

Employee Handbook & Code of Ethics

Personnel Policies & Procedures



Community Care, Inc. is committed to providing quality services

Effective 05/01/2010

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Community Care
Inc.
Helping individuals achieve independence!

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WELCOME MESSAGE FROM THE PRESIDENT & CEO

On behalf of our directors, leadership team, and staff, welcome to Community Care Inc. (CCI). For over 20 years, our organization has been partnering with individuals, and their families, to help them achieve independence.

Although services today are very different from 20 years ago, we believe the foundation of excellent care still begins with communication between the individuals we serve, and every staff member at CCI.

As you page through the employee handbook, you will learn about the policies and procedures we have in place to achieve our top priorities:

- Treating every individual, family member, staff member, or other stakeholder with the utmost dignity and respect
- Providing care in the least restrictive setting and including individuals in all decisions regarding their care
- Utilizing evidence based practices to provide high quality services that lead to better outcomes
- Providing ongoing training, resources, and support so that our staff are able to provide the highest level of care possible

Again, welcome to CCI. We are glad that you are joining us as we strive to continuously improve the services that we provide.

Sincerely,



William M. Bonnes, FACHE
President & CEO

CCI Employee & Ethics Handbook
Revised 04/22/10

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COMMUNITY CARE, INC. EMPLOYEE HANDBOOK

SECTION 1: OVERVIEW & EMPLOYMENT RELATIONSHIP

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FORWARD

Community Care, Inc. believes in keeping employees fully informed about policies and benefits. This Employee Handbook is designed to provide employees with basic information. Please refer to specific agency and/or department policies for further information/clarification. We urge all employees to become familiar with the policies and benefits of Community Care, Inc. as described in this handbook. The policies and benefits described in this handbook were designed with people in mind, to make Community Care, Inc. a successful organization.

Policies and benefits may change from time to time. Community Care, Inc. maintains the responsibility, and the right, to make changes at any time and will advise employees when changes occur.

Questions on any matter pertaining to employment, or any other information contained in this handbook, should be directed to your immediate supervisor who will either answer your questions or get the answers for you.

MANAGEMENT PHILOSOPHY

Community Care, Inc. employees and their welfare are very important to the mission of Community Care, Inc. Every employee is considered a member of our team. Our policy is to work with all members of our team in a fair and friendly manner and to treat each team member with dignity and respect.

HISTORY OF COMMUNITY CARE INC.

In 1857, Clinton County started its first County Home in the town of Charlotte, Iowa; with growth in stages to accommodate the needs of the county and to comply with new state regulations. In 1974 the name was changed to the County Health Care Facility and the building underwent significant renovations including a new addition, allowing for a 194-bed licensure. Individuals receiving services at the Charlotte facility ranged in age from 21 to age 93, with a variety of special needs.

Realizing a need to secure continued disability funding, the Clinton County Board of Supervisors felt it would best be accomplished through the privatization of the county's facility and sought the support of Community Care, Inc. (CCI). Community Care, Incorporated was established in 1988 as a non-profit organization.

With a country farm setting and active farm until 1994, CCI began as a Residential Care Facility (RCF) for individuals in need of supported services and unable to live independently in the community. The agency continued its expansion of programs and services with the construction and/or management of homes and/or facilities in Clinton, Jones, Jackson, Scott, Marion and Chickasaw counties in Iowa. These programs, services and homes assist individuals as they move towards independence in the community.

CCI VISION STATEMENT:

"Helping individuals achieve independence."

CCI MISSION STATEMENT:

"Community Care, Inc. is committed to providing high quality services to persons with disabilities, to support choice, growth, communication, and community participation."

CCI VALUES:

Each staff member at Community Care, Inc. will provide services that are:

Caring, respectful
Outcome-Oriented and
Measurable that
Meet or exceed the
Unique needs and wants of each individual by providing the
Necessary support to promote
Independence by utilizing a
Team of professionals to care for
You or your loved one

We strive to:

Continuously improve our services by
Advocating for each individuals' right to
Recieve services that are individualized and by using
Evidence-Based Practices

To promote:

Integrity and choice while maintaining the least restrictive
Natural environment to enhance services and
Create opportunities for individuals to thrive

CONFIDENTIALITY:

Community Care, Inc. is committed to protecting the rights of the individuals we serve, including the right to have information kept confidential. All information contained in the individual case records and files is considered confidential and shall not be made public in part, or in total, to any organization, or person, without the individual and/or guardian's written consent. Community Care, Inc. staff and consultants hired to provide services to the individual will have access only to that portion of information that is necessary to provide effective, responsive services to the individual. The right to confidential treatment extends to include any communications regarding the individual's personal life, medical and behavioral health, programs, and activities. No confidential information, including, but not limited to, names of individuals, programs, social security numbers, etc. may be taken off of the property, unless prior authorization has been received from a supervisor/director to do so.

EMPLOYEE HANDBOOK DISCLAIMER:

The policies and benefits described replace all earlier written and unwritten ones. **No statement set forth in this handbook is intended as a contractual commitment or obligation of Community Care, Inc. to any individual employee or group of employees.**

“AT-WILL” EMPLOYMENT:

All Community Care, Inc. employees are “at-will” employees. This means that an employee is free to terminate his or her employment at any time for any reason. Similarly, Community Care, Inc. may terminate the employment of an employee at any time without prior warning.

SECTION 2: GENERAL EMPLOYMENT INFORMATION: [\(Return to Index\)](#)

EQUAL EMPLOYMENT OPPORTUNITY AND HARASSMENT POLICY:

Equal Employment Opportunity has been, and continues to be, both policy and practice at Community Care, Inc. Our policy of Equal Employment Opportunity is to:

- (1) Recruit, hire, train, and promote persons in all job classifications without regard to race, color, religion, national origin, gender, age, disability, sexual orientation or any other protected status;
- (2) Base decisions on employment so as to further the principles of Equal Employment Opportunity;
- (3) Ensure that promotion decisions are in accord with the principles of Equal Employment Opportunity; and
- (4) Ensure that all personnel actions such as compensation, benefits, transfers, layoffs, return from layoff, and any other social or recreational programs will be administered in accordance with the principles of Equal Employment Opportunity.

In carrying out its commitment to Equal Employment Opportunity, Community Care, Inc. will make reasonable accommodations for applicants and employees with known disabilities who can perform the essential functions of the job with or without such accommodations. As a consequence, applicants and employees needing reasonable accommodations should notify the department director or President and CEO.

It is also Community Care, Inc.'s policy that any form of harassment on the basis of race, color, religion, national origin, gender, age, disability, sexual orientation or any other protected class will not be tolerated in the workplace. Included within this prohibition are unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature; or conduct that has the purpose or effect of substantially interfering with an individual's work performance by creating an intimidating, hostile, or offensive working environment.

Any employee who is determined, after an investigation, to have engaged in discrimination and/or harassment in violation of this policy will be subject to disciplinary action, up to, and including, discharge.

WHERE TO GO FOR HELP:

If an employee believes that he or she has experienced or witnessed harassment, and feels comfortable doing so, the employee should inform the offender that the offender is engaging in harassing conduct, that it is offensive, and that it should be stopped. If the harassing conduct continues, or if the employee is not comfortable telling the offender to stop, the employee should notify his or her supervisor, or, if this is not appropriate under the circumstances, his or her supervisor's supervisor or the Human Resources Department.

RETALIATION:

Community Care, Inc. forbids retaliation against anyone for making or filing a complaint under this policy or for participating in an investigation or proceeding regarding such complaint.

If an employee believes that he or she has been retaliated against for engaging in protected activity, the employee should notify his or her supervisor, or, if this is not appropriate under the circumstances, his or her supervisor's supervisor or a representative of Human Resources.

INVESTIGATION PROCEDURES:

Community Care, Inc.'s method of investigation will be tailored to the circumstances surrounding the alleged offense. Generally, upon receiving notice of an alleged violation of the Policy, management will investigate and complete its investigation in a timely fashion based on the facts and circumstances that are uncovered. Once the investigation is complete, the individual who made the complaint will be informed of the outcome of the investigation. To the extent reasonably necessary, and taking into account the nature and seriousness of the complaint, and the need for privacy in relation to the circumstances, management will treat the complaint, the identity of complainants and witnesses, and the terms of resolution of any complaint in as confidential a manner as possible. If an investigation confirms that a violation of the policy has occurred, and depending on the facts and circumstances of the particular situation, disciplinary action up to, and including, discharge from employment may be taken, even for a first offense.

RESPONSIBILITY UNDER THE POLICY:

All employees of Community Care, Inc. are responsible for creating a working environment that is free from unlawful harassment of any kind. Supervisors and managers have additional responsibility under this policy. If a supervisor or manager is told about or observes conduct, which he or she believes, violates this policy, the supervisor or manager should contact the President and CEO or designee to obtain assistance in ensuring that the conduct is appropriately addressed.

Employees are expected and encouraged to use the above procedure to report and resolve their complaints of harassment or retaliation. Additional legal recourse is available through various local, state and/or federal enforcement agencies.

All employees are expected to fully support and comply with this policy. Working together, we can maintain a positive and productive business environment that supports each person's dignity, and is free from harassment, or other forms of unlawful discrimination.

EEO COORDINATOR:

The EEO Coordinator for the agency will be the President and CEO.

PRE-EMPLOYMENT INFORMATION:

As of July 1, 1997, the Iowa Department of Inspections and Appeals and Iowa Department of Human Services requires all health care facilities/providers to perform mandatory background checks on Dependent Adult/Child Abuse and criminal history before an employee is employed in a health care facility. A person who has a criminal record, or a record of founded dependent adult abuse or founded child abuse, cannot be employed by a health care facility/provider unless the Department of Human Services has evaluated the crime, or founded abuse report, and concluded that the crime, or founded abuse report, does not merit prohibition from employment. Community Care, Inc. will ask prospective employees, "Do you have a record of founded child or dependent adult abuse or have you ever been convicted of a crime in this state or any other state?" Dishonesty in this matter may result in denial of or termination of employment. The applicant will indicate by signature that he/she has been informed that a record check will be conducted.

IMMIGRATION AND NATURALIZATION:

Immigration Reform and Control Act of 1986 requires that all new employees, at the time of hire, are required to complete an Employment Eligibility Verification form (Form I-9). This form requires all employees to provide Community Care, Inc. with specific documents to establish their identity and employment eligibility.

A list of acceptable documents for identity and employment eligibility is available on the I-9 form, which can be obtained in the HR department or at the Department of Labor website at <http://www.uscis.gov/files/form/I-9.pdf>.

STAFF RECRUITMENT & SELECTION:

Community Care, Inc. will recruit and select staff in accordance with local, state, and federal laws and regulations. Community Care, Inc. will recruit and select applicants for employment based on qualifications and the demand to fill a position.

Hiring, transfer or promotion decisions will be that of the department director along with the hiring supervisor, all under the oversight of the HR Director and President and CEO for both current employees and applicants from outside the company.

Open positions may be advertised within the organization and through local media. Normally, open positions will be advertised to current employees of CCI, and consideration will be given to these employees in hiring decisions. If you are interested in an open position, please contact the Human Resources Department. Once an applicant is selected for, and accepts, employment with CCI, the employee will undergo

a 180-day orientation period. During the orientation, new employees are required to attend all training in accordance with agency and governmental guidelines.

NEW EMPLOYEE TRAINING:

The agency provides in-house mandatory training for all staff. The Iowa Administrative Code requires all employees to attend certain training, depending on their position and department. If an employee is excused from a training it will be the responsibility of the department director and/or immediate supervisor to ensure employees are scheduled to make up the training, per regulatory guidelines.

Unless the supervisor has given previous approval, absence from a training is considered an unexcused absence.

Any new employees who begin employment after a mandatory in-service has been held will not be expected to make up the in-service, unless specifically informed otherwise.

EMPLOYEE INFORMATION:

Employees are required to help keep Community Care, Inc. informed about any changes that may affect their employment and payroll status. Important changes to report include the following:

- Name
- Address
- Home telephone number
- Marital status
- Number of dependents
- Any important health information
- Current and valid driver's license
- Proof of current auto insurance with a minimum bodily injury limit of \$100,000/\$300,000 (first occurrence/aggregate)
- Emergency telephone numbers, and whom to notify in case of emergency
- Change of beneficiary
- Additional education and special training courses
- Verification of education

RELEASE OF TELEPHONE NUMBER:

As part of our effort to provide the highest quality services for individuals, we need to be able to reach employees after hours. Therefore, employees are expected to provide a telephone number to supervisors. This telephone number will be given to all other employees working in the same home, supervisors, and listed in the on-call book. The telephone numbers are expected to be used as a resource only as it pertains to Community Care, Inc. and the individual. It is the responsibility of the employee to

update that number as needed by informing the supervisor of changes in a timely manner.

PERSONNEL RECORDS:

Community Care, Inc. will maintain a confidential file on each employee. Only authorized employees with a valid work-related reason may have access to, and use of, personnel records kept by Community Care, Inc. Personal data maintained in the Human Resources Department containing non-work related information should be accessible only to the employee, appropriate HR staff, or individuals with assigned personnel duties.

Employees may review their personnel records with 24-hour advance notice to the Human Resources Department.

COMPLIANCE INFORMATION:

In order for Community Care, Inc. to comply with federal government regulations, it is necessary for Community Care, Inc. to compile, and maintain, detailed information on persons who apply for employment, and those who are hired. The information requested may include the candidate's or employee's gender, race, religion, disability status, and veteran status.

EMPLOYEE GRIEVANCE PROCEDURE:

GENERAL INFORMATION: Differences of opinion occasionally arise. It is in the best interests of the agency, its employees and individuals that such conflicts be resolved. Open discussion is encouraged so that employee grievances and complaints may be resolved to the satisfaction of all concerned.

Employees who submit a complaint or grievance under this procedure shall not be harassed, nor shall any reprisals be taken against any employee(s) who file complaints in accordance with this procedure.

GRIEVANCE PROCEDURE: Any employee having a grievance or complaint relating to his/her status, or conditions of employment with the agency, should first discuss the problem with his/her immediate supervisor, or designee, within five (5) working days of the incident. The supervisor should make every reasonable effort to resolve the matter promptly and fairly within five (5) working days of receiving the complaint.

If, after preliminary discussion with his/her immediate supervisor, the employee is dissatisfied with the resolution, the employee should submit the complaint or grievance in writing to the immediate program director or designee within five (5) working days of receiving the decision of the supervisor. The director will consider the complaint and inform the employee of his/her conclusions within (5) working days.

If, after receiving the immediate program director's conclusion, the employee is still dissatisfied, the employee should submit the complaint or grievance in writing to the Human Resources Director or designee, within five (5) working days of receiving the decision of the program director. The HR Director, in collaboration with the President and CEO, will determine next steps, which will be communicated to all parties involved within (5) working days.

To expedite resolution to complaints, employees are encouraged to participate to the fullest extent possible to resolve issues. Participation may include meetings between the parties involved.

While employees are encouraged to utilize the procedures discussed above, these procedures are not intended to create any contract between the agency and any employee concerning the procedures that will be followed in handling any employee concerns, including termination of employment. The agency also reserves the right to modify, revise, or revoke this policy.

NEPOTISM:

Generally, an employee will not be permitted to supervise a relative. Under this policy, "relative" is defined as spouse, parent, child, brother, sister, stepchildren, stepparents, stepbrother, or stepsister. Exceptions to this policy may be approved at the discretion of the President and CEO.

EMPLOYEE FRATERNIZATION:

CCI employees are not allowed to solicit or reciprocate any type of intimate relationship with one of their subordinates. "Subordinates" includes any other CCI employee who is within the supervising employee's chain of command, at any level of the agency.

CCI will take action when any type of fraternization interferes with an employee's job duties or performance, or if the quality of services provided to an individual is affected in a negative way.

If an employee feels they are in an uncomfortable situation, or if they feel that a supervisor has misused his/her authority, the employee is to follow the Employee/Grievance Procedure, or the EEO and Harassment Policy as outlined in the Employee Handbook.

SECTION 3: ATTENDANCE AT WORK:

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ATTENDANCE:

If a staff member is going to be tardy, have to leave early, or is unable to report to work for their shift, it is their responsibility to notify their supervisor or director as soon as possible before the shift starts. This notification needs to be made to a supervisor or designee by telephone or in person. Messages left on voice mail, text messages, and messages delivered by third persons will not be accepted as proper notification.

Excessive tardiness or absenteeism is a cause for disciplinary action. Leaving the job site during scheduled work hours (with the exception of mitigating circumstances) without the approval of the supervisor or director may be considered a self-termination. Due to the nature of our work, a no call-no show may jeopardize the welfare of the individual. This is a cause for disciplinary action, up to, and including, termination.

Community-based employees are expected to fulfill their scheduled hours, or secure coverage, if unable to fulfill the hours themselves. Every employee will receive a schedule of hours at least one week in advance. A list of telephone numbers for all employees trained in a home is available, as needed, from supervisors. Supervisors and/or the on-call supervisor may act as a resource when employees are securing coverage, but the responsibility falls, ultimately, on the employee to either work his/her scheduled shift or secure coverage.

The attendance program assigns points for tardies, leaving a shift early, and absences. A point of .5 will be assigned for a tardy or leaving a shift early; one point will be assigned for an absence or for working less than one-half of a shift.

The following guidelines will be followed at the discretion of the director:

.5 – 1.5	Record of Discussion
2 – 2.5	Written Warning
3 – 3.5	1 Day Suspension
4 – 4.5	2 Day Suspension
5	Termination

The oldest occurrence may be removed by having perfect attendance for 30 calendar days.

Also, an attendance point may be removed from the record if an employee works two extra weekend shifts or three extra weekday shifts, when called in by the supervisor or director. The availability of this opportunity is based on program needs and is subject to the director's discretion.

Any unscheduled time off will be considered unexcused and assigned a point unless the director gives prior permission.

If the employee is absent for two or more days, a doctor's excuse is needed, at the director's discretion, to combine the days into one occurrence. In addition refer to the Infection Control Policy in the Agency Policy Manual at page All-28.

Definition:

Tardy – Zero tolerance for punching in after a shift starts.

INFECTION CONTROL:

CCI strives to maintain a healthy and safe environment for our clients, employees and visitors. Consequently, an infection control policy will be implemented when there is a probable or confirmed case of a communicable disease in a home or facility within CCI, or if staff has a contagious illness. The Infection Control Policy can be found in the Agency Policy Manual at page All-28.

SCHEDULE CHANGES:

Any schedule change, including trading shifts, must be requested in writing at least one week in advance of the proposed change and must be approved by the director of the program, or designee. Exceptions can be made at the discretion of the director. After all PTO is exhausted, a leave of absence without pay may be requested. Approval is given on an individual basis at the discretion of the President and CEO.

A non-exempt staff member planning to exchange a scheduled workday with another non-exempt staff member must plan to repay the workday within the same seven (7) day workweek. Work-trading that results in an employee generating overtime, however, is not allowed without the written approval of the director of the program.

SEVERE WEATHER/CANCELLATIONS/CLOSING:

As a human service agency we are expected to provide services around the clock. Severe weather protocol is specific to each department. Questions concerning weather related issues should be addressed with your director. Cancellations would be at the director's discretion. In addition, refer to the Community Outings Policy located on page All-11 in the Agency Policy Manual.

CIVIC LEAVE:

When a full-time or a part-time employee is called for jury duty or as a witness during his/her scheduled work hours, time off with pay will be granted if the following criteria are met:

- (a) A document from the court (jury summons or subpoena) showing the time and date served and a receipt with the amount of jury pay or witness fee

issued must be given to the agency Human Resources Department. Community Care, Inc. will pay the staff member for the difference between normal wages of the staff member and the jury pay or witness fee received.

- (b) Staff members must notify their supervisor immediately upon receipt of a summons or subpoena.
- (c) Civic leave requiring time off from work or any other civic duty approved by the director or designee is not counted as unplanned time off and attendance points will not be issued.

SECTION 4: WORKPLACE PROFESSIONALISM AND COMPANY REPRESENTATION:

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PERSONAL APPEARANCE:

All staff members are expected to wear attire that is appropriate and consistent with their professional or paraprofessional status and duties. Staff are encouraged to make their wardrobe decisions based on providing a positive example for the individuals being supported, to maximize seasonal comfort and social acceptance.

The director of the program, or their designee, may ask staff to punch out to change to proper attire before returning to their work area if necessary. The director of the program may also, at their discretion, choose to dictate a more restrictive dress code. Staff working with food preparation will be required to follow regulations as required by Iowa law.

STAFF POSSESSIONS:

Staff members are discouraged from having valuable possessions, or large sums of money at work. The agency is not responsible for lost, stolen, or damaged personal items. Staff members should leave such items in their locked cars. With the exception of prescription eyewear damaged while working directly with individuals, CCI will not reimburse staff members for the repair or replacement of personal items damaged at work. (Some individuals, however, have IPPs calling for restitution when their behavior results in the damage of personal property).

WORKPLACE VISITORS:

Except when authorized by the appropriate supervisor, all guests, including but not limited to relatives and friends of employees and employees from other functional areas, who do not have official business with a particular department, may be restricted from prolonged visits to the workplace. All visitors are unauthorized from work sites/locations that are not general public areas, unless preauthorization is obtained from the department's director. Community Care, Inc., for several compelling reasons, cannot accommodate unsupervised guests in any circumstance, regardless of location. These reasons include risks of injury, disruption of normal operations, and legal liabilities, in addition to diverting employees' time and attention from their job responsibilities and duties.

GIFTS AND GRATUITIES:

CCI is committed to providing services by maintaining the highest standards of ethical behavior in the course of its operations in the communities served. Corporate, professional, and personal conduct by CCI employees and agents reflect honest and ethical business and care practices. These behaviors will reflect CCI's mission, core values, and ethical standards.

Employees are expected to follow the following guidelines when presented with a gift by an individual, individual's family member, or other person that might influence the care of an individual.

- CCI employees and agents will not solicit monetary gifts, or items for personal use. CCI employees and agents will not accept monetary gifts.
- CCI employees and agents are permitted to accept nominal, non-monetary gifts from individuals and/or family members as long as acceptance of the gift will not interfere, actually or potentially, with the employee's decision making.
- All gifts must be reported to the employee's direct supervisor.
- Gifts that are determined by the employee's director to be of more than nominal value will be returned to the individual, family, etc. or will be donated to charity if unable to be returned.
- Acceptance of vendor-sponsored entertainment and/or gifts, such as meals and refreshments in the ordinary course of business, at vendor's expense, is permitted in situations where the receipt of the gift will not interfere, actually or potentially, with the employee's judgment in regard to doing business with that vendor.
- Any employee that accepts a gift of more than a nominal value may be subject to disciplinary action, up to, and including, termination.

SMOKE FREE WORKPLACE:

Community Care, Inc. operates a smoke free workplace in accordance with applicable state and federal laws. Smoking is not allowed inside any building or vehicle owned or operated by CCI, inside private residences, or in the presence of any individual even if the individual smokes. All persons are required to use designated smoking areas, when available.

SAFETY AND INJURIES:

Community Care, Inc. is committed to the safety of its employees, its individuals, its property, and its equipment. The most important part of safety is the individual employee. It is the responsibility of each employee to abide by the safety rules. Employees are expected to report any personal injury **IMMEDIATELY**, however minor. Employees must report all dangerous conditions and practices to their immediate supervisor.

FIRE PREVENTION AND EMERGENCY MANAGEMENT:

Each staff member is expected to be aware of potential fire hazards, evacuation routes, and procedures for evacuation of the agency areas as posted in each site. Staff members will execute the appropriate established procedures to comply with or neutralize an emergency condition (fire, tornado, explosion, etc.). Each staff member is

required to attend one (1) training event annually to review fire prevention and emergency procedures.

WEAPONS:

Per CCI's Weapons policy **no** staff shall be allowed to bring any item considered to be a weapon onto work premises or in the proximity of a worksite, including in their vehicle, as this could create an opportunity for individuals to be harmed.

WORKPLACE VIOLENCE:

If a situation of violence is currently in progress, please call 911 immediately.

CCI is committed to provide a workplace that is as free from intimidation, threats of violence and acts of violence. CCI seeks to maintain a safe workplace by establishing preventative measures, by holding perpetrators of violence accountable, and by providing assistance and support to victims. Any form of violence as defined in *Violence in the Workplace* policy will be cause for disciplinary action, up to, and including, termination.

Violent acts, whether on-duty or off-duty, affect the ability of all employees to perform their jobs. CCI will apply all useful management tools to accomplish the dual purpose of reducing the effects of violence on victims, as well as enforcing consequences upon those who perpetrate violence. These purposes may be achieved through the use of available resources such as the Employee Assistance Program (EAP), law enforcement, and applicable personnel policies and procedures.

CCI prohibits acts of intimidation, as well as actual or threatened violence against co-workers, individuals, visitors, or any other persons who have contact with employees in the course of their duties. The following types of behaviors are examples of violations of this policy: acts of intimidation, threatening behavior, threats of or acts of violence which cause bodily harm or damage to property, bullying, domestic and/or family violence in the workplace, etc.

SECTION 5: DRUG-FREE WORKPLACE POLICY:

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Community Care, Inc. (CCI) is committed to the goal of maintaining a drug-free workplace. Achieving this goal is necessary to maintain the safety and quality of the work environment, the integrity of CCI, and the safety and health of our employees and individuals. Furthermore, our employees have the right to work with persons free from the effects of drugs. CCI is, therefore, committed to maintaining a safe and healthy workplace free from the influence of alcohol and other drugs.

While CCI has no intention of intruding into the private lives of its employees, CCI recognizes that an employee's (off the job as well as on-the-job) involvement with illegal drugs can have an impact on the workplace, on citizens, and on fellow employees. As a consequence, employees are expected to report to work sober and clean. Compliance with this requirement is considered to be an essential job qualification for all job assignments.

Consistent with CCI objections and concerns, and in compliance with Iowa Code 730.5, CCI has implemented pre-employment test procedures designed to discourage hiring individuals who use illegal drugs. Further, after hire, employees may be subject to testing for the use of alcohol or illegal drugs where there is Reasonable Suspicion. Although random drug testing of employees is not practiced at this time, should Community Care, Inc. implement these tests, they will be unannounced and ensure that every employee will have an equal chance of being selected each time.

As a condition of hire, all applicants, excluding contract employees, contractors and third parties, are required to sign the "Pre-employment Drug Testing Consent Form." Further, all current employees, including contract employees, contractors and third parties, as a condition of continued employment/business, are required to abide by this policy.

Discussed below is a restatement of CCI's general rules that will be enforced in maintaining a work environment that is free from the effects of substance abuse.

GENERAL RULES:

Applicants and employees should be aware of the following general rules concerning substance abuse.

1. The use, sale, possession, or distribution of alcohol or illegal drugs; being under the influence of alcohol or illegal drugs; on CCI premises, may be a dischargeable offense. Any alcohol or illegal drugs will be turned over to the President and CEO or designee, which may include the appropriate law enforcement agency and may result in criminal prosecution.
2. Employees having an alcohol concentration greater than .04 grams per two hundred ten liters of breath are in violation of this policy.

3. A conviction or plea of guilty, or otherwise accepting any form of legal reprimand of a drug or alcohol related matter, may result in immediate discharge. In addition, being arrested for any reason that might adversely impact the safe operation of company equipment or public safety may result in suspension without pay, or discharge.
4. Employees undergoing prescribed medical treatment with a legal drug that may impair job performance should report this treatment to CCI. The use of a legal drug as part of a prescribed medical treatment program is naturally not grounds for disciplinary actions, but it is important for CCI's Human Resources Department to know such use is occurring. Further, in appropriate cases, certain job restrictions may be necessary for the safety of the employee, the public, individuals receiving services and fellow employees. Failure to disclose such treatment, particularly where it may create a safety risk, may be grounds for disciplinary action, up to, and including, termination.
5. Using and possessing alcohol during the working day, prior to post-accident testing, or reporting to work under the influence of alcohol is also a violation of CCI's policy against substance abuse.
6. Refusing to be tested and/or refusing to stay in contact with Community Care, Inc. while awaiting results may result in immediate discharge.
7. Testing performed by a law enforcement officer may be utilized as a post-accident test (provided breath alcohol testing is conducted with an Evidential Breath Tester on the Conforming Products List and by law enforcement officer certified on that EBT).
8. This policy remains in effect for staff on the job at functions located away from the agency.
9. Applicants for employment at CCI will be subject to Drug Testing after being given a conditional offer of employment. In order to obtain employment at CCI, the applicant must pass the drug test.

EMPLOYEE TESTING POLICY:

For current employees, the procedures discussed below will be followed:

1. As discussed at the outset of this policy, drug and/or alcohol testing of current employees may be required where there is Reasonable Suspicion to believe that an employee is under the influence on the job. Drug testing of current employees may also be required to comply with laws requiring mandatory or spot drug testing for employees employed in positions covered by drug testing laws.

2. Where there is Reasonable Suspicion to believe that an employee is under the influence on the job, an employee will be given a written copy of the Drug Free Workplace Policy and required to submit to drug and/or alcohol testing as a condition of continued employment. An employee will be required to submit to the testing procedures at a time and place designated by CCI. (Note: Breath alcohol testing should be performed within 2 hours following an accident.)
3. The details of CCI's drug and alcohol testing policy are available from Human Resources on request or if you are asked to submit to testing.
4. CCI employees testing positive for drugs in violation of CCI's drug free workplace policy will face consequences outlined in the the drug free workplace policy, including termination.

Employees whose test results indicate a violation of the alcohol provisions of the drug free workplace policy may have an opportunity to address the issue by participating in the EAP services and following the recommendations of an alcohol or drug counseling program. Details are available by contacting Human Resources.

5. An employee whose test results violate CCI's drug free workplace policy may be subject to retesting if he or she returns to work.
6. Substance abuse treatment may be covered by CCI's health benefit plan. If an employee is not covered by the benefit plan, then there may be cost sharing available for treatment for first time offenders.
7. Details pertaining to CCI's policy regarding treatment and benefits plans are available by contacting Human Resources.

EMPLOYEE ASSISTANCE PROGRAM:

To assist employees in obtaining voluntary treatment for substance abuse or other personal issues, CCI offers an Employee Assistance Program (EAP) . The EAP may provide confidential assessment, short term counseling, and referrals as a benefit to employees whose problems may be interfering with their job performance or general well-being. The EAP covers up to five sessions per family member annually. Additional expenses are the responsibility of the employee either through medical insurance or other means. Expenses incurred through missed appointments will be the responsibility of the employee.

Employees with alcohol or other drug abuse problems may request the confidential assistance of the EAP. Employees may seek help without the approval, or even knowledge, of their supervisor. The EAP will refer the employee to the appropriate counseling and treatment service.

Confidentiality is assured. No information is shared within or outside CCI without the participant's prior written consent, or as otherwise required by law. EAP records are not included in the employee's personnel files.

Employees who voluntarily request CCI's assistance in dealing with alcohol or other drug abuse problems may do so without jeopardizing their continued employment. However, a voluntary request for EAP assistance will not prevent disciplinary action for violation of CCI's Drug-Free Workplace Policy. Employees who undergo voluntary counseling or treatment pursuant to an EAP referral, and who continue to work, must meet all established standards of conduct and job performance.

EMPLOYEE REPORTING REQUIREMENTS:

Employees must report to CCI's Human Resources department any arrest (on or off work time) under criminal drug statute, or that would be covered under the drug policy within 24 hours after the arrest. The information will be transmitted to the company's insurance carrier, as well as regulatory bodies, to determine needed action. Violation of this rule will be cause for disciplinary action.

Anyone who has reason to believe that the use of a legal drug (excluding alcohol) may present a safety risk to him/herself or others must report such drug use to their immediate supervisor to determine the job-related consequences. An individual may continue work, even though under the influence of a legal drug, if CCI has determined that he/she does not pose a threat to his/her own safety or the safety of others and that his/her job performance is not significantly affected by the legal drug. Otherwise, the individual may be required to take a leave of absence or comply with the appropriate action determined by CCI.

Consistent with the preventative/treatment feature of this policy, all employees are encouraged to report known or suspected violations of this policy to appropriate management officials. The reporting employee's anonymity in such circumstances will be protected.

CONTRACTOR EMPLOYEES, CONTRACTORS, AND THIRD PARTIES:

CCI's Drug-Free Workplace Policy, unless where otherwise indicated, applies not only to its own employees but equally to all contractor employees, contractors and outsiders. Anyone found on CCI premises who violates these rules will not be allowed on CCI premises and will be turned over to the appropriate law enforcement agency.

DRUG-FREE AWARENESS PROGRAM:

CCI has established a drug-free awareness program to inform employees about (a) the dangers of alcohol or other drug use in the workplace; (b) CCI's policy of maintaining a drug-free workplace; (c) the availability of alcohol or other drug counseling,

rehabilitation, and employee assistance programs; and (d) sanctions that may be imposed upon employees for violations of CCI's Drug-Free Workplace Policy. CCI will use its Drug-Free Awareness Program in an ongoing educational effort to prevent and eliminate drug use that may affect the workplace.

SUPERVISORY TRAINING:

Management officials and supervisory personnel will be trained on the following issues:

- (1) identifying and documenting job performance and on-the-job behavior that may reflect the effects of alcohol or other drugs;
- (2) procedure for referring employees who might be suffering from personal problems that could signal possible alcohol or other drug problems;
- (3) constructive confrontation techniques;
- (4) CCI policies and procedures related to handling employees who appear to be subject to the effects of alcohol or drugs;
- (5) benefit programs and alternatives available [including EAP];
- (6) drug testing policy, rules, procedures, and safeguards.

NO ALTERATION OF AT-WILL EMPLOYMENT:

Neither the adoption nor implementation of this policy shall be construed as creating a contractual obligation or modifying the at-will employment relationship between CCI and its employees. CCI also reserves the right to modify or rescind this policy in whole, or in part, at any time with, or without, notice.

SECTION 6: PAYROLL INFORMATION:

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OFF DUTY HOURS:

When a supervisor contacts a non-exempt employee during their off duty hours to cover a shift due to an employee absence, emergency or other unplanned schedule change, the non-exempt employee covering the open shift during a period when he/she would normally be off duty will receive additional compensation at the discretion of the program director. If those hours result in overtime, overtime will be calculated based on the enhanced hourly wage.

BREAKS:

For non-exempt staff members, up to two (2) paid breaks per eight (8) hour shift are authorized for a total maximum duration of thirty (30) minutes. One fifteen (15) minute paid break is authorized for each shift of at least four (4) hours, but less than eight (8) hours. Staff members providing direct coverage for each other must maintain staff coverage of individuals during breaks. Staff providing direct coverage for individuals must ensure the safety of the individuals while taking a break. Staff members are not permitted to drink or snack in individual's living units, or individual program and treatment sites, unless it is part of an individual-training program, or unless prior arrangements have been made.

MEALS:

Thirty-minute meal breaks are provided for all non-exempt staff members (6 to 10 hours = one meal break, more than 10 hours = 2 meal breaks). If a staff member is completely freed of all work duties and responsibilities, they are not paid for this meal break. In this event, they must punch in and out on the time clock (or document the break on a timesheet). If a staff member is not free of all job duties while eating their meal, they will be paid.

Meals are available from our Food Service Department in some locations. The vending machines and canteen are available in certain locations for staff members.

DRIVE TIME:

Community based employees will be paid for time spent driving between sites when one shift immediately follows the preceding shift.

In a situation where the time between shifts is not immediately following the preceding shift, the supervisor must receive the approval of the director of the program to pay drive time to the employee.

When non-exempt employees must drive from their home base county to another county for meetings or trainings, they will be paid for their drive time. (Example: an employee drives from Davenport to DeWitt for training).

NO SHOW FOR SERVICES:

Any staff traveling to a home to provide scheduled services, when the individual is not present to receive services, will receive one hour of pay.

NON-EXEMPT STAFF MEMBERS:

In compliance with the Federal Wage & Hour Law, non-exempt staff members who work in excess of forty (40) hours per week will receive premium pay at one and one-half (1½) times their hourly rate (1½ times will be paid for hours worked, i.e. not including sick, funeral, PTO, etc., hours used in that same week). Community Care, Inc.'s forty (40) hour period runs from 12:01 a.m. Sunday to midnight Saturday, seven (7) days later. The director of the program, or designee, must approve any change from the scheduled work times.

EXEMPT STAFF MEMBERS:

Salaried staff members are considered “exempt employees” by virtue of their professional/administrative/executive positions with this agency. Such staff members may have duties that involve highly specialized or technical duties, executive duties, professional duties, administrative duties, or influence to hire, train, evaluate, discipline, or terminate designated staff members. Exempt staff members are paid an annual salary in 26 equal payments concurrent with agency bi-weekly pay periods. Full time exempt staff members are not required to use a time card. Exempt employees work according to the needs dictated by their position and do not accrue premium pay. Exempt staff members are eligible for all other benefits described elsewhere in this handbook. Exempt employees must complete Absence Forms signed by the direct supervisor, and submitted to the payroll department, for paid time off.

DEFINITIONS:

Full-Time Staff Member

Full-time staff members are those who are normally scheduled for work a minimum of seventy-two (72) hours during the fourteen (14) day pay period for a full calendar quarter (three months).

Part-time Staff Member

Part-time staff members are those who are normally scheduled to work fewer than seventy-two (72) hours during the fourteen (14) day pay period for a full calendar quarter. Part-time hours may exceed 72 hours in a pay period for a limited period of

time (due to seasonal programs, temporary vacancies, or other temporary circumstances). Part-time status shall not be affected by these temporary or limited circumstances until the director of the program determines the change is permanent.

Casual Staff Member

Casual status means that the staff person has no regularly scheduled hours, and no guaranteed hours. If a staff person switches over to casual status:

- They earn no benefits of any kind – no PTO is accrued, no insurance benefits, etc.
- All PTO that has been banked to that point is paid out to the employee.
- It is the employee's responsibility to periodically check in with their supervisor to pick up hours of working time.

If the employee has gone to casual status, and has not worked any shift for over 365 days, the agency will assume that the employee has resigned from their position. It is the employee's responsibility to maintain active status. The program director has discretion in setting the minimum number of hours that casual status employees must work each month, depending on their department's needs, in order to remain on casual status.

Temporary Staff Member

Temporary staff members are those who are employed by Community Care, Inc. on a short-term basis. Temporary staff members are not entitled to benefits such as PTO, health, life, and disability insurance.

STATUS CHANGES:

Part-Time to Full-Time

When a part-time staff member is selected for a full-time position, a 90 calendar day benefits waiting period applies. Employees who change status from part-time to full-time will begin accruing PTO at the full-time accrual rate on the effective date of the status change.

Full-Time to Full-Time

Should a full-time staff member be selected for another full-time position, a 180-calendar day orientation period applies. If the employee has already qualified for benefits, he or she will continue to receive benefits during the 180-day orientation period of the new position.

SECTION 7: BENEFITS:

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Community Care, Inc. has developed a comprehensive group of employee benefits. Please refer to the handout titled “Community Care, Inc. – Benefits at a Glance” for a brief summary of current offerings and eligibility rules. Benefits are subject to change.

The following benefits are covered in detail in the Summary Plan Description for each benefit:

- **HEALTH, DENTAL, AND VISION INSURANCE**
- **FLEXIBLE SPENDING PLAN**
- **BASIC LIFE INSURANCE & AD&D**
- **VOLUNTARY LIFE INSURANCE & AD&D**
- **SHORT-TERM DISABILITY**
- **LONG-TERM DISABILITY**
- **403(B) RETIREMENT PLAN**
- **LIMITED BENEFIT HEALTH PLAN (for part-time employees)**

NEW STAFF RECRUITMENT:

All staff members (full or part-time) will earn \$100 for the recruitment of a new staff member who begins and completes a 180-day employment at Community Care, Inc. The new staff member will receive \$300 as a sign-on bonus after the completion of the 180-day orientation period. These bonuses will be given with the payroll following the date of completed orientation. Mitigating circumstances may lead to retraction of the bonus option at the discretion of the director of the program or President and CEO. New staff members are eligible to receive the sign-on bonus only for the first employment with Community Care, Inc. Directors are not eligible for the sign-on or recruitment bonus.

HEALTH PROGRAMS

Health examinations and Tuberculosis (TB) tests for all staff members must be completed no more than 30 days prior to actual employment. The tests must be sufficient to show there is no evidence of communicable disease. Employees who fail to have their TB test read in the appropriate time frame will be required to have the test redone at their expense.

Regulations also require that existing employees receive updated physicals. Human Resources will notify you when it is time to update your physical. You then have thirty (30) days to receive that physical. Failure to complete this updated physical exam will result in suspension of employment.

When possible, an annual flu vaccination will be made available at a nominal cost to each staff member. A series of three (3) Hepatitis B vaccinations also is available at no cost to each staff member. If an employee fails to have the second vaccine of the

series in a timely manner, the employee will be responsible for the cost of the first vaccine. Staff members are reminded to use UNIVERSAL PRECAUTIONS to minimize opportunities for transmission of infections and disease.

EMPLOYEE ASSISTANCE PROGRAM (EAP):

An Employee Assistance Program (EAP) is available to full-time and part-time employees, following 90 days of employment. The EAP is intended to help employees deal with personal problems that might adversely impact their work performance, health, and well-being. Assessment, short-term counseling and referral services are provided for employees and their immediate family members at no cost. A list of approved providers is available in the Human Resources department.

TUITION REIMBURSEMENT PROGRAM:

Our tuition reimbursement program is available for full-time & part-time staff members. Under this program employees may be eligible for up to \$1,500 annually (\$750 per semester up to two times per year). The benefit provides reimbursement for the cost of tuition and books for post high school education programs.

The President and CEO of CCI administers this program using his discretion and the following criteria:

(1) the employee may be required to have at least 18 months of either full-time or part-time continuous service to the agency; (2) the employee must plan to continue service to the agency while attending school and completing the educational program; (3) the employee must enroll in an educational program that coincides with agency needs; and (4) the employee must have a clear commitment to serve individuals with disabilities.

Applicants must submit a Tuition Reimbursement Form to the Human Resources department at least fifteen (15) days prior to any registration deadlines. The written request must outline educational plans, expected tuition expenses (included in the request should be an indication of grants or other funding sources); length of educational program, need for any special work schedule or reasonable modifications, and successful satisfaction of criteria listed above.

Reimbursement for tuition under this program will be made upon the completion of the course work and submission of transcripts. A passing grade must be maintained to receive reimbursement.

After a tuition reimbursement request is approved, a new request must be submitted each semester to the Human Resources department. The agency will not provide tuition assistance for repeated courses. The HR department will attempt to notify staff members of the decision within fifteen (15) days of submission. Award of tuition funds is a discretionary organizational development program that may be modified, approved,

or disapproved by the President and CEO on an annual basis and is subject to availability of reserve funds.

If an employee is awarded tuition funds and their employment is severed, the tuition funds must be reimbursed to Community Care, Inc. at the following rate:

Leaving employment within three months after receipt of funds, reimburse Community Care, Inc. 75%;

Leaving employment within six months after receipt of funds, reimburse Community Care, Inc. 50%;

Leaving employment within nine months after receipt of funds, reimburse Community Care, Inc. 30%.

STAFF DEVELOPMENT:

The agency provides both on and off premises staff development events. Staff members are responsible for their personal and professional development and may be required to attend scheduled training events, which provide them with further information, skill development, and encouragement applicable to their position with Community Care, Inc.

Non-exempt employees may be eligible for pay to attend offsite training. Employees seeking approval for special training conducted should submit a written request at least ten (10) days prior to the event.

In addition Community Care, Inc. provides staff development training in accordance with each program's licensure.

If an employee is awarded staff development funds and their employment is severed, the funds must be reimbursed to Community Care, Inc. according to the same schedule as for tuition reimbursement (see previous section).

MILEAGE REIMBURSEMENT:

Employees are reimbursed for mileage at a pre-determined rate for approved work related driving between work sites. Employees must document their mileage on the timesheet or mileage sheet and submit weekly with their timecard and documentation. For further information concerning mileage reimbursement, refer to the Mileage Reimbursement Policy on page A-10 in the Agency Policy Book.

EXPENSE REIMBURSEMENT:

Staff out of town for staff training and development or assisting individuals, may receive up to \$6.00 for breakfast, \$9.00 for lunch, and \$15.00 for dinner. If reimbursement for amounts larger than the listed amounts are requested, receipts will be required and need to be approved by the President and CEO.

WORKER'S COMPENSATION COVERAGE:

All staff members are covered under worker's compensation insurance. Staff members are expected to report any injury incurred on-the-job **IMMEDIATELY** to their supervisor and complete the necessary report within 24 hours of the incident. If medical treatment is needed or desired, staff members are required to see a physician on the agency's list of approved worker's compensation doctors following any worker's compensation related injury. If the agency physician is unavailable, the agency may designate an alternative treating physician. In the event the treating physician certifies that an injured staff member is unable to work, then benefits may be available. If you are injured and have questions, please seek the guidance of Human Resources.

SECTION 8: EMPLOYEE TIME OFF FROM WORK, FAMILY MEDICAL LEAVE ACT (FMLA) and PERSONAL LEAVE OF ABSENCE (PLOA):

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PAID TIME OFF: Community Care, Inc. has a paid time off program that pays eligible employees their base rate of pay for approved time off. Paid Time Off (PTO) provides a generous and flexible PTO system that gives Community Care, Inc. employees the ability to manage work and their personal life in a way that benefits the employees and individuals served by Community Care.

PTO can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice. If an employee is taking PTO for the purpose of an illness, a doctor's excuse may be required after the second day.

PTO pay allocations range from one (1) hour to twelve (12) hours per day. PTO request hours can only be used for hours the employee is scheduled to work.

ELIGIBILITY: All regular full-time and regular part-time employees are eligible to bank PTO on their first day worked, and are eligible to use PTO after ninety (90) days of continuous employment. After the initial 90-day employment, all hours banked will be eligible to be used as PTO.

PTO PAYOUT OPTION: The employee may elect a PTO payout by completing a "PTO Payout Option" form during the first week of April and September of each year. The PTO Payout Option form will be turned into the President and CEO, or designee, for approval before payment is made with the last paycheck in April and September.

In order to qualify for PTO payout, 1) the employee must have used 40 consecutive hours within the past 12 months and since the last cash in; 2) after the payout, the staff member must have 100 hours remaining in their PTO bank; 3) a maximum of 40 hours will be granted for each payout option. Offering a PTO payout option will be at the discretion of the President and CEO based on prevailing economic conditions.

PTO ACCRUAL: Employees shall accrue PTO on all hours worked, up to 80 hours in a pay period. During the orientation period, PTO will accrue. PTO will be earned and granted in accordance with personnel policies and PTO usage policies. For example, employees paid 80 work hours per pay period will accrue PTO based on the following schedule:

First thru Fourth year: $2080 \times .0769 = 160$ Hours (20 days)

Fifth thru Ninth year: $2080 \times .0962 = 200$ Hours (25 days)

Tenth thru Fourteenth year: $2080 \times .1154 = 240$ Hours (30 days)

Fifteenth thru Nineteenth year: $2080 \times .1192 = 248$ Hours (31 days)

Twentieth thru Twenty-fourth year – $2080 \times .1230 = 256$ Hours (32 days)
 Twenty-fifth thru Twenty-ninth year: $2080 \times .1268 = 264$ Hours (33 days)
 Thirtieth thru thirty-fourth year: $2080 \times .1306 = 272$ Hours (34 days)
 Thirty-fifth year and above: $2080 \times .1344 = 280$ Hours (35 Days)

Part-time employees are eligible to earn PTO at a specific rate of .0447 per hour worked. Employees classified as temporary and casual do not accrue PTO.

PTO MAXIMUM: Each pay period an employee's PTO bank will be increased to reflect the PTO accrual from the previous pay period. Accrual of PTO is not to exceed a total of 300 hours of earned PTO time. Those reaching the maximum will be notified by the Human Resources Department prior to reaching the maximum of 300 hours.

PTO USAGE: PTO, except for illness or emergency, must be requested in advance according to personnel policies. Requests must be in writing and must be approved in accordance with personnel policies.

NON-HOLIDAY/NON-PEAK TIMES: PTO requests of one (1) day must be made at least seven (7) days in advance of the starting date. PTO requests of two (2) to four (4) days must be made at least two (2) weeks in advance of the starting date. PTO requests of five (5) or more days must have 30-day notice.

HOLIDAY/PEAK VACATION TIME: Full-time employees will automatically be paid eight hours for each of the eight Holidays. Hourly employees working the holiday will be paid time and a half per Department of Labor regulations. Eight hours of the PTO accrual is in recognition of Martin Luther King, Jr.'s birthday as a floating holiday.

Holidays: The holidays recognized by Community Care, Inc. are: New Year's Day, Martin Luther King Jr.'s Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve Day, and Christmas Day.

Holiday Requesting Off	Request in By
New Year's Day	October 1
Martin Luther King, Jr. Birthday	Floating Holiday
Memorial Day	February 1
Independence Day	April 1
Labor Day	June 1
Thanksgiving Day	August 1
Day after Thanksgiving	August 1
Christmas Eve Day	October 1
Christmas Day	October 1
Summer Vacation (June, July, & August)	April 1

Due to the amount of time requested off for summer vacations and the holidays observed by the agency, Community Care, Inc. has defined peak time as the summer months of June, July, and August and holiday time as the nine holidays that Community Care, Inc. observes. Hourly employees submitting PTO requests for time off of five (5) or more days during the peak summer vacation times and/or the three (3) calendar days before, on, or after a holiday observed by Community Care, Inc. must submit the request in accordance with the guidelines listed above. This is to allow adequate time for the supervisor to coordinate schedules to find replacements and fulfill staffing needs. However, this process does not imply that all requests will be granted. Please refer to the approval/denial section of this policy for further guidelines.

PTO APPROVAL/DENIAL: Community Care, Inc. has the responsibility to maintain an effective staffing level to provide its expected services. Each supervisor has the responsibility for his or her respective area. The supervisor, therefore, has the authority to limit the approval of requests for PTO as necessary to fulfill their responsibility. The following guidelines must be met to ensure approval of time off:

- Proper advance notice as defined above.
- Eligible to take time off and have a PTO bank available.
- Ensure consistent staffing for individuals in facility and individual homes.
- If the request is for a holiday observed by Community Care, Inc., requests for staff working the same holiday the previous year will be considered first.
- When all factors are equal, preference may be given based on seniority.

WEEKEND ROTATIONS: Any staff working the every other weekend rotation may utilize PTO for five (5) weekend days per calendar year for their first through their fourth year. Staff working their fifth year through their ninth year may utilize seven (7) weekend days per calendar year and staff working their tenth year and above may utilize PTO for nine (9) weekend days per calendar year.

SWITCHING: Staff who wish to bank their PTO, are unable to use their PTO yet due to not being employed for ninety (90) days or because their PTO has been denied may choose to do a switch. Staff requesting to do a switch must follow the guidelines listed below.

- Like for like coverage (e.g., if the person you are switching with is a certified med manager, you must also be a certified med manager).
- A Switch Sheet must be completed and authorized properly (the form must be completed and approved by the supervisor/scheduler before any switching will be allowed.)
- The switch should be made within the same pool of facility/home staff if at all possible.

- The switch must be within the same workweek - Sunday through Saturday.
- A switch cannot run either employee into overtime.
- Any weekend shift switches must be made for a weekend shift only (i.e. a Saturday for a Sunday or a Sunday for a Saturday within the same workweek).
- A switch may not cause staff to work more than two (2) consecutive shifts without a minimum of eight (8) hours off between shifts.

CONSECUTIVE DAY REQUIREMENT: All full-time employees will be responsible for taking a minimum of five (5) consecutive workdays off from their regular schedule each year. All employees working within the accounting department will be responsible to take a minimum of one (1) full calendar week off each year for internal control purposes.

ADVANCES ON PTO: An employee may be paid only for earned PTO. Requests for advances on unearned PTO will not be allowed.

UNEXCUSED ABSENCES: PTO benefits shall be paid for unexcused absences. Unexcused absences are defined as those times when staff does not give proper notice prior to their shift starting.

SUSPENSION: An employee suspended without pay for disciplinary reasons will not be allowed to use PTO for that same period of time.

WORK-RELATED ILLNESS/INJURY: Employees unable to work due to illness or accident determined to be work-related may request to use PTO for all scheduled work hours until Worker's Compensation Insurance applies.

ILLNESS/SICK LEAVE: If requested by their supervisor or designee, an employee is responsible for obtaining a return to work permit from his/her attending physician for illness that causes the employee to miss a regular scheduled workday. All employees who are absent from duty two consecutive scheduled workdays may be asked to present a signed certificate from their physician stating that they are able to return to work. It is also the responsibility of the employee to advise the immediate supervisor, or designee, of the illness and to keep the supervisor, or designee, advised of the progress toward returning to work. Employees must speak to the supervisor, or designee; the employee may not leave a voice mail or text message.

BEREAVEMENT LEAVE: In the event of a death in an employee's immediate family, including the employee's spouse, mother, father, brother, sister, mother-in-law, father-in-law, brother-in-law, sister-in-law, children, stepchildren, daughter-in-law, son-in-law, grandchildren, grandparents, and grandparents-in-law, the employee may take up to three (3) days off with pay if PTO is available, or without pay if he or she is not eligible for PTO. These days may be taken without the employee receiving any attendance points. Funeral leave for other family members will be left to the discretion of the director or designee. No attendance point will be assessed for bereavement leave.

MILITARY TRAINING: Employees who are Reservists or National Guard members may elect to utilize their PTO while on military training leave.

FAMILY MEDICAL LEAVE ACT (FMLA):

BASIC LEAVE ENTITLEMENT:

Community Care, Inc. will provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

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

MILITARY FAMILY LEAVE ENTITLEMENTS:

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

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

BENEFITS AND PROTECTIONS:

During FMLA leave, Community Care, Inc. will maintain the employee's health coverage under the group health plan on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits and other employment terms.

Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave. The employee will not be entitled to earn PTO during the period of leave. However, FMLA leave will be treated as continued service for the purpose of the agency's retirement plan.

In the event that an employee fails to return from leave consistent with the terms of this policy, the employee will be responsible for the premiums paid by the employer to maintain coverage unless (1) the employee's failure to return to work stems from the continuation, recurrence, or onset of a serious health condition of the employee or a family member; or (2) the failure to return stems from circumstances beyond the control of the employee.

ELIGIBILITY REQUIREMENTS:

Employees are eligible if they have worked for Community Care, Inc. for at least one year, and have worked at least 1,250 hours over the previous 12 months.

DEFINITION OF SERIOUS HEALTH CONDITION:

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

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

USE OF LEAVE:

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Community Care, Inc's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

PTO, SHORT-TERM DISABILITY AND WORKER'S COMPENSATION:

Community Care, Inc. requires employees to use PTO, if available, concurrent with FMLA. FMLA leave time also runs concurrent with short-term disability and worker's compensation or any qualifying event.

EMPLOYEE RESPONSIBILITIES:

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with Community Care, Inc.'s normal call-in procedures.

Employees must provide sufficient information for Community Care, Inc. to determine if the leave may qualify for FMLA protection, and the anticipated timing and duration of the leave. The Human Resources Department has forms which may be used by your medical provider to certify your need and eligibility for leave.

Employees are responsible for paying their portion of benefit premiums on a monthly basis while on FMLA leave.

When possible, two weeks' notification prior to returning to work will be required for the purpose of necessary adjustments to be made within the agency. Failure to return to work upon expiration of the leave could result in disciplinary action, up to, and including, termination.

If the leave was for an employee's own medical condition, a doctor's release will be required to allow the employee to return to work following the leave.

DEPARTMENT OF LABOR (DOL) WEB SITE:

The Department of Labor website, www.dol.gov, has further information about the Family & Medical Leave Act.

PERSONAL LEAVE OF ABSENCE:

An unpaid leave of absence may be granted to a staff member for a period of up to thirty (30) days, for a staff member who requires the time off for verifiable personal reasons or non-work related injuries not covered under the Family Medical Leave Act. The leave of absence must be requested on a "Personal Leave of Absence Request" form and submitted to the Human Resources at least ten (10) days in advance if possible. Approval rests with the discretion of the President and CEO.

Employees on a Personal Leave of Absence are responsible for payment of employee premiums, if these premiums are not being collected by payroll deduction during that time.

A staff member requesting a leave of absence for a non-work related injury must meet the job requirements of their specific job and obtain a release from a doctor in order to return to work. If the leave was for an employee's own medical condition, a doctor's release will be required to allow the employee to return to work following the leave.

Failure to return to work upon expiration of the personal leave of absence is considered voluntary termination of employment.

SECTION 9. USE OF COMPANY EQUIPMENT AND ELECTRONICS:

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Internet access and e-mail programs available on an employee's computer are solely for the purpose of conducting CCI business. Some job responsibilities at CCI require access to the Internet and the use of software in addition to the Microsoft Office suite of products. Only people appropriately authorized, for CCI purposes, may use the Internet or access additional software.

SOFTWARE ACCESS

Software needed, in addition to the Microsoft Office suite of products, must be authorized by your supervisor and downloaded by the IT department. If you need access to software not currently on the CCI network, talk with your supervisor and consult with the IT department.

INTERNET USAGE

Internet use, on CCI time, is authorized to conduct CCI business only. Internet use brings the possibility of breaches to the security of confidential CCI information. Internet use also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorized people, outside CCI, potential access to CCI passwords and other confidential information. Removing such programs from the CCI network requires IT staff to invest time and attention that is better devoted to progress. For this reason, and to assure the use of work time appropriately, we ask staff members to limit Internet use.

Additionally, under no circumstances, may CCI computers or other electronic equipment, be used to obtain, view, or access Internet sites that are not required as part of an employee's job duties. Employees are not to access non-business-related Internet sites, such as Face book, Twitter, My space, 2nd party email accounts and chat programs, such as Yahoo, Hotmail, and MS Messenger, or any other sites that are not directly related to their job related duties. Doing so can lead to disciplinary action, up to, and including, termination of employment.

EMAIL USAGE AT CCI

Email is only to be used for CCI business purposes. CCI confidential information must not be shared outside of CCI, without authorization, at any time. Employees should not conduct personal business using the CCI computer or email. Please keep this in mind as you consider forwarding non-business emails to associates, family or friends. Non-business related emails waste company time and attention.

Viewing pornography, or sending pornographic jokes or stories via email, is considered sexual harassment and will be addressed according to our sexual harassment policy. Any emails that discriminate against employees by virtue of any protected classification including race, gender, sexual orientation, nationality, religion, or other protected class,

will be dealt with according to the harassment policy. Sending or forwarding non-business related emails may result in disciplinary action, up to, and including, termination.

CCI owns any communication sent via company e-mail accounts, or that is stored on company equipment. Management and other authorized staff have the right to access any material in company email, or on a company computer, at any time. Staff should not consider their electronic communication, storage or access to be private if it is created, or stored, at work.

CELLULAR (CELL) PHONE USAGE

Cell phone equipment assigned to an employee is solely for the purpose of conducting CCI business, and usage may be monitored.

New CCI employees that require the use of a cellular phone will be issued a cellular phone, auto charger, and AC wall adapter charger. It will be the employee's responsibility that these devices are properly cared for.

1. Texting with CCI owned cellular phones is strictly prohibited.
2. Talking on CCI owned cellular phones while driving is up to employee discretion.
3. Employees who have a company phone, and who are leaving CCI, are responsible for the return of the cellular phone, auto charger, and AC wall adapter, even if these devices are not in working order. Failure to return any device will result in the employee being financially responsible for the replacement of the device. Costs of cell phones will be determined by the cost of replacement. All wall and auto charging devices will be billed at \$15 a piece.

PERSONAL CELL PHONE USAGE:

Texting, talking, photo sharing, gaming or emailing on personal cellular phones for personal purposes while working with CCI individuals is strictly prohibited and could result in termination.

SECTION 10: PERFORMANCE EXPECTATIONS AND EVALUATION:

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PERFORMANCE EVALUATIONS:

The first 180 days of employment are considered an orientation period. During this time, employees will have a chance to determine their satisfaction with the agency and their job. At the same time, their supervisors will evaluate their work and attitude to determine if they are in the right job and able to meet the job requirements. In appropriate circumstances, the orientation period may be shortened or extended at the sole discretion of agency management.

All staff members will receive a written performance evaluation at the completion of their 180-day orientation period. If a merit increase is granted to the employee it will become effective the first full pay period after the evaluation. Each employee will be evaluated annually thereafter on his/her anniversary hire date. Pay increases will be effective the first pay period after the anniversary hire date. The written performance evaluation is completed by each staff member's most immediate supervisor and endorsed by the director of the program, and the President and CEO, or his/her designee. At the conclusion of the evaluation interview, the staff member will receive one completed and signed copy, and one completed and signed copy will become part of the staff member's personnel record.

EMPLOYEE STANDARDS OF CONDUCT:

All agency employees are expected to meet acceptable performance standards and otherwise conduct themselves in an appropriate manner

The rules discussed below are published for employees' information and to guide their conduct on a day-to-day basis. The list is not meant to be all-inclusive, and various other circumstances may arise requiring the discipline and/or immediate termination of an employee. The agency recognizes that each problem that may arise in the workplace will present a unique set of circumstances. The unique situations will be addressed based on their individual facts and the context of relevant surrounding circumstances. **For these reasons, the rules described below are not intended to form any contract between the agency and its employees as to the procedures to be followed concerning any rule violation.**

Employees should be aware that committing the following actions, or participating in any of the activities listed below may result in disciplinary action, up to, and including, termination of employment.

1. Insubordination and/or disregarding working directions and instructions received from a supervisor or refusing to comply with the same.

2. Willful violation of agency or government rules and regulations.
3. Dishonesty of any kind in relation to the agency, such as theft or pilferage of agency property, the property of other employees, or property of others entrusted to the agency, as well as any action constituting a criminal offense, whether committed on duty or off duty. (**Note:** Employees will also be subject to prosecution to the fullest extent of the law.)
4. Unsatisfactory work performance or otherwise failing to perform work up to the standards expected of agency employees.
5. Excessive or unexcused absenteeism or tardiness.
6. Misrepresentation of facts or falsification of records, including but not limited to, personnel records, reasons for requesting a leave of absence or time off, and information in connection with the obtaining of employee benefits or misuse of such benefits.
7. Failure to return to work upon expiration of authorized leave, unless valid excuse is given or leave is extended.
8. Failure, or refusal, to perform work as required or directed.
9. Loafing, sleeping on the job, or intentional restriction of output.
10. Engaging in any acts of violence, fighting, threats of violence, or otherwise engaging in disorderly conduct, horseplay, intimidating conduct, or otherwise interfering with another employee's work activities.
11. Bringing liquor, drugs, or any controlled substances onto agency premises; entering the premises under the influence thereof; or consuming liquor or using drugs or any controlled substances while "on the job" (including lunch and work breaks) regardless of location. Under no circumstances can alcohol be brought to events where services are being provided, whether employees are on duty or off duty. Exception will be made when alcoholic beverages are being provided for agency special events. (**Note:** Employees required to use prescription drugs that might affect work performance shall notify management of this situation for their own and other employees' protection.)
12. Sexual, verbal, physical, or visual forms of harassment directed at any person associated with the agency, or discriminatory treatment of employees or applicants, where such discrimination or harassment is based on race, color, religion, national origin, sexual orientation, sex, age, disability, or any other protected status. This prohibition also covers any form of sexual harassment, including unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature.

13. Soliciting or collecting contributions for any purpose during working time, except when authorized by the President and CEO or his designee.
14. Distributing written or printed matter of any description in any work area at any time, except when authorized by the President and CEO or his designee.
15. Gambling on agency time or premises.
16. The use of agency time, materials, facilities, or equipment for purposes not related to agency business. The President and CEO must approve any exceptions.
17. Engaging in any commercial activity, including outside employment, that conflicts with or gives the appearance of conflicting with the interests of the agency, without first having obtained the written consent to such activity by the President and CEO of the agency.
18. Violation of any safety rule or engagement in any act that might endanger the safety of others.
19. Misrepresentations at the time of hire or false statements on employment application.
20. Failure to report any injury, and/or damage to any equipment, facility, or person.
21. Knowingly permitting unauthorized persons to be in the agency facilities or on agency property.
22. Intentionally damaging or defacing agency property, employee property, or the property entrusted to the agency, including but not limited to marking, writing, or drawing on said property; or defacing bulletin boards or notices posted thereon.
23. Engaging in bartering, buying, or selling of services or property to or from Community Care, Inc. individuals.
24. Violation of the confidentiality policy.
25. Violation of the dependent adult or child abuse policy.
26. Failure to show up for a scheduled shift without notifying your supervisor or designee is considered a no call-no show. Notification of your supervisor must be made by telephone or in person; a message on voice mail, or a text message is not considered notification. Three no call-no shows constitute self-termination from employment.

27. The use of personal cell phones for personal purposes during work hours is allowed only during breaks. "Use of personal cell phones" includes phone conversations, texting, and Internet surfing.
28. Engaging in a "dating," sexual, or otherwise intimate relationship with one of the individuals served by CCI.
29. Job abandonment (walking off the job).

This list is not meant to be all inclusive.

SECTION 11: SEPARATION FROM EMPLOYMENT: [\(Return to Index\)](#)

If an employee quits or is terminated, there is a mandatory 30-day waiting period from the date of separation before they would be considered for re-employment.

GENERAL INFORMATION:

Conditions may arise that require the termination of an employee. This section describes Community Care, Inc.'s general philosophy concerning separation decisions. **This section is not intended to form a contract between Community Care, Inc. and its employees.** The agency recognizes that each termination situation presents a unique set of circumstances. Fairness and common sense dictate that these unique circumstances be reviewed and decided on their individual facts in the context of surrounding circumstances. To be considered an employee in good standing, all exempt staff are required to give a 30-day notice before terminating employment at Community Care, Inc. and all hourly staff are required to give a 14-day notice.

INTERVENTION AND/OR DISCIPLINARY ACTION:

All personnel are required to meet acceptable performance standards and comply with agency policies at all times. While intervention or formal disciplinary action is seldom required, such action may be appropriate in various circumstances.

Employees terminated as a result of poor performance normally will receive some counseling or warning of their performance deficiencies prior to termination. **Community Care, Inc., however, reserves the right to terminate an employee at any time when, in the opinion of agency management, a termination is in Community Care, Inc.'s best interests.**

Disciplinary action may include any of the following:

1. Verbal warning with written clarification of expectations to be placed in personnel records. A clarification document will show what is expected of the staff member in order to correct the problem or meet job performance standards, expectations, and may include a timeframe for doing so. A description of future consequences, if the problem is not corrected, will also be included.
2. A written warning placed on file, with consequences determined by the director.
3. A suspension without pay and/or,
4. Termination of employment from the agency.

Any employee who disagrees with any corrective disciplinary action or separation decision may utilize the "Employee's Grievance Procedure" set forth in Section 2 of this handbook.

STAFF REDUCTION:

At times it may become necessary for the agency to reduce its workforce through layoff of staff members. When a layoff becomes necessary, consideration will be given to qualifications and individual needs. A staff member on layoff has the option of continuing group insurance coverage in compliance with federal standards (COBRA) by payments being made to the CCI health plan as directed in the COBRA agreement. All earned PTO will be paid in full at time of layoff.

SEPARATION:

In the event that a staff member severs employment with the agency either on his/her own accord or is discharged, he/she will be paid for any unused PTO accrued as of the separation date (when separation occurs before the 90th day of employment, any PTO accrued is forfeited). For separation purposes, the actual day the staff member last worked will be considered the separation date, and paid PTO at the time of separation will not count toward days worked.

When a staff member plans to leave the agency due to retirement, he/she is urged to visit the agency Human Resources office at least thirty (30) days prior to retirement to complete the necessary paperwork so that retirement income benefits can begin at the planned time.

Staff members leaving the agency for other employment are urged to contact their tax advisor regarding their retirement savings TSA (tax-sheltered annuity).

EXIT INTERVIEWS:

Employees will be asked to complete an Exit Interview form following their separation.

CODE OF ETHICS FOR COMMUNITY CARE, INC. EMPLOYEES

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Preamble

This code is intended to serve as a guide to the everyday conduct of Community Care Inc.'s employees. It represents standards of ethical behavior in professional relationships with individuals receiving Community Care Inc.'s services, colleagues, employers and employees, relationships with other individuals and professionals, with the community, and society as a whole.

Purpose of the Code of Ethics

This Code is based on the values of the profession: these include respecting the worth, dignity and uniqueness of all individuals we serve as well as their rights, opportunities and obligations within a safe and caring environment. It honors the needs for Community Care, Inc. employees to keep the individual's wants and needs primary in service delivery, to advocate for individual rights and interests, and to oppose stigma in services, and in the community.

Community Care, Inc.'s employees are expected to take into consideration the principles in this code that have a bearing upon any situation in which professional intervention and ethical judgment are required.

This code offers general principles to guide conduct in situations that have ethical implications. It provides for a basis for making judgments about actions taken.

Employee Conduct: CCI employees conduct themselves with professionalism, and ethical responsibility, during the course of business for CCI.

- A. CCI employees maintain high standards of conduct within their position held at Community Care, Inc.
 - a. The conduct of CCI employees outside of work is a personal matter except when such conduct compromises the fulfillment of professional responsibilities.
 - b. CCI employees are knowledgeable of, and act in accordance with the policies and procedures of Community Care, Inc.
 - c. CCI employees distinguish clearly between statements made, and actions taken, as private individuals, and as representatives of Community Care, Inc.
- B. CCI employees strive to be proficient in their work and in the performance of service delivery.
- C. CCI employees' primary obligation is to assist individuals we serve to meet their needs and achieve their individual goals.
- D. CCI employees act in accordance with the highest standards of professional integrity and impartiality.

- a. CCI employees avoid influences that interfere with their professional performance.
- b. CCI employees do not exploit professional relationships for personal gain.
- c. CCI employees do not except monetary gifts or any gifts that are not nominal in value.

E. CCI employees are aware of their potentially influential position, in relationship to individuals we serve, and do not exploit their trust.

Ethical Responsibility to Individuals we Serve:

Our responsibility and obligation is to individuals we serve.

- A. The primary obligation of CCI employees is to the individuals we serve.
 - a. CCI employees serve individuals with the maximum application of professional skill, competence and advocacy, and with the utmost professionalism.
 - b. CCI employees do not intimidate, threaten, harass or use, or misuse, authority in order to coerce or manipulate the judgment of individuals we serve.
 - c. CCI employees do not practice, condone, facilitate or collaborate with any form of discrimination on the basis of ethnicity, race, color, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state.
 - d. CCI employees avoid relationships or commitments that conflict with the interests of individuals we serve.
 - e. CCI employees provide individuals we serve with accurate and complete information regarding the extent and nature of services available to them.
 - f. CCI employees inform individuals we serve of their rights.
 - g. CCI employees inform and discuss confidentiality.
 - h. CCI employees coordinate services with other providers in cooperation with the individuals we serve.
 - i. CCI employees recognize that natural supports can be an important factor in rehabilitation and assist in finding supports that the individual desires.
 - j. CCI employees seek advice and counsel from colleagues and supervisors whenever such consultation is in the best interest of the individuals we serve.
 - k. CCI employees discontinue professional relationships with individuals we serve, when it is in the best interest of the individual, when such services and relationships are no longer required, or in the event continued services will result in a violation of the Code of Ethics.
 - l. When there is a change in services provisions, CCI employees will promptly notify the individual we serve.
 - m. CCI employees will participate in discharge planning with the individuals we serve, including an appropriate transfer to another professional, if necessary.
 - n. CCI employees avoid engaging in false, misleading or deceptive actions, in relation to those individuals we serve.
 - o. CCI employees may not provide services to family members.
 - p. CCI employees may not supervise family members or significant others.

B. CCI Employees refrain from entering into dual relationships with individuals we serve, or relationships where a conflict of interest may arise.

a. CCI employees, under no circumstances, engage in, or encourage, sexual activities with individuals to whom they are providing services.

C. CCI employees act with integrity in their relationships with colleagues, families, significant others, external stakeholders and other professionals so as to facilitate the contribution of all resources for achieving optimum benefits for individuals we serve from Community Care, Inc.

D. CCI employees make every effort to support the maximum self-determination of the individual served.

a. CCI employees make every effort to support and advocate on behalf of the individuals we serve.

b. When CCI employees must act on behalf of a individual we serve who has been adjudged legally incapacitated, CCI employees safeguard the individual's interests, rights, and their previously expressed choices.

c. When another person has been legally authorized to act on behalf of a individual we serve, CCI employees work with that person, always taking into consideration the previously expressed desires of the individual we serve.

E. CCI employees respect the privacy of individuals we serve and hold in confidence all information obtained in the course of professional service. CCI employees release such information only as prescribed by law including the request of the individual we serve.

a. When providing access to records to individuals we serve, CCI employees take due care to protect the confidences of others contained in those records, CCI employees do not identify individuals we serve in the records of others.

b. CCI employees obtain written permission of the individual we serve before taping, recording or permitting third party observation of their activity.

c. CCI employees safeguard the maintenance, storage and disposal of records. All persons who must have access to these records will be thoroughly briefed concerning standards.

Ethical Responsibility to Colleagues: CCI employees must treat colleagues with respect, courtesy, fairness and good faith.

A. CCI employees cooperate with colleagues to ensure quality services.

B. CCI employees respect confidences shared by colleagues.

C. CCI employees create, and maintain, conditions of practice that facilitate ethical and competent professional performance by colleagues.

- D. CCI employees do not assume professional responsibility for individuals we serve from another agency or colleague without appropriate notice to that agency or colleague.
- E. CCI employees collaborate fully with other professionals providing services to the same individual to assure the most effective services.
- F. CCI employees support the Code of Ethics in dealing with colleagues.

Ethical Responsibility to the Profession: CCI employees uphold the mission, ethics and principles of Community Care, Inc.

- A. CCI employees take responsibility for identifying, developing and fully utilizing knowledge in professional practice.
- B. CCI employees should act to expand choice and opportunity to individuals with disabilities.
- C. CCI employees should act to prevent or eliminate social bias towards the individuals we serve.

Ethical Responsibility to Society: CCI employees promote the acceptance of persons with disabilities.

- A. CCI employees act to expand choice and opportunity for all individuals we serve.
- B. CCI employees strive to eliminate attitudinal barriers including stereotyping and discriminating toward individuals with disabilities and will enhance their own sensitivity and awareness towards individuals with disabilities.
- C. CCI employees promote conditions that encourage respect for the diversity of cultures which constitute our society.

Business Standards of Conduct: CCI employees conduct themselves in a manner to assure the maintenance of the established standards of conduct.

Community Care, Inc. prohibits any employee, contractor or agent from knowingly presenting any claim for payment or approval that is inaccurate, false, fictitious or fraudulent.

Implementation of the Code of Ethics: CCI employees practice within the scope of the guidelines herein.

In the event that CCI employees do not conduct themselves in accordance with the Code of Ethics, individuals receiving service, advocates, or other professionals can initiate a complaint to the Director of the Program or the President and CEO of Community Care, Inc.