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BEFORE

Employment Policies

At-Will Employment

Both the employee and Client have the right to terminate employment at any time, with or without advance notice and with or without cause. This is called “employment at-will (there may be certain penalties for some employees who terminate employment without notice - see the Termination of Employment section). No employee, supervisor or manager has the authority to alter this relationship, and no statement should be interpreted as a guarantee of employment. Employment conditions, employee benefits, and working conditions are also subject to change at any time and should not be considered as guaranteed on the basis of this manual.

Equal Employment Opportunity/Affirmative Action Plan

Client is an equal opportunity employer. Client is dedicated to cultivating a work environment that encourages fairness, teamwork, and respect among all its employees and volunteers. Client is firmly committed to maintaining a work atmosphere in which people of diverse backgrounds and lifestyles may grow personally and professionally. It is Client's strong belief that equal opportunity for all employees and volunteers is central to the continuing success of Client and to the continuing success of Client within the community.

Client will not discriminate against employees, applicants, or volunteers because of race, religion, sex, national origin, ethnicity, age, physical or mental disabilities, political affiliation, sexual orientation, color, non-interfering gender identity characteristics or expression, marital status, veteran status, genetic information or medical condition (for example, HIV/AIDS or cancer) in hiring, promotion, demotion, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay, or other forms of compensation. Opportunity is provided to all employees and volunteers on the basis of qualifications and ability to support the mission of Client. If an employee believes they have been discriminated against, or believe others have been, they should report it to the department director, human resources or the President/CEO.

Client strives to achieve and maintain a diverse workforce. Toward that end, Client maintains an Affirmative Action Plan that is made available to all employees. This plan is reviewed and updated annually by human resources and the President/CEO.

Disability

Client is committed to the diversity of its employees, including employees with disabilities who may need reasonable accommodations. Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact human resources. The agency encourages individuals with disabilities to come forward and request reasonable accommodation.

Client is committed to complying with all applicable provisions of the Americans with Disabilities Act Amendments Act (ADAAA). Client prohibits discrimination against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability, or perceived disability, so long as the employee can perform the essential functions of the job. Client will provide reasonable accommodation to a qualified individual with a disability, as defined by the ADAAA, who has made aware Client of his or her disability and asked for a reasonable accommodation, provided that such accommodation does not constitute an undue hardship on Client.

AFTER

Our Policies

The policies in this section are not just a bunch of rules. They are specific ways we can ensure equal treatment, consistency in our interactions, and respect to our clients and employees.

The policies are divided into these sections:

- Hiring
- New hire
- Reasonable accommodations
- Safety
- Organization property
- Personal property and breaks
- Dress and appearance
- Communication
- Personnel records

Hiring

Our hiring policies focus on equity and the celebration of a diverse, dedicated team.

Equal Employment Opportunity

We are dedicated to cultivating a work environment that encourages fairness, teamwork, and respect among all of our employees and volunteers and where people of diverse backgrounds and lifestyles may grow personally and professionally.

We do not discriminate against employees, applicants, or volunteers because of race, religion, sex, national origin, ethnicity, age, physical or mental disabilities, political affiliation, sexual orientation, color, noninterfering gender identity characteristics or expression, marital status, veteran status, genetic information or medical condition (for example, HIV/AIDS or cancer) in hiring, promotion, demotion, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay, or other forms of compensation.

Anyone who is qualified and able to support our mission is welcome to apply and work for our organization.

Affirmative Action Plan

To achieve and maintain a diverse workforce, we maintain an Affirmative Action Plan that is made available to all employees. This plan is reviewed and updated annually by Human Resources and the President/CEO.



Our policies reflect our dedication to equity, consistency, and respect.

We tend to the team.

We appreciate and respect each other.

We recognize that we are a team—not simply a collection of individuals.

Equal opportunity is central to the continuing success of our organization in the community.

BEFORE

Benefits

The human resources department and Client management reviews the benefit program for regular full-time and regular part-time employees on a continuing basis to ensure that employees enjoy a competitive, cost effective, comprehensive benefit program. At all times, Client's benefit programs will comply with applicable federal, state and tax regulations. A number of programs (Social Security, workers' compensation, unemployment insurance) cover all employees in the manner prescribed by law.

The descriptions outlined in this Manual are intended to provide summary information. If there are any inconsistencies between what is described here and the plan documents, the latter will apply.

Eligibility Overview

Client and its insurance providers determine how many regularly scheduled hours per workweek determine benefits eligibility. Basic eligibility criteria are summarized in the following table:

Benefit	Who is eligible and When?
Medical insurance	Regular employees who are classified at 30 hours or more per workweek. Coverage becomes effective on the 1 st of the month following the completion of 60 days employment.
Dental insurance	Regular employees who are classified at 20 hours or more per workweek. Coverage becomes effective on the 1 st of the month following completion of 60 days employment.
Health Savings Account (HSA)	Regular employees who are classified at 30 hours or more per workweek. Coverage becomes effective following the completion of 60 days employment.
Flex Spending Account	Full-time and regular employees who are classified at 20 hours or more per workweek and are not enrolled in Client's Medical plan may participate in this plan, which permits pre-tax savings to be used for the employee-paid portion of benefits premium(s), for dependent care and elder care expenses, and for other eligible medical expenses not covered by insurance.
Life, accidental death and dismemberment insurance	Regular employees who are classified at 20 hours or more per workweek. Coverage becomes effective on the 1 st of the month following completion of 90 days employment.
Short-term and long-term disability	Regular employees who are classified at 20 hours or more per workweek. Coverage becomes effective on the 1 st of the month following completion of 90 days of employment).

AFTER

Benefits

We are proud to offer our eligible employees a robust benefits package, including medical services, health and other forms of insurance, retirement plan, and the Employee Assistance Program (EAP). If there are any inconsistencies between what is described here and the benefit plan documents, the latter will apply.

Our organization and our insurance providers decide how many regularly scheduled hours per workweek make an employee eligible for benefits. Basic eligibility criteria are summarized in this table.

Benefit Eligibility Criteria		
Benefit	Who	When
Health insurance	Regular employees at 30 hours/week	Coverage becomes effective on the 1 st of the month following the completion of 60 days of employment.
Dental insurance	Regular employees at 20 hours/week	Coverage becomes effective on the 1 st of the month following the completion of 60 days of employment.
Health savings account (HSA) Available with the high-deductible plan only	Regular employees at 30 hours/week	Plan becomes available following the completion of 60 days of employment.
Flexible spending account (FSA) Available for the GOLD plan only	Full-time and regular employees who are classified at 20 hours or more per workweek and are not enrolled in our health insurance plan	



We tend to the team.

Refer to this benefit eligibility table to determine whether you are eligible for a certain benefit and when that benefit becomes available to you.

BEFORE

Paid Time Off

Paid Time Off (PTO)

Paid Time Off (PTO) combines time away from Client into one “bank account of time” that can be used for any reason – i.e. vacation, personal days, medical/dental appointments, school conferences or illness. PTO allows employees to manage their time away from Client. Employees are responsible for requesting time off through ADP. Scheduling and obtaining approval is confirmed by their supervisor through ADP.

All regular full-time staff will be granted PTO according to their FTE. Regular part-time (who work at least 20 hours per week up to 39 hours per week) employees will be granted PTO on a prorated basis based on the number of hours reported daily. Number of hours reported includes regular hours worked, holidays, vacation, jury duty and CEU paid days. PTO will begin to accrue after successful completion of the employee’s 90 days of employment. Absences during the employee’s first 90 days of employment will go unpaid. An excessive number of unpaid absences during an employee’s first 90 days is considered an attendance issue and may lead to termination.

40 Hour Workweek PTO Accrual	Maximum Days	Hourly Accrual Rate
First Year	19 days	.0731
Beginning of 2nd year through end of 4th year	22 days	.0846
Beginning of 5th year and beyond	25 days	.0961

Employees are allowed to carry over one half of the annual accrual amount associated with their FTE each fiscal year. Any accrued PTO in excess to this amount will be forfeited at the beginning of the fiscal year (July 1). For clarification on PTO carryover balances, please contact human resources.

When a Holiday occurs during an employee’s PTO, that day is not counted against PTO.

Employees are responsible for managing their PTO and are encouraged to maintain a minimum balance of 40 hours in case of unforeseen circumstances. Absences without accrued PTO are an attendance problem and can lead to termination. Qualified employees may use accrued pre-July 1, 2000 sick leave to meet their needs. Contact human resources for complete details.

Available balances are reflected in ADP. Employees may only use the available PTO balance to cover time off for the current pay period. Future PTO drops will not be applied to the current pay period.

PTO Upon Separation

Client will not pay out any accrued PTO for an employee who is terminated for cause. Employees who resign from Client voluntarily and give a two week/four week notice, or who are let go due to a reduction in force, or who are let go without having engaged in misconduct, will be paid in full for accrued unused PTO, at their last rate of pay. PTO cannot be taken

AFTER

Time Off from Work

We value a work-life balance for all of our employees and provides the following for taking time off.

Paid Time Off (PTO)

Paid Time Off (PTO) combines time away from work into one “bank account of time” that can be used for any reason—e.g., vacation, personal days, medical or dental appointments, school conferences, or illness. All full- and part-time employees working more than twenty hours per week will be granted prorated PTO according to their FTE.

PTO will begin to accrue at hire but is not available for use until after successful completion of your ninety-day introductory period. It accrues at the following rate.

40-Hour Workweek PTO Accrual		
Year of Employment	Maximum Days	Hourly Accrual Rate
First Year	19 days	.0731
Beginning of 2nd year through end of 4th year	22 days	.0846
Beginning of 5th year and beyond	25 days	.0961

Once PTO is available for use, you are responsible for requesting time off through ADP and obtaining approval from your supervisor. When a holiday occurs during an employee's PTO, that day is not counted against PTO.

Additional PTO Guidelines

The following guidelines on rolling over time, scheduling, minimum balance, balance on separation, and holidays also apply to PTO.

Rollover

You are allowed to carry over a two-week equivalent of accrued, unused PTO at the end of each fiscal year (June 30). Any accrued PTO in excess of this amount will be forfeited at the beginning of the fiscal year (July 1). We recommend using PTO throughout the year to avoid forfeiting unused time.



We tend to the team.

BEFORE

Ending of Employment

Resignation

Exempt employees and licensed medical providers are asked to give four weeks' notice if they have decided to leave Client. Non-exempt employees are asked to give two weeks' notice. If the employee does not give the required notice period, accrued Paid Time Off (PTO) will be forfeited unless otherwise directed by the departmental director or President/CEO. Client reserves the option of giving pay in lieu of allowing the employee to continue working after the employee has given notice. Human resources will arrange an exit interview, in the form of a questionnaire.

Termination

Employment at Client is at-will. However, the following list is examples of the type of conduct that is unacceptable and can lead to termination.

- Failure to provide or meet customer service standards
- Unsatisfactory attendance including excessive or unauthorized absenteeism, tardiness, or patterns of absences and/or tardiness
- Careless, negligent, fraudulent, or otherwise unsatisfactory work performance and/or work behavior
- Failure to complete job assignments timely and/or consistently
- Failure to correct any performance issues
- Unprofessional, inappropriate, uncooperative behavior directed toward coworkers, management, clients/patients or other business associate
- Violation of Client Drug and Alcohol Policy
- Unauthorized release of confidential information, medical or otherwise
- Coercing or endeavoring to coerce any person to undergo an abortion or sterilization
- Actual or threatening physical violence towards another person
- Carrying weapons or firearms on Client property without prior approval
- Altering or falsifying any Client documents such as time or expense sheets, employment applications, or misrepresenting hours worked, including failure to report hours worked
- Theft of money or any Client property (e.g. medical or office supplies)
- Destroying or damaging Client property or property belonging to a coworker, customer, or business associate
- Insubordination, including improper conduct toward a supervisor or manager or refusal to perform assigned work
- Repeated violations of safety rules or safe working practices or committing a safety infraction management considers to be serious
- Failure to report for work or call the necessary supervisor by the scheduled start time to report an absence
- Failure to follow Client systems and protocols or specific instructions given by a supervisor
- Violations of Client policy, procedure or protocol
- Securing employment at Client by giving false information
- Gross misconduct, such as breach of Client confidentiality, stealing, or misappropriation of funds
- Inability to work hours specified by Client in order to meet Client needs
- Failure to renew or obtain a professional license or immigration documentation

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End of Employment

While we are happy to have you on the team, we understand you may not be with our organization forever. Employment may end in resignation or termination.

Resignation

If you decide to leave our organization, we expect and request proper notice:

- Four weeks for exempt employees and licensed medical providers
- Two weeks for nonexempt employees

If you don't give the requested notice, you forfeit any and all accrued PTO unless otherwise directed by the departmental director or President/CEO. We reserve the option of giving pay in lieu of allowing the employee to continue working after the employee has given notice.

Termination

Employment at our organization is at-will and can be ended at any time for any or no reason. However, the following list details some, but not all, types of unacceptable conduct that could lead to termination:

- Not meeting the expectations of your job, including excessive absences or tardiness, poor customer service, slowly or inconsistently completing job assignments, refusing to perform assigned work, and/or not renewing or obtaining a required professional license or immigration documentation
- Being unprofessional, inappropriate, uncooperative, or insubordinate and failing to correct performance issues
- Violating any policy or procedure, including safety rules or the Drug and Alcohol policy
- Altering or falsifying any organization documents or releasing confidential information, medical or otherwise
- Coercing or endeavoring to coerce any person to undergo an abortion or sterilization
- Threatening or physically hurting another person and/or carrying weapons or firearms on our property without prior approval
- Stealing, destroying, or damaging our or coworkers', customers', or business associates' property or money



Upon resignation, Human Resources will arrange an exit interview in the form of a questionnaire.

Careless, negligent, or fraudulent behavior could lead to termination.

A breach of our confidentiality, stealing, or misappropriation of funds would be considered gross misconduct and reason for immediate termination.

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Reduction in Force or Reorganization

On occasion, it is necessary to reduce or reorganize our employees. The authority to eliminate, reduce, or restructure positions is the responsibility/decision of the President/CEO.

Return of Property

We may deduct money from your final paycheck if you owe any money to the organization, or if you have taken anything of value, or otherwise damaged equipment belonging to or premises occupied by our organization. This includes but is not limited to the following:

- \$75 fee if building keys are not returned upon termination
- \$20 fee if electronic fob key not is returned upon termination
- \$5 fee if locker lock is not returned upon termination
- A comparable replacement cost for company cell phones, laptops, or tablets that are issued and not returned

By signing this handbook, you agree to the fees that may be assessed and deducted from your final paycheck upon termination.