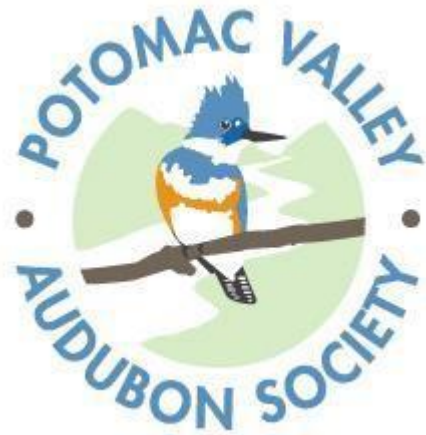


Potomac Valley Audubon Society (PVAS)

Employee Handbook



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1. Introduction for New and Current Employees

Purpose of the Employee Handbook

The Employee Handbook introduces new employees to Potomac Valley Audubon Society (PVAS), and it serves as a resource for current employees and the Board of Directors. The handbook describes benefits and PVAS policies and procedures that govern the workplace. It also sets expectations for employees and management with the aim of fostering healthy management-employee relationships.

Background Information on PVAS

PVAS was organized in 1982 as a local chapter of the National Audubon Society. We serve Jefferson, Berkeley, and Morgan counties in West Virginia and Washington County, Maryland. PVAS offers a wide variety of educational programs for children, adults, and families. Our goal is to get people of all ages outside to explore and learn about the natural world. We value biodiversity in nature, and we recognize the importance of cultural diversity across our organization. Diversity, equity, inclusion, and accessibility are essential to our community and to our mission to preserve and enjoy the natural world through education and action.

PVAS manages nearly six hundred acres of land across four nature preserves in West Virginia. These include:

- Cool Spring Preserve in Jefferson County
- Eidolon Nature Preserve in Morgan County
- Stauffer's Marsh Nature Preserve in Berkeley County
- Yankauer Nature Preserve in Berkeley County

PVAS Mission

Potomac Valley Audubon Society (PVAS) *is people dedicated to preserving, restoring, and enjoying the natural world through education and action.*

2. Working at PVAS

Employees at PVAS are engaged in a wide variety of programs and activities that enable PVAS to achieve its mission. These activities support preserving the environment; restoring habitat; educating children, families, and adults about nature and conservation; and helping PVAS and community members enjoy the natural world. Employees work closely with PVAS members and volunteers on important programmatic and fundraising endeavors. Innovation, flexibility, and self-motivation are valued in the work done at PVAS.

At-will Employment

Employees at PVAS are at-will employees. At-will means that an employer can terminate an employee at any time for any reason, except for an illegal reason (e.g., whistleblowing), or for no reason, without incurring legal liability. Likewise, an employee is free to leave a job at any time for any or no reason with no adverse legal consequences.

Employment Agreement

PVAS uses an employment agreement in the form of a contract between PVAS and an employee that establishes the terms and conditions of employment, work responsibilities, work rate (hours per week), compensation, performance review, and termination.

Americans with Disabilities Act

PVAS abides by the Americans with Disabilities Act (ADA) that prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications, and access to state and local government programs and services.

Equal Opportunity Statement

PVAS follows Equal Employment Opportunity (EEO) laws that prohibit job discrimination in workplaces. This means that everyone should be treated fairly when they are considered for employment decisions, including hiring, compensation, promotion, and termination.

Fair Labor Standards Act

PVAS abides by the Fair Labor Standards Act (FLSA) and its federal regulations on minimum wage, overtime pay, recordkeeping, and youth employment standards. PVAS also abides by WV labor and employment regulations and requirements. Employees exempt from the FLSA typically must be paid a salary above a certain level and work in an administrative, professional, executive, computer, or outside sales role. Non-exempt employees are usually paid an hourly wage and earn less than the minimum required by the U.S. Department of Labor to be classified as an exempt employee. If employees are classified as non-exempt, it means they are paid an hourly rate that must be at or exceed West Virginia's minimum wage. In addition, they are eligible to receive overtime pay when they work more than 40 hours per week. The employee is initially defined as exempt or non-exempt in their individual employment agreement. This classification is reviewed and modified as needed as part of the employee's annual performance review.

Orientation

PVAS conducts an orientation for new employees during the first week of employment, ideally on the first day of employment. Orientation involves reviewing the employment agreement; reviewing the job description, duties, and supervisory roles; filling out required paperwork; reviewing PVAS policies and procedures; reviewing benefits; introduction to PVAS staff; introduction to PVAS programs; and touring the workplace and facilities.

Probation Period

New employees will be on probation during the first three months of employment. During this period, performance and suitability for employment at PVAS will be monitored by PVAS executive director and/or supervisor. PVAS may, at its discretion, extend the probation period for a further three months. At the end of the probationary period, PVAS will inform the employee in writing whether they have successfully completed the probationary period or not. If the employee is

successful, they will be confirmed as a full-time or part-time employee at PVAS. If the employee is not successful during the probation period, they will face separation.

Performance Review and Promotion

PVAS conducts annual employee performance reviews wherein employees and management work together to plan, monitor, and review the employee's professional objectives, long-term career goals, job trajectory, and contribution to PVAS. The performance review can include evaluative information gained through volunteer feedback, member feedback, program participant feedback, staff feedback, employee input, and the Executive Director's observations. New employees are reviewed following their successful probationary period of three months, then annually after that on their employment anniversary date. Performance reviews may influence promotion and/or increases in compensation.

Work Hours

A 40-hour work week with eight hours of work per day is standard for most full-time employees. Some full-time employees work less than 40 hours per week (but at least 35 hours per week) at a work rate established in their employment agreement (e.g., 35 hours per week). Part-time employees work fewer than 35 hours per week at a work rate established in individual employment agreements (e.g., 20 hours per week).

PVAS generally operates between 8:30 am and 5:00 pm on weekdays at our office at the Case Nature Center. The work week begins on Monday at 12:00 am and ends on Sunday at 11:59 pm. Employees are paid twice a month; generally, on the 1st and the 15th. If a payday falls on a Saturday, deposits will be made on Friday. If a payday falls on a Sunday, deposits will be made on the following Monday. Employees may be called on to support weeknight and weekend activities and events. Hours worked to support weeknight and weekend activities and events are offset with weekday time-off arranged with a supervisor or the Executive Director. Flex time may be arranged and approved by the Executive Director.

Non-exempt employees may not work more than 40 hours in any given week and therefore will not receive overtime pay or compensatory time off (comp time). Exempt employees may earn comp time and are expected to coordinate the use of and accumulation of comp time with a supervisor. Comp time does not accumulate except as described within a pay period and a subsequent pay period.

Full-time employees who want to work part-time for an indefinite period following parental leave or for some other reason are encouraged to develop a transition plan for the Executive Director's review. The plan will describe their availability and limitations as a part-time employee and, as applicable, the pathway and timing of a return to full-time work. The Executive Director will work in good faith to negotiate an acceptable transition plan with the employee that describes responsibilities and adjusted benefits (paid time off, health care, and retirement benefits) according to the work rate defined in the transition plan. See Benefits for more details.

Meal Breaks and Rests

During a workday of six or more hours, employees are afforded a 30-minute lunch break. This

time is not compensated. If an employee works through their lunch break, that time will be counted as time worked. Other short breaks as needed during the day (up to twenty minutes) are considered time worked.

Working Remotely

Depending on their role, employees may work at home or from another remote location when their presence at the Case Nature Center, PVAS's main center of operations, is not needed for meetings, maintenance activities, or programs. Remote work scenarios and agreements should be arranged and approved individually with a supervisor or the Executive Director as part of the annual review..

Professional Behavior

It is important to remember that PVAS employees are representing the organization at programs and events. PVAS expects responsible behavior and decorum regarding alcohol consumption and dress code.

Alcohol consumption: Employees are expected to avoid alcohol consumption while working and during work events. Employees are expected to avoid overindulgence and to have a drink only when it is appropriate to do so based upon one's responsibilities and the event.

Dress code: The dress code at PVAS is activity-specific as follows:

- For routine activities, youth programs at the Nature Center/summer camp, clean, casual, "outdoorsy" professional wear is required when working in and around the Nature Center or when in contact with visitors, program participants, and members. Short shorts, visible midriffs, and spaghetti straps are inappropriate, and undergarments should never be visible. Logos, images, and language on shirts should be mild, inoffensive, non-religious, and non-political. Nature images and mission-appropriate artwork and verbiage are encouraged.
- For school programs, wearing a PVAS staff shirt and/or nametag is encouraged. Otherwise, wearing a nice-looking, non-graphic shirt or dress is acceptable. Jeans are inappropriate except for Fridays (local teachers are allowed to wear jeans on Fridays). The dress code for school field trips to nature preserves and other outdoor locations should follow guidance for routine activities as described above.
- For maintenance work at our preserves, closed-toed shoes and outdoor work clothes are appropriate and required for your comfort and protection.

Travel and Reimbursement

Upon presentation of appropriate expense reports and/or receipts, PVAS reimburses employees for all reasonable and budgeted expenses, with any unusual expenses requiring documented approval through e-mail. Mileage for travel to and from schools and to other PVAS activities is reimbursed at the PVAS Board-approved mileage reimbursement rate.

Exempt employees are paid their regular daily rate when attending required training, lectures, and/or meetings. Non-exempt employees are paid for actual hours spent in required programs,

as well as their travel time with pre-approval from a supervisor. For full-day events, only travel time in excess of a non-exempt employee's normal commute is considered compensable.

Use of PVAS Property

All PVAS property – including furniture, office space, phones, copiers, computers, etc. – must be used properly and for business purposes only. Use of PVAS property for personal use is prohibited without the permission of the Executive Director. Employees who lose, steal, or misuse PVAS property may be personally liable for replacing or repairing the item. Employees have no right of privacy to any information or file maintained in or on PVAS property or transmitted or stored through PVAS computer systems.

3. Policies and Procedures

PVAS uses a set of established PVAS policies and procedures, in accordance with federal and state regulations, to manage employees and the workplace. Any actions that violate PVAS policy will result in immediate review and possible disciplinary action up to and including termination. These policies and procedures are found on the PVAS website <https://www.potomacaudubon.org/about/gov/>

Confidentiality Agreement

PVAS follows its established Confidentiality Agreement Policy. Employees, board members, and contractors of PVAS will not disclose confidential information belonging to or obtained through their affiliation with PVAS to any person, including their relatives, friends, and business and professional associates, unless PVAS has authorized disclosure. This policy is not intended to prevent disclosure where disclosure is required by law.

Conflict of Interest Policy

PVAS follows its established Conflict of Interest Policy. Employees, as well as officers and directors, are required to sign PVAS's Conflict of Interest Statement annually. Under this policy, and as attested to in the signed statement, no employee, officer, or Board member shall derive any personal profit or gain, directly or indirectly, by reason of their participation with PVAS. Each employee is required to disclose to their supervisor or the Executive Director any personal interest that they may have in any matter pending before PVAS and shall refrain from participating in any decision on such matter.

Drug-Free Workplace Policy

PVAS follows its established Drug-Free Workplace Policy. Under this policy, the use of illegal drugs is not tolerated and is always unacceptable in the conduct of PVAS business and in the community-at-large.

Non-Discrimination Policy

PVAS follows its established Non-Discrimination Policy. Under this policy, PVAS does not exclude or deny benefits to, or otherwise discriminate against, any service recipient, applicant,

staff member, or the public based on race, color, national origin, disability, age, sex, gender identity (including gender expression), sexual orientation, political affiliation, or religion.

PVAS acknowledges that it is unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination.

Sexual Harassment and Bullying Policy

PVAS is committed to providing a workplace and offering programs that are free from sexual harassment and bullying. As described in its established Sexual Harassment and Bullying Policy, PVAS has zero tolerance for sexual harassment and bullying. When PVAS determines that an allegation of sexual harassment or bullying is credible, it will take prompt and appropriate corrective action. This policy applies to employees, board members, program participants, PVAS members, and volunteers.

Social Media Policy

This Social Media Policy guides the responsible use of social media by PVAS employees, board members, PVAS members, and volunteers. It ensures that all online communications reflect PVAS's mission.

Whistleblower Protection Policy

PVAS subscribes to principles of ethics and conduct for its employees and board members that require them to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees, board members, and other representatives of PVAS are expected to practice honesty and integrity in fulfilling their responsibilities and to comply with all applicable laws and regulations.

This policy outlines guidance regarding reporting violations, reporting responsibility, retaliation, compliance responsibility, accounting and auditing matters, acting in good faith, confidentiality, and handling of reported violations.

Workplace Violence Prevention Policy

PVAS is committed to maintaining a safe, respectful, and inclusive work environment for all employees, board members, program participants, volunteers, interns, and visitors. PVAS has zero tolerance for violence in the workplace or in the performance of work duties off-site. This policy outlines our stance against workplace violence and establishes procedures for prevention, reporting, and response.

Grievance Procedure

PVAS is committed to addressing misconduct in a timely and thorough manner. The PVAS Grievance Procedure applies to violation of any policy described herein or other circumstances not specifically outlined that require a grievance procedure. The Grievance Procedure is designed to provide a confidential inquiry, investigation, and determination to ensure the misconduct does not continue, and appropriate discipline is enacted. These procedures cover employees' rights and responsibilities, PVAS's responsibilities once an allegation or complaint has been made, communication, confidentiality, and grievance resolution.

4. Benefits

PVAS employees who have successfully completed the probationary period and otherwise meet appropriate requirements are eligible to participate in and utilize employee benefits provided by PVAS, including time off benefits, healthcare benefits, retirement benefits, Social Security benefits, and Workers' Compensation Insurance benefits. Except for Social Security Benefits and Workers' Compensation Insurance benefits, other benefits are not available for seasonal/temporary employees and volunteers (e.g., hourly educators, summer camp staff, etc.), and contractors. A description of the benefits provided to employees is summarized in this section.

Time Off Benefits

Time off at PVAS includes paid time off, holiday time off, the PVAS summer holiday, unpaid leave, parental leave available under the federal Family and Medical Leave Act, and sabbatical leave. Time off benefits are only available for employees who work a minimum of 15 hours per week per their employment agreement.

Time off benefits are generally governed by a proportional approach that allocates time off for employees working less than full-time based on the 40-hour work week that is standard for full-time employees.

Functionally, the proportional approach calculates time-off benefits for part-time employees based on a consistent relationship between hours worked by part-time employees, as defined in their individual employment agreement (must be 15 or more hours), and the standard 40-hour work week for full-time employees. It applies a ratio of part-time work to full-time work (40 hours). For example, a part-time employee working 30 hours per week receives time off benefits at a rate of 75% of what a full-time employee would receive ($30 \text{ hours} / 40 \text{ hours} = 75\%$). Similarly, a part-time employee working 20 hours per week receives most time off benefits at a rate of 50% of what a full-time employee would receive ($20 \text{ hours} / 40 \text{ hours} = 50\%$).

Paid Time Off: Paid time off is a PVAS-provided benefit that compensates employees during absence from work. Paid time off is used for vacation, illness, medical appointments, bereavement, and personal days.

PVAS employees are eligible to have paid time off based on the number of hours they work per week as established in individual employment agreements, and their years of employment. A proportional approach is applied for paid time off for employees who work a minimum of 15 hours per week. Forty hours of work per week is the standard upon which the proportional aspect of the paid time off benefit is based.

The Schedule for Paid Time Off Benefits in Days Per Year presented below provides select examples of the proportional approach as it is applied to employees who meet the 15 hours per week threshold.

Schedule of Annual Paid Time Off Benefits in Days and Hours Per Year (with hours per week examples)			
Full Years of Employment	Hours Worked per Week (from employment agreement)		
	40 hours (40/40 = 100%)	20 hours (20/40 = 50%)	15 hours (15/40 = 37.5%)
0-1	15 days (120 hours)	7.5 days (60 hours)	5.5 days (44 hours)
2-4	18 days (144 hours)	9 days (72 hours)	7 days (56 hours)
5-10	23 days (184 hours)	11.5 days (92 hours)	8.5 days (68 hours)
10+	28 days (224 hours)	14 days (112 hours)	10.5 days (84 hours)

Employees are expected to schedule and coordinate their planned use of paid time off with the Executive Director.

Paid time off is calculated on a 365-day year that begins on the first day of employment (the employment anniversary date). Paid time off is generally used by the end of the anniversary date. The maximum amount of paid time off that can be carried over from one year to the next at the anniversary date is five days. An exception to the carryover limit must be authorized in advance in writing by the Executive Director.

New employees receive and are eligible to use paid time off after successfully completing the probationary period. New employees can take unpaid time off during the probationary period. However, any extended absence from work during the probationary period will be considered on a case-by-case basis and must be authorized in advance in writing by the Executive Director.

Federal Holiday Time Off: PVAS employees who work a minimum of 15 hours per week as established in their individual employment agreements are eligible for holiday pay and holiday time off on federal holidays. A proportional approach is applied. Employees who work a minimum of 15 hours per week as established in their individual employment agreement are eligible for holiday pay and holiday time off, which is proportional to their regular work schedule. Forty hours of work per week is the standard upon which the proportional aspect of this paid time off benefit is based. For example, a part-time employee working 20 hours per week would be paid for 4 hours of work on each federal holiday.

The federal holidays observed at PVAS are:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)

- Juneteenth National Independence Day (June 19)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day/Indigenous Peoples' Day (second Monday in October)
- Veterans Day (November 11)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25)

When a holiday falls on Saturday, the Friday preceding is recognized as the holiday. When a holiday falls on Sunday, the Monday following is recognized as the holiday. The Executive Director may authorize additional paid time off surrounding holidays entirely at their discretion (e.g., the Friday following Thanksgiving, etc.).

PVAS Summer Holiday Time Off: The PVAS Summer Holiday occurs during one full week in August (usually mid-to-late August) when PVAS is closed. The PVAS Summer Holiday is a paid time-off benefit. The timing of the PVAS Summer Holiday is established by the Executive Director at the beginning of the calendar year or earlier, depending on what is scheduled on the calendar.

A proportional approach is applied. Employees who work a minimum of 15 hours per week, as established in their individual employment agreement, are eligible for PVAS summer holiday pay and summer holiday time off that is proportional to their regular work schedule. Forty hours of work per week is the standard upon which the proportional aspect of this paid time off benefit is based. For example, a part-time employee working 20 hours per week would be paid for 4 hours of work on each day of the summer holiday.

Parental Leave: Parental leave is a period of paid absence from work granted to a new mother before and after the birth or adoption of a child, and to expectant fathers, partners of pregnant women, surrogate parents, or a person matched with a child for adoption. This leave ensures a period where a new parent is allowed to stay home and bond with a newborn child or an adopted child of an employee.

PVAS provides up to eight weeks of paid parental leave for the birth and care of a newborn child or an adopted child of an employee. PVAS employees are eligible for parental leave based on the number of hours they work per week, as established in individual employment agreements and their years of employment. A proportional approach is applied. Employees who work a minimum of 15 hours per week, as established in their individual employment agreement, are eligible for parental leave time off and pay that is proportional to their regular work schedule. Forty hours of work per week is the standard upon which the proportional aspect of this paid time off benefit is based. If an employee is scheduled for FMLA leave over a holiday, they use FMLA leave for that time. They don't use holiday leave.

Schedule of Paid Parental Leave Benefits in Weeks (with hours per week examples)			
Months of Employment	Hours Worked per Week (from employment agreement)		
	40 hours (40/40 = 1.00)	20 hours (20/40 = 0.50)	15 hours (15/40 = 0.375)
≥6 months	8 weeks, 40 hrs/week	8 weeks, 20 hrs/week	8 weeks, 15 hrs/week

The maximum amount of job-protected paid and unpaid leave for parental leave purposes is limited to 12 weeks (8 weeks of parental leave, plus 4 weeks of other paid or unpaid leave). Employees are eligible for this benefit starting at 6 months of employment, and for each family event (e.g., pregnancy or adoption). For example, an eligible employee could take 8 weeks of paid parental leave and an additional 4 weeks of either paid time off or unpaid, job-protected leave. Time taken off work due to complications during pregnancy can be counted toward the 12 weeks of protected family and medical leave.

Sabbatical Leave: PVAS offers a sabbatical leave benefit to employees who have worked full-time for a minimum of ten years. Sabbatical leave is a planned and mutually agreed-upon extended period of paid time off. It is intended to be used by employees for rest, renewal, travel, and the pursuit of activities unrelated to their duties at PVAS.

Employees qualify for ten weeks of paid sabbatical leave upon completion of ten years of full-time employment at PVAS (40 hours per week) or its equivalent. For equivalent calculation purposes, two years of less than full-time work at 20 hours per week would be equivalent to one year of full-time employment, and so on. Where applicable, the qualification clock for a second or third sabbatical begins upon completion of the most recently awarded sabbatical leave.

A substantial amount of preparation and planning is required of employees who wish to apply for the sabbatical leave benefit, including submitting and securing an approved Sabbatical Leave Plan. Employees must follow the Sabbatical Leave Guidance, which includes more details and timeline for planning (available from the Executive Director or the Board of Directors).

Unpaid Leave: Unpaid leave covers periods when an employee is absent from work without pay.

Based on the federal Family and Medical Leave Act (FMLA), PVAS allows employees who meet the 15 hours per week threshold with up to 12 weeks of unpaid, job-protected leave per year under any of these circumstances:

- For the birth and care of the newborn child of an employee,
- For placement with the employee of a child for adoption or foster care,
- To care for an immediate family member (i.e., spouse, child, or parent) with serious health condition, and
- To take medical leave when the employee is unable to work because of a serious health condition.

Unpaid, job-protected leave under other circumstances (e.g., personal travel to South America for

two months) is not allowed unless authorized in advance in writing by the Executive Director.

Other Time Off:

Jury Duty: PVAS offers unpaid time off for employees who are called to serve on a jury. Employees should submit their jury summons to the Executive Director and discuss potential impacts on job duties with their supervisor. Any stipends received for serving as a juror may be retained by the employee.

Voting: PVAS provides up to three hours of unpaid time off to vote. This time off will be paid if there are not three hours available to vote outside the employee's normal work schedule. If an employee's situation makes them eligible for compensation, they must request the time off in advance and provide proof that they used the time off to vote.

Health Care Benefits

PVAS offers health care benefits to employees who work a minimum of 35 hours per week. Following successful completion of the probation period, employees are eligible to enroll in PVAS's Highmark healthcare program and receive medical and dental benefits. Under this program, PVAS and employee contributions to health care insurance are implemented through payroll deduction. Children and spouses/partners are eligible, but are fully paid by the employee.

The month of September is an open enrollment period at PVAS during which employees can renew their current health insurance plan, modify their plan, or drop their plan and insurance coverage.

Retirement Benefits

PVAS offers retirement benefits to employees in the form of a SIMPLE IRA (Individual Retirement Account) invested within the Vanguard Group of managed funds. With a SIMPLE IRA, employers and employees can put a percentage of pay aside for retirement up to the federal contribution limit. The invested money grows, tax-deferred, until it is withdrawn. Employees do not pay taxes on investment growth, but they will pay income taxes when making withdrawals at retirement and could pay penalty fees for early (pre-retirement) withdrawal.

Like paid time off and parental leave, a proportional approach is applied to Retirement Benefits, with 40 hours of work per week as the standard. Employees who work a minimum of 15 hours per week as established in individual employment agreements are eligible for retirement benefits.

Under this program, PVAS will make a matching contribution of up to 3% of the employees' compensation for the entire calendar year for those eligible employees who choose to participate through the salary reduction/matching method of IRA funding available at PVAS.

Additional details on benefits can be obtained from the Executive Director, from the Vanguard Group, and from Ascensus, the firm that provides administrative and recordkeeping services on behalf of Vanguard.

Social Security Benefits

All employees at PVAS participate through salary reduction in the Social Security program. The

three main forms of Social Security support are Social Security retirement benefits, disability benefits through the Social Security Disability Insurance program (SSDI), and monthly benefit payments to qualified disabled individuals under the Supplemental Security Income program (SSI).

Workers' Compensation

Workers' Compensation is a form of insurance that provides wage replacement and medical benefits to employees injured on the job, and it also protects employers from lawsuits from these employees. In West Virginia, employers like PVAS are required to provide Workers' Compensation if they have at least three employees. This insurance covers medical care for work-related injuries and lost income due to being unable to work.

On an annual basis, the PVAS Workers' Compensation insurance policy and guidelines will be posted on the bulletin board at the Nature Center.

If an employee is injured on the job, they must notify their employer immediately and file a claim with the WV Office of the Insurance Commissioner. PVAS uses Chubb for Workers' Compensation Insurance. Chubb must be notified also.

How to file a claim:

1. Report the injury: Notify your employer as soon as possible after a work-related injury or illness occurs.
2. Contact your state's workers' compensation board:

West Virginia Office of the Insurance Commissioner
Workers' Compensation Claims Services 304.558.5838
www.wvinsurance.gov/Workers-Compensation

3. Contact Chubb about PVAS Workers' Compensation insurance:

Chubb
Phone: 1.800.699.9916
Fax: 1.800.884.3946
www2.chubb.com/us-en/claims/.

4. Follow up: Once the claim is filed, the insurance carrier or employer will investigate to confirm that the injury or illness is work-related.

5. Conclusion

The Employee Handbook and related policies will be reviewed on a biennial basis to ensure they meet the needs of PVAS. Recommendations for updates and changes can be discussed with the Executive Director or President of the Board at any time.