



FUTURES REHABILITATION CENTER, INC.

EMPLOYEE HANDBOOK

5/18/2020

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Section 1: Introduction

Welcome from CEO

On behalf of the Board of Directors, I welcome you to Futures. Congratulations on joining an Agency that is a vital part of our community.

Although our Agency continues to undergo significant change and growth, our focus is the same as it was over 50 years ago, to assist people with disabilities to become participating and contributing members of our community. We work towards our mission by providing meaningful supports and services shaped by our Agency's Values of Accountability, Transparency, Excellence and Collaboration. Paying close attention to these values helps to meet the two primary goals of our Agency, to make our workplace the best it can possibly be, and more importantly, to assure that the people that we support receive the highest quality services possible.

The success of Futures can only be made through its most important resource, our staff. We truly value our staff and recognize the importance of their dedication and contributions. You are now a part of that team, and you play a vital role in helping us to support our friends, families, and neighbors with disabilities. We are glad to have you on the team!

Sincerely,

Steve Morgan
President and CEO

History

Over 50 years ago, the notion that people with disabilities could do more helped to initiate the development of an Agency that would evolve into a life changing resource. In 1968, eight students from the Blaisdell Foundation School were the first participants of Futures Rehabilitation Center.

The expectation that people with disabilities could become productive and contributing members of the community paralleled the state legislation that called for "deinstitutionalization." Individuals with disabilities would no longer be sent to large state institutions and those living in institutions would return to their communities. Futures became a place that they could work.

For over 50 years, Futures has consistently expanded programs, facilities, and the number of individuals with disabilities that it supports. Today, approximately 200 individuals are being supported to become participating and contributing members of the community. The programs, facilities, and scope of services have changed considerably over the years, but the mission of assisting individuals with disabilities has remained unchanged.

Mission, Vision, and Values

At Futures Rehabilitation Center, Inc. we believe in "Building on Abilities".

Our Mission is to support Pennsylvanians with developmental disabilities to achieve greater independence and enhanced quality of life; to become participating, contributing members of the community; and to have greater independence, choice, and opportunity. We are guided by the tenets of Everyday Lives.

Our Vision is to continue refining a system of quality services and supports delivered in respectful, inclusive environments, to foster competent, evidence-based practice, and to extend our reach to all Pennsylvanians with developmental disabilities who need our services.

Our Values are to improve the quality of services and supports through:

- ❖ **Transparency** – to continuously share information and talk with internal and external stakeholders; to listen to individuals with developmental disabilities and their families, caregivers, and friends.
- ❖ **Excellence** – to embed best practices to consistently safeguard and support individuals, families, and caregivers.
- ❖ **Accountability** – to administer programs and allocate resources equitably; to be fiscally responsible for all stakeholders.

❖ **Collaboration** – to work together with our partners to achieve our mission and vision on behalf of the citizens of Pennsylvania.

About this Handbook

Futures Rehabilitation Center (also referenced as the “Agency”) believes in keeping our employees fully informed about its policies, procedures, practices, benefits, what employees can expect from the Agency, and the obligations assumed as an employee. This practice is designated to provide equal treatment of employees. We urge employees to become familiar with the policies, procedures, practices and benefits of Futures. This handbook is intended to provide employees with basic information. The policies and practices described in this handbook reflect a great deal of concern for the people who make it possible for Futures to exist . . . its employees.

Nothing contained in this handbook is intended to create, nor shall be construed as creating, an expressed or implied contract of employment or guarantee of employment for any term. Employment security cannot be guaranteed by any Supervisor or other employee.

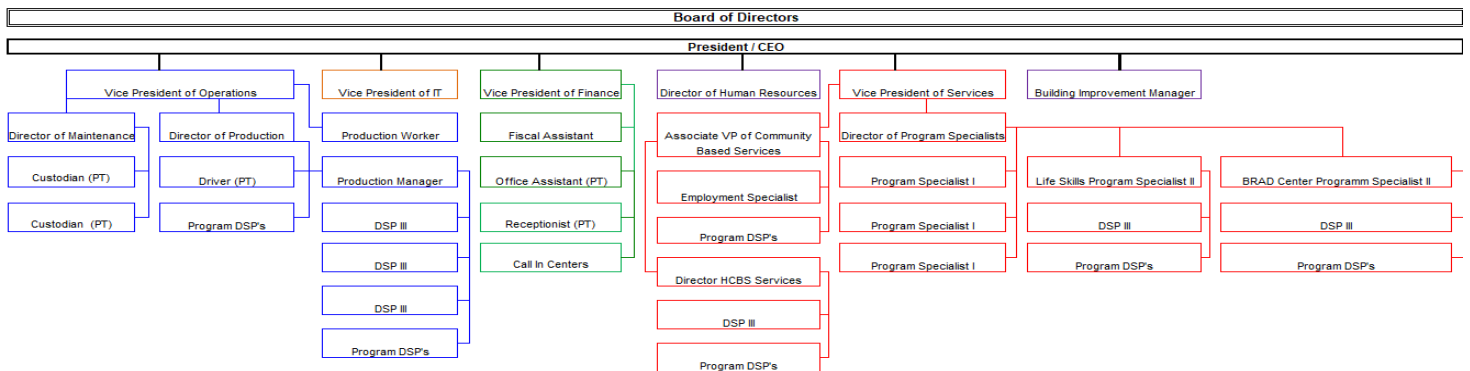
The Agency believes that informed employees are the best employees and will utilize bulletin board notices, e-mails and revised written policies, Agency meetings, department meetings and other ways to provide additional and updated information to all employees. Please remember the handbook is just one communication tool. To be effective, communication must be a two-way process and employees are encouraged to take any questions they may have to their Supervisor or the Department of Human Resources.

Questions on any matter pertaining to employment or any information included in this handbook should be directed to your Supervisor or the Department of Human Resources.

The policies, procedures, practices, and benefits described in this handbook replace all earlier written and unwritten ones.

Organizational Structure

Futures Rehabilitation Center, Inc.



Section 2: Employment

At Will Employment Status

Your employment with the Agency is considered “employment at will”. Under Pennsylvania employment law, this means that neither you nor the Agency has entered into a contract regarding the duration of your employment. The Agency does not express, imply or promise any duration of employment. You are free to terminate your employment at any time with or without reason. Likewise, the Agency has the right to terminate your employment, or otherwise discipline, transfer or demote you at any time, with or without reason, at the discretion of the Agency.

Equal Employment Opportunity

We work hard at the Agency to promote the fulfillment of human potential and equal employment opportunities. We will continue to be successful by treating people fairly, and by allowing employees to advance and achieve their potential based upon personal capabilities and qualifications without discrimination or harassment on the basis of race, color, religion, gender, national origin, marital status, age, disability, sexual orientation, genetic information, mental or physical disability, status with regard of public assistance, status as a covered veteran, or any other legally protected status. We also have equal employment practices for qualified individuals with disabilities and make reasonable accommodations for such employees to perform essential job functions. If you need workplace accommodations for your disability or religious beliefs, please speak with your supervisor or the Department of Human Resources.

Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

The Agency strives to create a respectful workplace and any violation of the Equal Employment Opportunity by any employee will not be tolerated.

Employment of Relatives

Employing relatives has the potential to create real or perceived conflicts of interest. It may also result in favoritism or partiality toward an employee, whether real or perceived. Relatives of employees are not eligible for employment in a position that would result in one family member directly reporting to or reviewing the performance of another. Relatives are defined as persons who are related by blood, marriage or intimate personal relationship. If two employees become involved in a relationship after employment occurs, they must report it to the Department of Human Resources. Employees in a supervisory relationship who become related while working at the Agency must end the supervisory relationship. The supervisory relationship may be resolved by resigning or transferring to an open position for which they qualify.

The Agency reserves the right to exercise appropriate managerial judgment to take such actions as may be necessary to achieve the intent of this policy. The Agency reserves the right to vary from the guidelines outlined in this policy to address unusual circumstances on a case by case basis.

Pre-Employment Procedure

While the Agency hires employees who meet our high standards of character, education and qualifications, certain inquiries and documentation are necessary before the start of employment:

- ❖ **Criminal / FBI Background Checks:** The Department of Human Resources will file all appropriate background checks and clearances necessary to complete the employee’s position requirements. All employees will be subject to a criminal background check once the individual has received a conditional offer of employment.
- ❖ **Physical Examination:** Certain positions require a pre-employment physical and/or Tuberculosis (TB) test in order to qualify for employment. Employment and assignment will be conditional pending the receipt of a satisfactory physician’s report to include documentation the employee is free of communicable diseases.
- ❖ **Pre-Employment Drug Testing:** For potential new hires, the Agency will conduct a drug test once the individual has received a conditional offer of employment. Failure to comply with testing will result in the retraction of the employment offer. If the completed drug and alcohol screening produces a positive result, the Agency will retract the employment offer. (Please see the current Drug & Alcohol Policy for additional information).
- ❖ **Motor Vehicle Record (MVR):** All prospective employees will be expected to have a valid driver’s license. Prospective employees will need to provide a copy of their current vehicle insurance, registration and valid driver’s license.

- ❖ **Exclusion Searches:** Exclusion searches are conducted to ensure that the Agency, does not employ nor contract with an ineligible person/entity, or persons/entities who are excluded from participation in any Federal and/or State health care program. (For additional information please see the current Exclusion List Policy.)
- ❖ **Immigration and Naturalization:** Federal Immigration Law requires employers to examine documents that establish both an employee's identity and eligibility to work in the United States. New employees are required to present appropriate documents and complete the Federal I-9 Verification Form.

Orientation/Training

Every employee will spend approximately two (2) to three (3) weeks completing the orientation/training process. Initial orientation will be presented by the Department of Human Resources and the Compliance Department. Based on the job position staff will need to complete mandatory training before they may enter their position independently. New employees will receive training on various topics related to their particular position and will be conducted face-to-face or online. A job specific orientation checklist will need to be completed before the new employee begins working independently.

Introductory Period

New employees are considered to be in an introductory period for at least the first three months of employment and will receive a written performance evaluation near the end of that period. This evaluation will become part of the employee's permanent employment record with the Agency. The introductory period gives both the Agency and the employee an opportunity to closely examine their employment relationship. Although paid leave time will be accrued during the introductory period, no leave time will be released within the introductory period. If the employee gives notice or leaves the Agency prior to the completion of their introductory period, no leave time will be paid out.

If performance is not satisfactory, the supervisor, after consulting with the Department of Human Resources, may recommend an extended introductory period. Extensions shall not exceed three additional months, at which time a second evaluation will be done. If it is decided an extended introductory period would not improve the person's ability to perform his/her job, the employee will be released from employment. Employees within the introductory period are not eligible to bid for a new position within the Agency.

Job Descriptions

Employees receive a copy of their job description upon hire, whenever they change positions, or their current position's job description is updated. The job description outlines the major duties and responsibilities of each position. Each employee will have a job description for their position. Each job description should be signed and dated by the employee and his/her supervisor at time of hire and again if job positions change. Supervisors play an important role in advising employees of the specifics on the job and the procedures involved in completing those duties.

Employment Classifications

Agency policies apply to all employees except where a distinction has been made for an employee group. Employees will be advised of the status of their position when they are hired and will be specified on their job description.

- ❖ **Full-Time:** An employee hired for an indefinite period in a position which works 35 hours or more per week.
- ❖ **Part-Time:** An employee hired for an indefinite period in a position which works on average less than 30 hours per week.
- ❖ **Nonexempt Employees:** Those persons whose positions do not meet the Fair Labor Standards Act (FLSA) exemption tests and who are paid overtime pay as required by federal and state law.
- ❖ **Exempt Employees:** Those persons whose positions meet specific tests established by FLSA and state law and who are exempt from over-time pay requirements.

Personnel Records

The Agency maintains an employment file on each employee. The employment file includes such information as the employee's job application, resume, documentation of performance, all disciplinary documentation and other employment records.

Employees who wish to request to review their own file should contact the Human Resources department. Employees will not be permitted to remove their employee file from the Agency premises, or any part thereof, or photocopy the contents.

Access to an employee's personnel file will be in accordance with Pennsylvania Act 286, and is restricted due to the confidential nature of the contents.

Change of Employee Information

Employees are asked to help keep the Agency informed about any change which may affect their employment status. Important changes to report to the Department of Human Resources include:

- ❖ Name
- ❖ Address
- ❖ Cell/Home telephone number
- ❖ Marital status
- ❖ Number of dependents
- ❖ Emergency telephone numbers and whom to notify in case of emergency
- ❖ Change of beneficiary
- ❖ Authorized payroll deductions
- ❖ Additional education and special training courses

Job Postings

Job postings will be available to all staff by email and the Department of Human Resources communication bulletin board. Job postings will be posted for seven (7) days, minimally. Eligible employees can submit a completed job bid form to the Department of Human Resources by the posted application deadline. The Agency prefers to promote from within. Applicants will go through the same interview process as any new hire. Filled positions are communicated to all staff via email.

Performance Evaluations

Every employee receives an introductory performance evaluation at the end of their introductory period in a new job. After that, the employee will receive a performance evaluation on a schedule determined by the Department of Human Resources. A performance evaluation is designed to:

- ❖ assess job performance in an objective and consistent manner
- ❖ give a clear picture of achievement in terms of performance standards
- ❖ provide guidance in improving your performance
- ❖ provide a forum for staff to communicate their career goals
- ❖ provide the employee the opportunity to progress to his/her full potential

The Agency wants to emphasize the importance of the supervisor's active involvement and contributions to the process and how that has a significant effect on the employee and the Agency.

The employee has the opportunity to provide input, make written comments for inclusion in your permanent personnel file, and receive a copy of the appraisal.

Section 3: Working Hours, Attendance, and Leave

Working Hours

The Agency work week begins on Sunday at 12:00 a.m. and ends on the following Saturday at 11:59 p.m. Administrative offices are generally open 8:00 a.m. to 4:00 p.m., Monday – Friday.

Breaks/Lunch

The Agency will comply with the Department of Labor Wage and Hour guidelines as it pertains to lunches and breaks.

- ❖ **Breaks:** Except where expressly noted, breaks are not required by any law, but are voluntarily provided by the Agency. Unused breaks may not be saved or accumulated to be used later in conjunction with lunch periods, nor may they be used to leave earlier than the employee's scheduled departure time for the day. Breaks will not be regularly scheduled or normally permitted less than one (1) hour after an employee's shift starts or less than one (1) hour before the shift ends.
- ❖ **Lunch:** Due to the varied nature of our programming, the Agency supports both paid and unpaid lunch breaks. The employee's job description articulates whether a lunch break is paid or unpaid. An employee working more than six (6) consecutive hours will be given a lunch break.
 - Unpaid Lunch:** Staff that are given an unpaid lunch are permitted to leave the premise during their lunch break. Travel time to and from the employee's work station must be within the scheduled lunch break.
 - Paid Lunch:** Staff that are given a paid lunch are expected to maintain their program responsibilities throughout the duration of that lunch period. Generally speaking, the Agency would expect that those staff would stay on the premise.
- ❖ **Nursing Mothers:** The Agency complies with applicable federal and state laws regarding breaks for nursing mothers. Nursing mothers will need to communicate with the Department of Human Resources and all reasonable accommodations will be made.

Overtime

Employees who are non-exempt (as defined in the Fair Labor Standards Act) will be paid one and one-half (1 ½) times their base rate for all hours worked in excess of forty (40) hours per week. The employee's supervisor must approve overtime in advance of it being worked. For purposes of overtime calculations, hours for paid time off for any reason (holidays, paid time off or other causes) will not be deemed hours worked in accordance with applicable federal and state law(s).

Attendance

Our Agency needs and values the services of our employees every day in order to maintain high standards of quality and productivity, and to serve the best interest of the people we support. When an employee does not come into work as scheduled, other employees and the people we support are negatively impacted. While it is recognized that an occasional illness or extenuating personal reason may cause unavoidable absence from work or tardiness, regular on-time attendance is required for continued employment. Employees must call in with as much notice as possible, please see the Agency's current Call-Off Procedure. Employees who fail to maintain an acceptable attendance record will be subject to disciplinary action up to and including termination of employment. See Discipline Policy for additional information.

Types of Leave

The Agency recognizes that from time to time it is necessary for employees to be away from work for extended periods of time. It is, therefore, the practice of the Agency to grant employees extended leaves of absence from work under certain circumstances, as outlined below, and as otherwise provided for under the law.

- ❖ **Jury Duty Leave:** It is a moral and civic obligation for all persons to serve jury duty when called. You are required to submit your jury summons to your supervisor promptly upon receipt of notice to appear and to report for work for any regular working days or portions of days when excused from jury duty. Any employee serving jury duty during regularly scheduled workdays will receive full compensation for up to two weeks' of service.

Employees may keep what they earned as pay for their jury duty service.

If the court dismisses the jury or witness early, the employee is expected to return to work as soon as possible and complete a regularly scheduled shift comprised of civic time and time on the job.

- ❖ **Voting:** Employees are expected to make arrangements to vote prior to/or following normal work hours.
- ❖ **Bereavement/Funeral Leave:** An employee who wishes to take time off due to the death of a family member should notify his or her supervisor and the Department of Human Resources as soon as possible. Bereavement leave may be requested upon the death of a close family member in the following instances:
 - ❖ Up to 5 days may be granted for the death of a spouse, domestic partner, parent, step-parent, mother-in-law, father-in-law, child, or step-child
 - ❖ Up to 3 days may be granted for the death of a grandparent, grandchild, sibling, son-in-law, or daughter-in-law

If additional time is necessary, paid time off days may be used provided the employee is eligible for them.

In the event of a death of any other family member, paid time off may be used with the approval of your supervisor. Management may request documentation of any death necessitating time off.

- ❖ **Family and Medical Leave Act (FMLA) Leave Policy:** The purpose of the Agency's FMLA Policy is to provide employees with a general description of their FMLA (Family and Medical Leave Act) rights. In the event of any conflict between the Agency's FMLA Policy and the applicable law, employees will be afforded all rights required by law.

The Agency will grant up to 12 weeks of leave in certain circumstances (or up to 26 weeks of military caregiver leave) during a 12-month period to eligible employees as described further in the Agency FMLA Policy. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in the Policy. Please refer to the current Agency FMLA Policy for more details.

Employees are not permitted to perform work for any business or company while on an approved FMLA leave unless specifically authorized by the Agency in writing.

- ❖ **Military Leave:** Requests for military leave will be considered and granted in accordance with the dictates of the federal Uniformed Services Employment and Reemployment Rights Act (USERRA), the Family Medical Leave Act (FMLA), and applicable state laws. Employees who are called for training in either the National Guard or Military Reserve shall present proper membership credentials and military orders to their immediate supervisor upon receipt of their notification. A leave of two (2) weeks without pay will be granted or vacation time may be used. Such time will not constitute a break in employment.

Section 4: Pay / Benefits

Recording Time

Employees are responsible for recording time worked as required. Non-Exempt employees must “punch” in and out at the beginning and end of each shift worked. When “punching” is not possible, time sheets are required. Any changes to scheduled work hours or requested time off should be made through the online time and attendance system.

Pay Period and Payment

Personnel are paid on Friday for work performed through Saturday of the previous two (2) weeks.

In the event that a part-time staff person comes into work as scheduled and no work is available, they will be paid for one (1) hour’s work.

Direct deposit of paychecks into any checking or savings account that accepts electronic transfers is preferred. Employees may check in with the Department of Finance for more details.

All employees have the opportunity to view/print current and previous paystubs online via a web-based portal. Contact the Department of Finance for printed instructions to view/print your paystub online.

Payroll Deductions

Federal and state income taxes, Social Security payments, Pennsylvania disability contributions, and any other mandated deductions are made from employee’s biweekly earnings. These deductions may change due to an increase or decrease in earnings, change in legislation, or the number of dependents declared. Employees may authorize other voluntary deductions (Christmas Club/Credit Union) consistent with Agency agreements.

Shift Differential

A shift differential is paid to nonexempt employees for hours worked during weekend and/or third (3rd) shift (overnight) hours.

EVV

Electronic visit verification (EVV) is an electronic-based system that collects information through a secure website, a mobile application (“app”) or a telephone. Federal law requires that EVV is utilized for some community based programs to verify the following:

- ❖ type of service provided
- ❖ individual receiving the service
- ❖ date and time of the service
- ❖ location of service provision
- ❖ staff providing the service

The Agency pays a stipend to staff who use their own personal cell phone to access the EVV system. Contact the Department of Human Resources for the current stipend rate.

Benefits

The Agency is committed to maintaining a benefits program that supports the health and well-being of its employees and their families. The following summary plan generally describes the Agency’s benefits program, but should not be construed as a promise or guarantee of any specific benefit or benefit level. Questions concerning the benefits package should be directed to the Department of Human Resources.

Eligibility for insurance coverage is based on an employee's classification and for some benefits the number of months an employee has worked for the Agency. The terms and conditions of the Agency’s insurance policies and contracts may change without notice. The insurance policies will govern when in conflict with the descriptions contained in this handbook.

If you decline any elective coverage, you will not be able to elect any of the coverages until the next open enrollment period, unless you have a qualified family status change as described below:

- ❖ Birth, adoption, or placement of a child for adoption
- ❖ Death of a covered dependent
- ❖ Change in a dependent child's status, such as attaining age 26, marriage, or gaining/losing full time student status.
- ❖ Marriage
- ❖ Divorce, legal separation, or annulment
- ❖ Changes in your or your spouse's employment status that affects coverage, such as termination or commencement of employment

If you have a qualified family status change during the year through which you became eligible for another employer's plan, and you would like to drop your coverage, please contact the Department of Human Resources.

AFLAC

Various optional policies (all 100% employee expense) are available to eligible employees through Aflac.

Dental Insurance

After thirty (30) days of employment, full-time employees are eligible for dental insurance (individual or family coverage). Policies will be effective the first (1st) of the following month. Employees pay 25% of individual cost and 50% for family coverage. Dental benefits paid by the staff member are pre-tax deductions.

Disability Insurance

After thirty (30) days of employment, the Agency offers full time employees long term disability insurance which is fully paid by the Agency. Policies will be effective the first (1st) of the following month. Disability benefits are payable after 90 days of continuous total disability.

Short term disability is not provided by the Agency, please see Aflac policies.

FSA

The Agency offers an annual FSA (Flexible Spending Account) and Dependent Care reimbursement plan for eligible healthcare expenses on a pre-tax basis. Employees will be eligible to join the plan once they have satisfied the conditions for coverage under the Agency's group medical plan. FSA benefits paid by the staff member are pre-tax deductions.

Health Insurance

After thirty (30) days of employment, full-time employees are eligible for group health insurance. Policies will be effective the first (1st) of the following month.

The Agency pays 75% of the employee's cost of individual health insurance premiums. Employees who wish to cover their spouse and/or children may do so at an additional cost. Health benefits paid by the staff member are pre-tax deductions.

If an employee's spouse is eligible for health insurance coverage through his/her employer, he/she is not eligible for coverage under Futures' policy. If the employee's spouse is ineligible for coverage through his/her employer, verification of the ineligibility must be submitted in writing from their place of employment to Futures.

Holidays

Eleven holidays will be observed as paid for full-time employees. Part-time employees are not eligible for paid holidays. A listing of these holidays will be distributed annually. The Agency normally recognizes the following paid holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day

Thanksgiving Day
Friday following Thanksgiving
Christmas Day

If a holiday falls on a Saturday or Sunday, its observance will be at management's discretion. Typically, if the holiday falls on a Saturday, it will be celebrated on the Friday before. If the holiday falls on a Sunday, it will be celebrated on the following Monday.

Days given in lieu of holidays are called float holidays and must be used in the fiscal year granted.

Any employee may, from time to time, be required to work on a scheduled holiday. Hourly employees will be paid one and one half time (1 ½) of their regular rate.

Paid time for a holiday will not be considered as time worked for the purpose of computing overtime.

Life Insurance

After 30 days of employment, the Agency offers full time employees life insurance which is fully paid by the Agency. Policies will be effective the first (1st) of the following month. Life Insurance is equal to annual salary to a maximum of \$50,000. Individuals leaving employment may convert their life insurance to an individual policy.

- ❖ **Voluntary Life Insurance:** Voluntary life insurance is available to all employees. The premiums are paid 100% by employees through payroll deduction.

Paid Time Off (PTO)

The Agency encourages employees to utilize their PTO to enjoy regular periods of rest and relaxation, maintain their health and wellness, as well as attend to other personal matters. Employees are encouraged to take their accrued PTO throughout the year. Employees that work in full-time positions, as well as employees that have worked at least one-year in a part-time position will receive PTO that will accrue in a PTO Bank. PTO will accrue on a per pay period basis (every two weeks). For additional information please see the PTO Policy.

Retirement Plan

After one year of employment, full-time employees will be included in the Agency's 403(b) retirement plan. Exception, a full-time employee who was previously employed by a non-profit agency may be eligible to be included in the plan immediately. A part-time employee working at the Agency will be included in the plan after one year of service and after working 1,000 hours. Contributions to this plan are made by the Agency at a rate of 3% of the employee salary. An additional 3% is based on a 3% matching contribution required by the employee. Employees must be 21 years of age to be eligible. Benefits are fully vested upon completion of three years of service.

Service Awards

The Agency honors the valuable contributions of our employees with service awards. Service awards are presented beginning at completion of one (1) year and every five-year period of service thereafter.

Vision Insurance

After 30 days of employment, full-time employees are eligible for vision insurance (individual or family coverage). Policies will be effective the first (1st) of the following month. The Agency pays 100% of employee premium and employee pays 100% of dependent coverage. Vision benefits paid by the staff member are pre-tax deductions.

YMCA

The Agency participates with the YMCA to offer all employees a discounted monthly membership rate. The Agency contributes \$10.00 per month per employee while the YMCA matches the \$10.00 per month contribution. Memberships will be effective the first (1st) of each month after enrollment. Memberships are paid through payroll deduction.

Section 5: Employee Responsibilities and Practices

Business Travel Expenses

The Agency will cover the cost of lodging and meals while traveling on Agency business. Approval of travel expenses must be obtained from Agency Administration prior to business travel. See Business Travel Procedure for more details.

Care of Facilities

For health, safety and infection control purposes, it is necessary to keep the facilities clean and orderly. All staff are responsible for the upkeep of their work areas minimally at the end of each work day. As a staff member, you also have the responsibility to support and educate our participants to practice every day housekeeping measures. Although the Agency has staff dedicated to cleaning and sanitizing, it is the responsibility of all staff to help maintain the cleanliness of the work environment. The general appearance of our facilities is a direct reflection on the Agency.

Code of Conduct

Kindness and professionalism towards participants, visitors and employees is expected of all employees. You are responsible to comply with Federal and State laws and to perform your duties to the best of your ability. All policies are to be followed at all times. Each new employee of the Agency will sign a complete Code of Conduct upon hire. The Policy is posted on the Human Resources bulletin board and is available upon request.

Confidentiality/HIPAA

The Health Insurance Portability and Accountability Act of 1996 became law on August 21, 1996, public law 104-11. The purpose of this law is to set and enforce standards that improve efficiency in health care delivery. This is done by improving the protection of confidentiality and security of health information. The Agency, in addition to the HIPAA mandates, must ensure the confidentiality of ALL its records.

Information regarding people served and employees of the Agency – or any of its divisions – is considered strictly confidential and **MUST NOT BE DISCUSSED WITH ANYONE** other than authorized persons. Employees of the Agency are only entitled to information regarding people they are currently serving. Inquiries regarding confidential information should be referred to the employee's immediate supervisor.

Employees are expected to maintain a professional relationship with parents and guardians and always be aware and concerned about information that is being discussed and/or provided about the people we support.

Confidential information concerning persons served by the Agency may only be released upon receipt of a signed "Release of Information" from the individual, family or other authorized agency. All requests for information must be referred to and approved by appropriate administrative staff. Employees cannot express personal observations, verbally or in writing, to another agency or individual regarding people we support concerns since such personal observations may be misinterpreted as an official Agency position.

Conflicts of Interest

Agency employees will maintain the highest ethical standards in the conduct of Agency affairs. Each employee must conduct the Agency's business with integrity and comply with all applicable laws in a manner that excludes consideration of personal advantage or gain. Employees are expected to always act in the best interest of the Agency and the people we support, when dealing with suppliers, contractors, competitors, customers, or any other person doing or seeking to do business with the Agency.

The Agency has a Conflict of Interest Policy that deals with the accepting of gifts, favors or payments as well as any other activity that may be perceived as a conflict of interest. Employees can speak to their supervisor or contact the Department of Human Resources to review a copy of this policy.

Corporate Compliance Plan

The Compliance Plan has been developed to assist our employees in understanding the Agency's firm commitment to compliance with all our legal and ethical duties and obligations. The Plan is intended to provide the Agency employees with a system of values that will assist them in activities and decision making encountered every day in the normal course of a work day. While no set of standards or written rules can substitute for personal integrity, good judgement, and the

common sense required to meet the challenges of the daily work of our employees, the Compliance Plan serves as a framework for legal compliance with applicable laws, regulations and requirements by setting forth the basic expectations and standards of conduct for personal and professional behavior that all employees must follow.

Overview of the Compliance Plan

The Compliance Plan is a structured program to assist the Agency in maintaining compliance with all federal, state, and local laws, regulations and requirements. The Compliance Plan includes:

- ❖ Standards of conduct, including statements of ethical behavior
- ❖ Requirements that all employees adhere to these standards
- ❖ Requirements that all employees receive appropriate and timely trainings
- ❖ Requirements that internal controls be established and monitored in order to detect and correct non-compliant behavior.

The Compliance Plan establishes a mechanism for any employee of the Agency to ask compliance questions and report compliance concerns. Compliance concerns will be investigated and resolved while maintaining the confidentiality and safety of the employee. Lastly, the Compliance Plan also calls for appropriate disciplinary and corrective actions when an employee is found to have undertaken inappropriate behavior. The full Compliance Plan will be available to all staff on the Agency's website or by obtaining a copy from the Vice-President of Compliance/Service.

Dress Code

It is the intent of the Agency to maintain a professional image, in part, by the image that employees present to customers, vendors, and other visitors. Employees are expected to maintain an appropriate appearance that is businesslike, neat, and clean as determined by the requirements of the area in which the employee works. Because it is impossible to address every conceivable question regarding proper dress and grooming in a single document, it is expected that each individual use good judgment as the major guideline.

While the Agency/program will not dictate the length of inches for skirts/shorts, or how loose is too loose, how tight is too tight, how many rings are too many, etc. the management staff on site will be responsible to make a determination regarding the appropriateness of clothing and jewelry. If an employee's attire is not acceptable, and if acceptable modifications cannot be made, the employee will be sent home immediately to change. This time away will be unpaid.

Personal Grooming/Jewelry/Tattoos

Besides dress, we also expect each employee to maintain a high standard of personal grooming:

- ❖ Hair/Facial Hair should be clean, combed, and neatly trimmed or arranged. Staff with long hair (shoulder length or longer) must keep it tied back for hygiene reasons while performing physical care/interventions and activities of daily living, this also ensures that it does not get caught on mechanical devices such as lifts and wheelchairs.
- ❖ Personal hygiene should be attended to on a daily basis
- ❖ Wearing excessive perfumes and colognes should be avoided as a common courtesy to co-workers
- ❖ Jewelry/Scarves should be kept to a minimum and conservative level. Bracelets, dangly earrings, decorative scarves, or other jewelry can be hazardous in the workplace.
- ❖ Excessively long fingernails are prohibited because they can also be hazardous in the workplace
- ❖ Offensive tattoos should be covered

Outlined below is what Agency management perceives to be an acceptable and appropriate standard of attire:

- ❖ Ensure that all clothing is clean and free of holes, and that it is sufficiently loose or giving for free, unexposed movement
- ❖ Pants should be worn at the waist level
- ❖ T-shirts or other clothing should not advertise/promote alcohol or other legal/illegal substances or tobacco products. In addition, clothing should not include slogans or sayings that are not in keeping with the Agency's values or that could be found objectionable.
- ❖ Sleeveless tops/dresses are permitted as long as the straps cover most of the shoulder area. Tube tops, halter tops, or tank tops with "spaghetti straps", sheer or low-cut blouses or dresses, the no-bra look, tops with bare backs or exposed midriffs are not permitted.
- ❖ Capris are permitted

- ❖ Flip-flops are strictly forbidden due to the potential for injury
- ❖ Boots or other footwear appropriate for snow/ice should be worn during inclement weather

Office Personnel:

- ❖ T-shirts/sweatshirts are not suitable
- ❖ Baseball caps and hats are not permitted
- ❖ Shorts are not acceptable
- ❖ Open-toed sandals/shoes/clogs may be worn. Sneakers are unacceptable for office personnel. Please note that open-toed shoes are not permitted in the workshop areas.

Non-Office Personnel:

- ❖ T-shirts/sweatshirts are permitted
- ❖ Shorts are permitted
- ❖ Jeans are permitted. However, ripped jeans are not allowed.
- ❖ Open-toed sandals/clogs/slides/shoes are prohibited in designated areas. Safety shoes must be worn in designated areas.
- ❖ It is recommended that employees keep a sweatshirt or change of clothes in their vehicle

Additional requirements to ensure safety and professionalism may also be added at the supervisor's discretion, based on specific needs of the site/program.

Operation of Vehicles

The following are specific policies related to Agency-owned vehicles:

- ❖ Vehicles will be for Agency business only
- ❖ Daily logs must be kept for all mileage driven
- ❖ Pre-Checks are required by each operator prior to departure
- ❖ Only the driver assigned to the vehicle will sign for gasoline, oil, etc.
- ❖ No unauthorized passengers
- ❖ All charge tickets must show the name of the vendor, prices, and gallons
- ❖ No eating, drinking or smoking tobacco products within the Agency vehicles
- ❖ Staff are to ensure the cleanliness of the vehicle upon completion of utilization
- ❖ Use of cellphones are not permitted while operating the vehicle
- ❖ Any traffic or parking violations while using an Agency vehicle will be the responsibility of the operator
- ❖ Employees shall be reimbursed for reasonable parking and toll expenses incurred while conducting Agency business

- ❖ **Parking:** The Agency provides parking areas for its employees. Employees may use Agency parking lots at their own risk. The Agency will not accept responsibility for accidents, injuries, or loss occurring in the parking areas that are not due to Agency negligence. Please cooperate by not blocking any driveway, entrances, or loading/unloading areas.

- ❖ **Personal Vehicles:** Personal vehicles may be used if and when an Agency vehicle is not available or when prior approval is granted by Management.

Employees who use a privately owned vehicle for Agency business shall be reimbursed for mileage in accordance with the approved rate established by Agency Administration. The Agency is not responsible for any fines or damage to vehicles that occur in a privately owned vehicle. Reimbursement for insurance and gasoline is reflected in the mileage reimbursement rate.

Employees are expected to efficiently schedule appointments to save time and mileage expense. A mileage reimbursement form must be completed for all mileage incurred and submitted monthly to Program Management.

Employees that use their personal vehicles are required to keep it in safe condition, inspected and insured, and in good running order. The Agency prefers that liability insurance be in the amount of \$300,000 combined single

limit. The minimum liability insurance must be \$100,000/\$300,000 split limit. Employees will be required to provide the appropriate proof of insurance.

- ❖ **Vehicle Accident Procedure:** The Agency has a responsibility to maximize the safety of the people we support and our staff regarding driving vehicles. A procedure and checklist for any and all accidents that occur during working hours are in place. Any accident or incident involving any vehicle, regardless of circumstances or amount of damage, must be managed in line with the procedure. A copy of the procedure and checklist are located in all Agency vehicles.

Protection of People We Support

The primary purpose of the Agency's programs is to enhance the quality of life for people with disabilities. Accordingly, mistreatment, abuse, or neglect of any person we support at any time is prohibited. Corporal punishment/degradation, humiliation, or dehumanization of any kind is forbidden. Conduct of this nature will result in immediate termination.

- ❖ **Mandatory Reporting:** All employees upon hire and annually receive education on the Agency's abuse prevention program, policies, and procedures. All employees are considered to be mandated reporters. Which means all employees are required to immediately report any alleged or known acts of abuse, neglect, or exploitation to the Compliance Hotline and directly to the Vice-President of Compliance.
- ❖ **Restraint and Restrictive Procedure Policy:** The Agency serves individuals in a restraint-free environment. The Agency joins the Office of Developmental Programs in its goal of eliminating unnecessary restraints and having all systems restraint free. The Agency supports a culture that eliminates the need for restraints and enhances each individual's quality of life. Restraints or seclusion may only be imposed to ensure the immediate physical safety of the participant, a staff member, or others and must be discontinued at the earliest possible time. Please see the Restraint and Restrictive Procedure Policy for more information.

Outside Employment

If an employee accepts employment with another company, he/she must ensure that such outside employment does not interfere with the responsibilities of his/her job at the Agency. Any conflict that impedes his/her job performance may result in reduced opportunities for ongoing employment, promotion, and advancement with the Agency.

If management feels that outside employment prohibits an employee from fulfilling their obligations to the Agency, they may be subject to disciplinary action and/or asked to resign or to leave his/her outside employment.

Personal Property Loss/Damage

The Agency does not assume responsibility for the loss of money or personal property. Therefore, it is recommended that employees use caution in safeguarding their possessions. Such valuable personal items should be left in a locked car or at home.

Public Statements/Appearances

An employee may not speak to the press as an official spokesperson for the Agency without prior clearance from the President/CEO. Any employee asked by an outside agency or organization to appear as a guest representing the company must obtain prior clearance from the President/CEO.

References

No employee will provide any work reference relative to another employee, past or current. All requests for references should be directed to the Department of Human Resources.

Solicitation, Canvassing, and/or Distribution of Literature

The Agency prohibits the solicitation of products and services and/or distribution of materials by employees or nonemployees unless permission is granted by the President/CEO.

The Agency believes that no employee should be subjected to pressure from a co-worker or from anyone else, to contribute to any cause or for any purpose to join any organization. Solicitations can create feelings of ill-will between co-workers. Additionally, the distribution of literature and other materials can create an untidy and possibly unsafe environment.

Workplace Harassment

The Agency is committed to providing a work environment that is free from unlawful discrimination and harassment in any form. It shall be a violation for any employee to unlawfully harass another employee through conduct or communication.

All employees have a responsibility to keep the workplace free from any form of harassment, including sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature when:

- ❖ Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
- ❖ Submission to or rejection of such conduct is used as a basis for decisions affecting an individual's employment; or
- ❖ Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment.

No manager is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit sexual advances will affect the employee's terms or conditions of employment. Other sexually harassing or offensive conduct in the workplace, whether committed by a manager, non-managerial employee, or non-employee, is also prohibited. This conduct includes:

- ❖ Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions;
- ❖ Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references;
- ❖ Demeaning, insulting, intimidating, or sexually suggestive comments;
- ❖ The display in the workplace of demeaning, insulting, intimidating, or sexually suggestive objects, pictures, photographs, or electronically transmitted messages.

Any of the above conduct, or other offensive conduct, directed at an individual because of their race, color, creed, religion, sex, national origin, age, disability, marital status, veteran's status, sexual orientation, genetic predisposition or carrier status or any other legally protected status is prohibited.

All employees should understand that submission to, or acceptance of, any form of harassment is not a term of condition of employment. No employee is required to submit to, or accept, any form of harassment in order to maintain their position, promotional opportunities, benefits, or to meet any other condition of employment.

Any person(s) found, after investigation, to have engaged in harassment, will be subject to disciplinary actions, up to and including termination. Retaliation against an employee, who, in good faith, makes a complaint of harassment, will not be tolerated and will itself be subject to disciplinary action, up to and including termination.

Complaint Procedure: Any employee, who feels that he/she has been a victim of unlawful harassment, believes that actions of another employee or non-employee constitute unwelcome harassment or any employee who has observed unlawful harassment of another employee, should report it to their immediate supervisor, Human Resources, or any other member of management. If the subject of the complaint is the immediate supervisor the employee may make the complaint directly to the Department of Human Resources, or another member of management.

Any supervisor or manager who becomes aware of possible sexual or unlawful harassment must promptly advise the Department of Human Resources, which will handle the matter in a timely and confidential matter.

The Agency shall investigate the complaint in a prompt and thorough manner and take corrective action as necessary. In cases involving a report of harassment, discrimination, or retaliation, all reasonable efforts will be made to protect the privacy of the individuals involved. In many cases, however, the duty to investigate and remedy harassment makes absolute confidentiality impossible. The Agency will endeavor to limit confidential information to those employees with a "need to know." Witnesses and employees who assist in an investigation are required to keep confidential all information they learn to provide.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment. Where a hostile working environment has been found to exist, the Agency will take all reasonable steps to eliminate the conduct creating that environment.

The Agency also recognizes that unfounded accusations of unlawful harassment can have serious effects on innocent parties. Therefore, employees who make unfounded accusations lacking in good faith will be subject to the same disciplinary action applicable to employees who have been found to have engaged in unlawful harassment.

Section 6: Safety/Health/Emergency Procedures

Introduction

The most important part of safety is YOU. It is the responsibility of each employee to abide by the safety rules, which are made for your protection. Employees are required to exercise the necessary precautions to include use of good common sense in the course of their work to prevent injuries to themselves or others and to prevent loss or damage to property. To this end, we utilize a safety program in our daily activities. Supervisors/Management will periodically inspect work conditions and may suspend all work activity until an unsafe condition is corrected.

Drugs and Alcohol

Employees are not permitted to use, possess, manufacture, sell, trade, and/or offer for sale or be under the influence of alcohol, intoxicants, or illegal drugs while on duty, conducting the Agency's business or on the Agency's property. Prescription and over-the-counter drugs are permitted when taken according to a physician's prescription provided such use does not negatively affect the employee's work or safety or safety of others. The Agency reserves the right to have employees tested, screened, and searched on Agency property for drug and alcohol use as it deems necessary as long as these procedures do not violate any existing laws. In addition, an employee's conduct involving drugs or alcohol during non-work times may also result in discipline up to and including termination. For any additional information please reference the Drug and Alcohol Policy.

Emergency Action Plan

The Agency trains all staff upon hire and annually on the Emergency Action Plan. The plan covers events such as:

Fire	Bomb Threat
Medical	Chemical Spill
Severe Weather	Extended Power Loss
Flood	Train Derailment (One Futures Way)

In the event of an unlikely emergency, staff are expected to take the appropriate action based on the specific emergency. Should it become necessary to evacuate the facility due to emergency circumstances, the evacuation plan will be implemented.

Staff will assume responsibility for program participants in their areas. Staff should verbally and/or physically guide people to the most appropriate exit as indicated on the evacuation chart posted in each area. Staff will check designated areas to assure that all persons have been evacuated and close doors and windows.

Once outside the building, staff will direct individuals to designated areas. The main parking areas and entrances must be kept clear. No persons should gather in these areas. Staff should assemble program participants and assure that all persons are present and remain with their group until it is established that it is safe to re-enter the building.

If re-entry to the Futures Way facility is not possible, Floyd C. Fretz Junior High School will be used as a temporary shelter. If re-entry to the Kennedy Street facility is not possible, The Learning Center will be used as a temporary shelter.

Reporting Incidents

Employees involved in or become aware of an incident, the employee must advise their Supervisor as well as report the incident to the Vice-President of Compliance (Compliance Hotline). Incidents to be reported include but are not limited to the following:

Death or Serious Injury	Violation of an Individual's Rights
Seclusion and/or Restraint	Violation of Confidentiality
Abuse, Neglect, and/or Exploitation	Unethical Relationships
Slips and Falls	Questionable/Inappropriate Staff Conduct
Medication Errors	Transportation/Vehicle Related Accidents
Property Loss and Damage/Fire	Bloodborne Pathogen Exposure
Assault	

Employees are responsible to report an incident, verbally, immediately. The associated reporting (proper forms) must be completed and submitted within twenty-four (24) hours to the Vice-President of Compliance or designee. Failure to

report these occurrences may be cause for disciplinary action. For more information, please see the Incident Management Policy.

Right to Inspect

The Agency provides its employees with the use of various properties and facilities for their convenience and which are necessary in the performance of their work. The Agency owns and at all times retains full title and control, including the right of inspection, over such properties, vehicles, or facilities. To protect the property and safety of our employees, and to the extent allowed by law, the Agency reserves the right to inspect any package or other container (including, but not limited to, work bags, backpacks, and purses) brought onto, or taken from, the Agency premises. The term Agency premises includes, but is not limited to, Agency offices, all work areas, desks, rest areas, parking lots, driveways, loading docks, and any vehicle owned by the Agency.

Whenever necessary, the Agency will conduct the inspection in the presence of the employee working at that particular location. However, in emergencies or other circumstances determined by management, the Agency reserves the right to conduct an inspection without the presence of the employee involved. A refusal to permit a search requested by the Agency management may result in disciplinary action, up to and including termination of employment.

Safety Practices and Equipment

It is the policy of The Agency to comply with all applicable federal, state and local health and safety regulations and an attempt to provide a work environment as free as practicable from recognized hazards. Employees are expected to comply with all safety and health requirements, whether established by the Agency or by federal, state or local law.

As an employee, you are expected to take an active part in maintaining a safe and hazard free environment. It is your responsibility to learn and observe all posted safety rules and emergency procedures, adhere to all safety instructions provided by your supervisor, use safety and emergency equipment (i.e. PPE, Personal Protective Equipment) as instructed, and report any unsafe equipment, working condition, process or procedure, at once to a supervisor.

For jobs that require safety shoes, the Agency will provide an annual stipend for the purchase.

Security

Because security and safety are always a priority for the Agency, employees are expected to follow all procedures for ensuring the security of our facility, including the grounds.

- ❖ **Cameras:** For security reasons, the Agency may utilize cameras on Agency premises, outside or inside the facilities in areas other than restrooms. Employees should not have an expectation of privacy while on Agency premises or while performing their jobs.
- ❖ **Keyless Entry Policy:** The Agency has established a keyless entry system to maintain security while allowing appropriate access to Agency buildings. All key fobs grant access to all fobbed doors and will be individually programmed based on employee's scope of responsibility and hours of work. See Keyless Entry Policy for any additional information.
- ❖ **Visitors Policy:** The Agency has a Visitor's Policy established to ensure a safe and productive workplace that will identify all visitors within our building. See Visitors Policy for any additional information.

Smoking Policy

For the health, safety, and well-being of staff and the people supported by Agency programs, smoking and use of other tobacco products by staff is prohibited inside all Agency sites and vehicles. This would also include the smoking of e-cigarettes, vaping, or smoke-less products. Employees are asked to use the designated locations for smoking outside the building. While providing community-based supports and services, employees are prohibited from using any tobacco products. See Smoking Policy for any additional information.

Universal Health Precautions

The Agency subscribes to the concept of "universal precautions", which means that all employees are required to treat all human blood or other body fluids as if the substance were contagious (i.e., were contaminated by bloodborne pathogens).

When practicing universal precautions staff are expected to regularly wash hands and use personal protective equipment, to include gloves, masks, and disinfecting solutions.

The Agency requires all employees to complete bloodborne pathogens training during their initial orientation training and an annual refresher program thereafter.

The Agency has procedures for confidential medical evaluation and follow-up in the event an employee reports exposure to bloodborne pathogens. Should an exposure incident occur, immediately inform your supervisor. Each exposure must be documented on an incident report and submitted to the Vice-President of Compliance.

Section 7: Employee Communications

Computer & Email

Computers, computer files, the e-mail system, and software furnished to employees are the property of the Agency and intended for business use only. Employees should not use a password, access a file, share, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored and/or deleted. It is to be known that as an employee, there should be no expectation of privacy while operating any Agency owned computer.

The Agency strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the Agency prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organization, or other non-business matters.

The Agency purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, the Agency does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the software license agreement. The Agency prohibits the illegal duplication of software and its related documentation.

Grievances/Open Door Policy

The Agency believes that staff members have the right to voice their opinions and concerns about their employment. The Agency maintains an open door policy for all employees. Staff members are encouraged to talk with a supervisor. If not successfully resolved, or if the complaint involves the supervisor, the grievance may be appealed directly to the President/CEO. In the event the complaint is not resolved by the President/CEO, final authority rests with the Executive Committee of the Board of Directors.

- ❖ **Step 1:** An employee must first present the complaint to their Supervisor who will make a thorough inquiry into the facts and circumstances of the complaint. The Supervisor will make every effort to resolve the matter promptly and fairly and, in any event, within five (5) working days of receiving the complaint.
- ❖ **Step 2:** An employee who is dissatisfied with the decision of the Supervisor may submit the complaint in writing to the President/CEO within five (5) working days after the decision of the Supervisor is made known to the employee. If further review is required, the President/CEO will conduct the appropriate investigations and hearings. The employee will be advised of these findings and of any change in the earlier decision.
- ❖ **Step 3:** An employee who is dissatisfied with the decision of the President/CEO may submit the complaint in writing to the Executive Committee of the Board of Directors within five (5) working days after the decision of the President/CEO is made known to the employee. If further review is required, the Committee will conduct the appropriate investigations and hearings. The employee will be advised in writing of these findings and of any change in the earlier decision.
- ❖ **Administrative Review:** A formal grievance must be submitted in writing. The administrator or designee will implement an investigative review and provide findings to the applicable parties.

Informational Postings

The Agency will post information to keep employees informed of current items of general interest. Posting and removal of notices must have the approval of the President/CEO.

Social Media Policy

The Agency has a Social Media Policy established to provide a framework for using social media that provides guidance for employees who post content on the internet either as part of their job or as a private person.

The Agency understands that some employees and volunteers participate in social networking sites and personal websites, such as blogs. The Agency respects employees' and volunteers' online social networking and personal Internet use. However, your online presence can affect the Agency as your words, images, posts, and comments can reflect or be attributed to the Agency. You should be mindful to use electronic media, even on your own personal time, responsibly and respectfully to others. See Social Media Policy for any additional information.

Telephone/Cellphone Use

Agency telephones are important to our everyday operation. Employees should restrict their personal calls to emergency matters only. The use of cell phones may be prohibited in designated areas due to safety concerns. Management reserves the right to ban the use of cell phones from any employee if, in its sole discretion, it is deemed that the cell phone usage is negatively impacting an employee's job performance. Any employee that operates an Agency owned vehicle must refrain from using their cellphone while driving. If answering a phone call/text message is necessary, the driver is expected to pull the vehicle to the side of the road.

Whistleblower Protection

The Agency believes in an open door policy for employees to voice a complaint in a reasonable and business-like manner. If an employee has a suggestion or concern, we want to know about it.

The Agency will not punish or penalize an employee for reporting suspected illegal activities in the organization including fraud, unethical business conduct, a violation of a state or federal law, or substantial and specific danger to an employee's or participant's health and safety. Employees are encouraged to report if they feel that a condition or a decision affecting them is unjust or inequitable.

- ❖ **Malicious Allegations:** The Agency recognizes that intentionally untruthful, malicious, erroneous or harassing allegations would be damaging to the mission, integrity, and morale of the Agency, as well as the reputation of employees and board members. The safeguards stated in this policy do not apply to individuals who make such complaints. Such allegations may result in disciplinary action in accordance with this handbook.
- ❖ **Safeguards:** Employees are encouraged to put their names to allegations because appropriate follow up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously will be investigated, but consideration will be given to:
 - ❖ The seriousness of the issue raised;
 - ❖ The credibility of the concern; and
 - ❖ The likelihood of confirming the allegation from documentation and/or other sources
- ❖ **Confidential Compliance Hotline:** The confidential compliance hotline is available to supplement existing internal communication channels. The intent is that compliance-related concerns be reported using this line. Employees should first attempt to communicate corporate compliance concerns through existing internal communications channels such as an immediate supervisor, and/or administration. If existing internal communication channels seem inappropriate, the employee is expected to call the confidential compliance hotline at (814) 368-4101 ext. 222.

Section 8: Separation of Employment

Separation from Employment

Employees may be separated from employment voluntarily or involuntarily by resignation, lack of work, or termination. Usually, before an employee is terminated, they will be told the reason(s) and will be counseled by their Supervisor and/or Department of Human Resources. However, if any misconduct warranting discipline is severe enough, the Agency may discharge the employee immediately and without prior notice. Employees are employed at-will and may leave employment at any time with or without a reason. Likewise, the Agency reserves the right to terminate any employee at any time with or without cause and without any previous warning or notice. All Agency property must be returned to the Agency upon separation from employment and before the final pay check is released. Upon separation, an employee may be asked to participate in an exit interview.

Reduction of Workforce

In the event that a reduction in the Agency's workforce becomes necessary, the number of employees over and above those needed to perform the available work may be laid-off. In determining those employees to be retained, consideration will be given to the quality of each employee's past performance, including productivity and attendance, the need for the position held by the employee, and with all other factors being equal, the length of service of each employee.

Notice of Resignation

All employees are employed "at will". In part, this means you may end your employment whenever you wish, although the Agency requests that you provide a two-week notice to assist with scheduling and planning. A four-week notice is requested of exempt staff, including Administration staff. This notice is to be submitted in writing and signed and dated to the employee's immediate supervisor or the Department of Human Resources. Similarly, the Agency may terminate the employment of any employee at will; that is, at any time, with or without cause or notice, at its discretion. Employees that resign without notice will forfeit any accrued, compensable benefits.

- ❖ **Retirement Notice:** Employees should provide at least three (3) months written notice to the Department of Human Resources department setting forth their retirement date. This allows the Agency to provide retirement benefit calculations, to prepare and assign work or fill the employee's position. The Department of Human Resources will assist the employee in completing necessary papers as well as inform them on both Agency and government benefits available and other considerations relative to retirement.

Pay on Separation from Employment

Employees separated from employment will be paid for time worked (less required/mandated deductions) on the next regular pay day according to the applicable federal and state laws. Employees who separate in good standing with the Agency will be paid for any accrued, compensable benefits.

Continuation of Benefits (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) is a federal law that allows the continuation of Agency medical, dental, and vision plans at the employee's expense for a limited period of time in the event of termination, reduction of hours, or other "qualifying events." Employees can receive more information on COBRA by contacting the Department of Human Resources.