury report form and gives it to the Office Manager, who in turn forwards a copy to the Commission's compensation insurance carrier.
- b. If necessary, the employee is sent to the appropriate medical facility.
- c. The employee's physician is contacted by a Commission representative to determine the extent of injuries and the employee's expected date of return to work. If the employee is out for seven calendar days, the Office Manager should notify the Louisiana State Office of Worker's Compensation and the Commission's compensation insurance carrier.

NOTE: For regular full-time employees, worker's compensation benefits shall be supplemented by sick leave payments so as to provide a total payment equal to the employee's regular pay. The employee shall be charged only the actual hours of sick leave required to maintain his/her pay at the regular rate. The sick leave subsidy expires immediately when accumulated hours are exhausted.

• Retirement

All full time employees are eligible for participation in the Parochial Employees Retirement System (PERS). Employee contributions are made in lieu of social security contributions and are on a pre tax basis. Employees are vested after 7 years of full-time employment.

• Life and Medical Insurance

All regular, full-time employees are eligible to participate in the LCVC life, medical and dental insurance plans. Details regarding life, medical insurance, and disability are available from the Office Manager.

Difficulties, Problems or Complaints

From time to time, problems or difficulties in the work place may arise. The LCVC wants the persons who provide direct supervision to know about these problems, and for this reason, asks employees to take problems to their immediate supervisor, especially if they are work-related.

If an employee should ever encounter a problem and needs help, here are some steps that may be taken:

1. Talk the matter over with your immediate supervisor and expect an answer within a few days. Employees owe it to themselves, as well as the LCVC, to discuss their questions.
2. If the supervisor does not provide an answer within a reasonable time, or if the employee does not feel the answer was satisfactory, he/she may consult with the Executive Committee of the LCVC Board through the current president.

No retaliatory action will be taken against an employee who follows these steps. Employees should be aware that complaints of discrimination, harassment, or unlawful conduct can be made a any time to their immediate supervisor, The Office Manager, or Executive Director and are not required to follow the chain of command if the employee feels doing so would be inappropriate or ineffective.

Corrective Action Procedure

Supervisors should bring performance problems to the employee's attention in a timely, supportive and specific manner that allows the employee to take action to correct the problem, but does not undermine the employee's self respect. The following phases of the corrective action procedures are applicable only to those employees who have completed their initial six month probationary period and where, in the opinion of the Executive Director, counseling appears warranted and appropriate.

1. When a supervisor has identified a performance or behavioral problem, verbal counseling is held between the supervisor and the employee to develop effective solutions to the problem.
2. If the problem is not corrected, another conversation and written counseling will be given to the employee and documentation of the problem will be placed in the employee's file.
3. If the problem is still not corrected, another discussion may be held where the employee is provided with a written warning and a disciplinary warning record will be placed in the employee's file.
4. The next step would be probation/suspension. The employee may be suspended immediately, or will be dismissed if there is no improvement in performance or behavior. A copy of the probation/suspension report will be placed in the employee's file. When an employee is in this step of the corrective action procedure, pay raises are deferred.
5. The final phase of the corrective action procedure is termination of employment.

Sometimes a problem may be such that one or all of the phases of the counseling/discipline process are skipped. The emphasis, nevertheless, will be on assisting the employee in correcting the problem and insuring that the employee realizes the gravity of the situation. Serious performance problems may result in immediate dismissal. Some employee problems fall outside of the normal discipline process and these problems will be dealt with in accordance with management's discretion.

Personal Conduct

- **Telephone Courtesy**

Answering the telephone is one of the most important functions performed by the employees of the Lafayette Convention and Visitors Commission. Every employee should bear in mind that he/she can make a friend for the Commission and Lafayette or lose one every time a call is made. It is mandatory that every courtesy be shown to the person at the other end of the conversation. The importance of a gracious and friendly personality is evidenced by your telephone voice, and willingness to help cannot be overestimated. Resist the tendency to let your voice become mechanical and without expression; be vibrant and cheerful.

Using the telephone to make personal calls should be kept to an absolute minimum. Personal business with the exception of emergencies will not be conducted during business hours.

- **Confidential Matters**

Since the LCVC is an organization in which matters of a confidential nature are known, each employee must keep in strictest confidence whatever information he or she may acquire concerning matters being handled by the Commission.

- **Department and Neatness**

Orderly conduct and courtesy toward the public and fellow employees should be observed at all times. We are a public institution and are judged to a great extent by our personnel and their behavior. It is most important that the conduct of every employee is above reproach on duty as well as off-duty.

- **Leaving the Office**

Employees leaving the office during office hours will leave word with the office manager and visitor center as to where they can be reached. Every effort will be made to insure that someone is in the office at all times during business hours. This is necessary so that the telephone can be answered promptly and service rendered.

Dress Code

It is important for all employees of the Lafayette Convention and Visitors Commission to present a professional appearance. Our visitors, convention planners and co-workers include a broad range of ages and tastes, and it is our objective to provide guidelines that will reflect the best image possible. Therefore, unless otherwise approved by the Executive Director, the following dress code has been established for all LCVC employees:

- **Dress Code for Men**

The following is the dress code for men during all scheduled working hours.

- a. Short or long-sleeved dress shirts and ties are recommended, particularly in public contact areas.
- b. Dress pants should be worn at all times. No jean-cut pants or sweat suits of any color or fabric will be acceptable.
- c. Person should be well-groomed.
- d. A business shoe is preferred. Tennis shoes may be worn on Casual Fridays, however, thongs and beach-type sandals are not acceptable.

- **Dress Code for Women**

The following is the dress code for women during all scheduled working hours.

- a. Most dresses are appropriate except sundresses and after-five dresses. Most business skirts are acceptable. Hose must be worn when appropriate.
- b. Dress pants are acceptable. No jean-cut pants of any color or fabric will be acceptable. (Casual Fridays are an exception.)
- e. A business shoe is preferred. Dress boots are acceptable. Tennis shoes may be worn on Casual Fridays, however, thongs and beach-type sandals are not acceptable.
- c. Make-up should be used in moderation.
- d. Person should be well-groomed.

- **Disciplinary Procedures**

Normal disciplinary procedures will apply. Supervisors may ask employees to go home and change and return to work appropriately dressed. Repeated violations of the dress code could result in termination.

Drugs and Alcohol

Use or possession of drugs or alcohol by an employee during working hours is strictly forbidden and may result in immediate termination. Any employee found to be selling or distributing unauthorized drugs will be subject to immediate termination. Employees will not be allowed to remain on their job if they are under the influence of alcohol or other drugs. Continued employment of individuals with problems resulting from the use of alcohol or drugs will depend on the seriousness of the condition and the employee's willingness to seek and respond to treatment. Continued employment after a positive drug or alcohol test is NOT guaranteed.

Personal use of LCVC Equipment and Supplies

Personal use of Commission equipment, stationery, and supplies is not allowed. Supplies are to be left at work and are not to be taken home.

Antiharassment Policy

The Lafayette Convention & Visitors Commission is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate harassment of employees by anyone, including any supervisor, co-worker, vendor, or customer.

Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, medical condition, disability, marital status, veteran status, citizenship status or other protected group status. The LCVC will not tolerate any harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive working environment. This policy also applies to threats or acts of violence or other abusive behavior.

Sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal or visual conduct based on sex constitutes sexual harassment when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Sexual harassment may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing," "practical jokes," jokes about gender-specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material, and physical contact such as patting, pinching, or brushing against another's body. Improper harassment of employees by members of the same sex is also covered by this policy.

No supervisor or manager has any authority to threaten or effectuate any tangible job action based on an employee's refusal to accept or cooperate with the supervisor's request for sexual favors. Such conduct by supervisors is specifically prohibited by the LCVC and will be severely dealt with.

All employees are responsible to help assure that we avoid harassment or other inappropriate or threatening behavior. If you feel that you have experienced or witnessed harassment or other inappropriate behavior covered by this policy, you are to notify immediately your immediate supervisor or Executive Director. The LCVC forbids retaliation against anyone for reporting sexual harassment, assisting in making a sexual harassment complaint, or cooperating in a sexual harassment investigation. Any employee who feels that they have been the subject to retaliatory action by anyone should immediately report it, in accordance with this policy.

The LCVC's policy is to investigate all such complaints thoroughly and promptly. To the fullest extent practicable, the LCVC will keep complaints and the terms of their resolution confidential. If an investigation confirms that harassment has occurred, the LCVC will take corrective action, including such discipline, up to and including immediate termination of employment, as is appropriate.

Any employee who does not understand this policy or its application to any particular situation or conduct should direct their questions to the Office Manager.

Termination Procedure

When employees decide to leave the Commission, they should:

1. Notify their manager immediately with a two week notice.
2. Send a letter of resignation to their manager, which should include their last working day and their reason for leaving.

Compensation

• Pay Procedures

Employees are paid semi-monthly, on the 15th and the last day of the month. If either day falls on a weekend or holiday, employees will be paid the preceding work day. Any questions about salary or pay vouchers should first be discussed with the supervisor. If necessary, the supervisor will then refer the employee to the Executive Director.

• Mileage Reimbursement

Reimbursement will be provided for mileage incurred while conducting business for the Commission. Approval by the supervisor should be obtained prior to conducting such business.

Performance Evaluations

Performance evaluations of all employees shall be conducted every six months. Your evaluation is a formal tool to provide feedback for your performance and to establish goals for the upcoming year.

Suggestions

Suggestions are always welcome. This is true not only of suggestions for improvement within your own sphere of responsibility, but also for any suggestions which are for the general good of the organization. Suggestions should be made through your immediate supervisor.

Lafayette Convention & Visitors Commission
EMPLOYEE RIGHTS AND RESPONSIBILITIES
UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement: Under the FMLA, the Lafayette Convention & Visitors Commission (LCVC) provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouses, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

We will measure the twelve-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the LCVC will compute the amount of leave the employee has taken under this policy and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time, except as discussed below for leave to care for an ill or injured service member.

Military Family Leave Entitlements: Eligible employees with a spouse, son, daughter, or parent on covered active duty or call to covered active duty status in the National Guard or Reserves in support of a contingency operation or in the Regular Armed Forces during deployment to a foreign country may use their 12-week leave entitlement to address certain qualifying exigencies. *Qualifying exigencies* may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period that begins on the date the employee first takes leave. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. A covered servicemember also includes veterans for up to five years after the veteran leaves service if he or she develops a service-related injury or illness that was incurred or aggravated while on active duty.

Use of Leave: An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. Employees must comply with the LCVC's policies on Attendance when taking paid or unpaid leave and policies on Vacations and Sick/Emergency Leave when taking paid leave under this policy.

Substitution of Paid Leave for Unpaid Leave: Employees are generally required to use accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the LCVC's policies on Attendance, Vacations and Sick/Emergency Leave. We require that employees use paid and other leave concurrently with FMLA leave. In other words, paid leave (for example, short term disability, vacation, workers' compensation, or military leave) will not extend the amount of leave available under this policy.

Employee Responsibilities: Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the policies and procedures outlined in the LCVC's policies on Attendance when taking paid or unpaid leave and policies on Vacation and Sick/Emergency Leave when taking paid leave under this policy.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the LCVC if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Benefits and Protections: During FMLA leave, we will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee has continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements: Employees are eligible if they have worked for the LCVC for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition: A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Employer Responsibilities: We will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, we will provide a reason for the ineligibility.

We will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If we determine that the leave is not FMLA-protected, we will notify the employee.

Unlawful Acts by Employers: FMLA makes it unlawful for any employer to:

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

Enforcement: An employee may file a complaint with the U. S. Department of Labor or may bring a private lawsuit against an employer.

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

INTERNET, E-MAIL, AND OTHER TELEPHONIC COMMUNICATIONS POLICY

A. Purpose

The purpose of the Commission's Internet and electronic mail (e-mail) policy is to provide guidelines and rules for employee and authorized vendor use of the Internet and e-mail system that is provided by the Bureau.

B. Definitions

1. Electronic mail (e-mail): Common term of the system used to communicate messages and transfer files among users through an online network of computers.
2. Address: Alphanumeric title assigned to an Internet user for e-mail communications or to a World Wide Web site for database access.
3. Download: To copy information from the Internet and place in on a local personal computer for further processing or printing.
4. Internet: In common terms, the Internet is a world-wide framework of computers and computer networks joined by telephone lines and fiber optic cables for the purpose of conducting activities such as file transfer, electronic mail (e-mail) communications, and accessing the World Wide Web.
5. World Wide Web: Internet-based computer network of databases accessible to Internet users. Companies, governments, non-profit organizations, and individuals develop databases on the World Wide Web.

C. Responsibility

The interpretation and administration of this policy shall be the responsibility of the Executive Director or his/her designee. The Executive Director or his/her designee is responsible for the issuance of e-mail, Internet, and computer pass codes. Employees may choose own passwords, but the network administrator maintains a copy of these. Passwords should not be changed without notifying the network administrator.

D. Policy

1. Computer Networking is playing an increasingly important role in both the public and private sectors, and the Commission anticipates many benefits from the utilization of online technologies within its operations. This policy has been formulated to promote the greatest use of online resources by employees while ensuring the proper application of these resources.
2. All electronic and telephonic communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of the Bureau. Messages received by employees via these systems should only be disclosed to and discussed with individuals who have a need to know such information. The use of software and business equipment, including but not limited to, facsimiles, telecopiers, computers, and copy machines for private purpose is acceptable on a limited basis. Employees using this equipment for personal purposes do so at their own risk. Employees should understand that they should have no expectation of privacy in connection with the use of this equipment or with the transmission, use, or storage of information in this equipment, including stored e-mails. Employees also should understand that this equipment should not be used in a method that is disruptive or offensive to others. For example, the use of this equipment to make discriminatory or harassing statements, vulgarities, obscenities, or disparaging comments is strictly prohibited. Additionally, these systems may not be used to solicit or communicate with others regarding commercial, political, or other causes or for any other solicitations.
3. The Commission's computer system, Internet, and electronic mail (e-mail) are designed to facilitate and enhance business communication and other online capabilities among employees and other business associates of the Commission. Internet capability allows an employee to access a multitude of information worldwide that is useful in day-to-day operations. The Commission's computer system, Internet, and e-mail are considered to be business records of the bureau, and accordingly may be used in administrative, judicial, or other proceedings.
4. The Executive Director or his/her designee reserves the right to review computer activity when necessary for Bureau business purposes. This may include verification that hardware and software components are working properly, searching for particular types of data or software (such as viruses), or auditing the use of the computer if policy violations are suspected. The Executive Director or his/her designee also reserves the right to monitor Internet traffic to ensure adequate access for all users and adherence to policy. No employee with access to the Internet will be allowed to utilize an outside Internet service provider other than as designed by the Executive Director or his/her designee. The Office Manager is responsible for submitting names of employees to receive Internet access, and ensuring adherence to this policy within their area of supervision. All employees are directed to work with the Office Manager and the Executive Director or his/her designee for assistance toward this goal.

E. Prohibited Uses

1. The Commission's computers, Internet, and e-mail system shall not be used to solicit for outside business ventures, personal parties, social meetings, charities, and personal membership in any organization, political causes, religious causes, or other matters not connected to Commission business. In addition, foul, inappropriate, or offensive messages such as racial, sexual, or religious slurs are prohibited. Fraudulent, harassing, or obscene materials are not to be sent or

stored. In summary, activities or behavior prohibited in Bureau policies apply when using the Bureau's computers, Internet, or e-mail. Any employee receiving prohibited e-mail communications or Internet data should report this immediately to his/her supervisor, who is responsible for notifying the Executive Director or his/her designee.

2. Employees are prohibited from using games software on any Commission computer during working hours (lunch hour is acceptable). Supervisors are responsible for monitoring this activity for compliance.
3. Although Internet access is designed for Commission business, e-mail communications through the Internet for personal use are acceptable on a limited basis. In addition, this policy permits the employees' personal use of the Internet during non-office hours subject to the approval of the employees' supervisor, and in accordance with policies stated herein. All prohibited uses of the Internet included within the policy also apply to any limited personal use of the system. Employees should exercise good judgment in the personal use of online resources.
4. Employees may be disciplined up to and including termination for violation of their computer, Internet, and e-mail policies, or the violation of any other Commission policies through use of the Bureau's computers Internet, and e-mail system. Employees who are terminated or laid off for any reason have no right to the contents of their e-mail transmissions, and are not allowed access to any computer, Internet, or e-mail system of the Bureau.

F. Retention of Records

Generally, e-mail messages are temporary communications that are non-vital and may be discarded routinely. However, the e-mail system can be used for sending more formal communications such as inter-office memorandums and employee notices to single or multiple addresses. As a practice, employees should retain the more formal types of e-mail communications using the same guidelines that apply to hard copy correspondence and notices.

A Final Note

While the information in this handbook should give you a good understanding of your job and the Commission's responsibilities, it is not complete. From time to time, the administration will develop administrative and personnel procedures which will be made available to you. Keep this handbook for future reference. If it does not answer all of your questions, please do not hesitate to ask your immediate supervisor.



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I have read the Lafayette Convention & Visitors Commission Policies and Practices Manual. I understand their contents and agree to comply with all of the rules and regulations and other future communications distributed to employees.

Date

Signature