

**Camden County
Developmental Disability
Resources**

EMPLOYEE MANUAL

Date of Initial Approval: 4/17/06

Amended: 9/15/08, 4/20/2009, 4/19/2010, 6/21/2010, 1/24/2011, 5/27/2011, 01/28/2013,
4/1/2016, 8/21/2017, 3/19/2018

TABLE OF CONTENTS

SECTION A - INTRODUCTION

- 3.1 Changes in Policy
- 3.2 Employment Applications
- 3.3 At-Will Employment Relationship

SECTION B - DEFINITIONS OF EMPLOYEE STATUS

- 3.4 Employees Defined
- 3.5 Exempt
- 3.6 Non Exempt
- 3.7 Regular Full-Time
- 3.8 Regular Part-Time
- 3.9 Temporary (Full-Time or Part-Time)

SECTION C - EMPLOYMENT POLICIES

- 3.10 Equal Employment Opportunity/Discrimination/Harassment/Retaliation
- 3.11 Background Screens/Clearance to Work
- 3.12 New Employee Orientation
- 3.13 Personnel Files
- 3.14 Personnel Data Changes
- 3.15 Inclement Weather/Emergency Office Closings
- 3.16 Outside Employment
- 3.17 Nepotism
- 3.18 Safety in the Work Place
- 3.19 Health-Related Issues
- 3.20 Employee Requiring Medical Attention
- 3.21 Building Security
- 3.22 Insurance on Personal Effects
- 3.23 Office Supplies/Expenses/Obligating the Agency
- 3.24 Monthly Expense Reimbursement
- 3.25 Parking
- 3.26 Visitors in the Work Place
- 3.27 Immigration Law Compliance

SECTION D - STANDARDS OF CONDUCT

- 3.28 Attendance/Punctuality
 - 3.29 Telephone Use
 - 3.30 Dress Code
 - 3.31 Substance Abuse
 - 3.32 Tobacco Products
-

- 3.33 Electronic Communication and Technology
- 3.34 Transporting Clients/Employee License & Insurance Requirements
- 3.35 Confidentiality

SECTION E - WAGE AND SALARY POLICIES

- 3.36 Office Hours & Work Week
- 3.37 Timekeeping & Scheduling
- 3.38 Overtime
- 3.39 Paydays

SECTION F - BENEFITS AND SERVICES

- 3.40 Overview of Benefits
- 3.41 Paid Time Off (PTO)
- 3.42 Record Keeping
- 3.43 Holidays
- 3.44 Personal Hours
- 3.45 Family Medical Leave Act & Other Leaves of Absence
- 3.46 Funeral Leave
- 3.47 Jury Duty/Military Leave
- 3.48 Educational Assistance
- 3.49 Training/Professional Development

SECTION G - EMPLOYEE COMMUNICATIONS & FEEDBACK

- 3.50 Job Postings & Promotion
 - 3.51 Chain Of Command and Procedure for Handling Complaints
 - 3.52 Staff Meetings
 - 3.53 Bulletin Board
 - 3.54 Employee Suggestions
 - 3.55 Performance Reviews & Planning Sessions
 - 3.56 Corrective Action & Discipline
 - 3.57 Employment Termination
-

SECTION A

INTRODUCTION

This Manual is designed to acquaint you with our agency, Camden County Senate Bill 40 Board, d/b/a Camden County Developmental Disability Resources (CCDDR), and provide you with information about working conditions, benefits, and policies affecting your employment. The Manual is a summary of our policies, which are presented here only as a matter of information.

The information contained in this Manual applies to all employees of CCDDR. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee's status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between CCDDR and any of its employees; all employment is at-will and there is no promise of continuing employment. At-will employment means you enter into employment voluntarily, and you are free to resign at any time with or without notice and for any reason or no reason. Similarly, CCDDR is free to conclude its employment relationship with any employee at any time with or without notice for any reason or no reason.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

3.1 CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since the field of developmental disabilities in general and our organization in particular are subject to change, please note that the agency has the right to interpret, dispute, and, either with or without notice, change, suspend, or cancel, all or any part of these policies, procedures, and benefits at any time. We will attempt to notify all CCDDR employees of these changes as soon as possible. Changes will be effective on the dates determined by the Board of Directors, and after those dates, all superseded policies will be null and void.

No individual person has the authority to change these policies at any time; this is the responsibility of the Board of Directors. If you are uncertain about any policy or procedure, please speak with the Human Resources Officer or Executive Director.

3.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of the information contained in each applicant's resume and/or application form and the accuracy of other data presented throughout the hiring process and employment. Please note that all prior employment data, qualifications, certifications and educational history provided by applicants will be verified. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.3 AT-WILL EMPLOYMENT RELATIONSHIP

Your employment with CCDDR is at-will. This means you enter into employment voluntarily, and you are free to resign at any time with or without notice and for any reason or no reason. Similarly, CCDDR is free to conclude its employment relationship with any employee at any time with or without notice for any reason or no reason.

SECTION B

DEFINITIONS OF EMPLOYEE STATUS

3.4 “EMPLOYEES” DEFINED

An “employee” of CCDDR is a person who has been hired to work under the control and direction of the agency on a salary or wage basis, and does not provide services as a part of an independent business.

3.5 EXEMPT

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

3.6 NON-EXEMPT

Employees whose positions do not meet “exempt” FLSA criteria and who are paid one and one-half times their regular rate of pay for hours worked in excess of 40 hours per work week.

3.7 REGULAR FULL-TIME

Employees who are regularly scheduled to work more than 1500 hours per calendar year are considered to be regular, full-time employees. All newly hired regular full-time employees must complete a 90-day initial employment period prior to becoming eligible for certain employee benefits. An employee evaluation will be completed at the end of the first 90 days, and the employee may be eligible for up to a 3% wage increase if his or her performance warrants an increase in pay.

3.8 REGULAR PART-TIME

Employees who are regularly scheduled to work less than 1500 hours per calendar year are considered to be regular, part-time employees. All newly hired regular part-time employees must complete a 90-day initial employment period. An employee evaluation will be completed at the end of the first 90 days, and the employee may be eligible for up to a 3% wage increase if his or her performance warrants an increase in pay.

3.9 TEMPORARY (FULL-TIME or PART-TIME)

Employees who are employed on a short-term basis and/or individuals who are hired as interim replacements to assist in the completion of a specific project, for paid time off, or for leave of absence relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified in writing of a change. They are not eligible for any of the agency’s benefit programs.

SECTION C

EMPLOYMENT POLICIES

3.10 EQUAL EMPLOYMENT OPPORTUNITY/DISCRIMINATION/HARASSMENT/RETALIATION

Equal Employment Opportunity

Camden County Developmental Disability Resources (CCDDR) values the diversity and creativity of its employees and employment candidates. CCDDR values diversity in all of its operations and recognizes the strength it brings to the organization, its employees and members. CCDDR is committed to providing equal opportunity to all employment candidates and employees in all employment and employee-related efforts.

It is therefore CCDDR's policy to comply with all applicable equal employment opportunity laws and to provide equal employment opportunity to qualified individuals without regard to age, color, disability, marital status, national origin, citizenship status, race, religion, sex/gender, sexual orientation, gender identity, change of sex and/or transgender status, veteran status, or any other legally protected category. This policy extends to all areas of employment, including, but not limited to, recruitment, selection and placement, compensation, promotion and transfer, disciplinary measures, demotion, layoffs and terminations, testing and training, working conditions, compensation and benefits, and all other terms and conditions of employment.

Reasonable Accommodation

CCDDR will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Prohibition Against Discrimination

CCDDR does not and will not tolerate discrimination in any form with respect to any aspect of your employment. Every employee of CCDDR should comply with the following obligations and expectations concerning this policy:

- You must familiarize yourself with the terms of this policy and execute an acknowledgement that you were provided with a copy of this policy and that you are familiar with its terms
- You must take the necessary steps to prevent and eliminate discrimination and attend any CCDDR provided training on this policy and certify your attendance
- You must refrain from engaging in conduct which may be construed as discrimination

Conduct in violation of this policy is contrary to CCDDR's good faith belief that the workplace should be free of discrimination and its good faith efforts to prevent the same and will subject a violator to discipline, up to and including termination.

Reporting Discrimination

If you believe you have experienced discrimination at CCDDR, *or* if you believe you have witnessed or observed discrimination, you must promptly report the facts of the incident or incidents in accordance with the procedure set forth below. CCDDR encourages all persons to come forward with information about allegations of discrimination. Retaliation for making a complaint or cooperating in an investigation of alleged discrimination is *strictly prohibited* and will not be tolerated.

Prohibition Against Harassment

CCDDR believes in developing, fostering and maintaining a professional work environment where employees and others are treated with respect and dignity. Harassment of any kind is explicitly prohibited. The work environment must be free of harassment or intimidation based on sex, gender, age, color, disability, marital status, national origin, citizenship status, race, religion, gender, gender identity, change of sex and/or transgender status,

sexual orientation, veteran status, or any other legally protected category. Every employee is expected to conduct him or herself in a manner that is at all times professional, respectful, and considerate of others. Harassment in the workplace, whether committed by managers, co-workers, business partners, vendors, customers, contractors, clients or any other third party is prohibited. Every employee of CCDDR should comply with the following obligations and expectations concerning this policy:

- You must familiarize yourself with the terms of this policy and execute an acknowledgement that you were provided with a copy of this policy and that you are familiar with its terms
- You must take the necessary steps to prevent and eliminate the occurrence of harassment and attend CCDDR-provided training on harassment and certify your attendance
- You must refrain from engaging in conduct which may be construed as unlawful harassment or harassment generally

CCDDR's policy prohibiting harassment applies to conduct occurring in the workplace and/or in other settings in which employees may be in connection with their work, such as business trips, and business-related functions and business related social events, among others.

Conduct in violation of this policy is contrary to CCDDR's good faith belief that the workplace should be free of harassment and its good faith efforts to prevent the same and will subject a violator to discipline, up to and including termination.

Sexual Harassment

Sexual harassment is a particular form of workplace harassment. It includes unwelcome sexual advances, requests for sexual acts or favors, or other verbal or physical conduct of a sexual nature when: (i) submission or rejection of such conduct is a term or condition of employment or is a basis for employment decisions, or (ii) such conduct has the purpose or effect of unreasonably interfering with an individual's working conditions or performance by creating an intimidating, hostile, humiliating or offensive work environment.

Examples of Sexual Harassment

Examples of sexual harassment may include, but are not limited to, the following:

- Sexual comments, teasing, or jokes
- Suggestive gestures, sounds, or whistles
- Inquiries or discussions about sexual activities
- The display in the workplace of sexually suggestive objects, pictures, posters, cartoons, or graffiti
- Pressure to accept social invitations, to meet privately, to date, or to have sexual relations
- Sexual slurs, demeaning epithets, or derogatory statements
- Graphic or sexually suggestive comments about a person's attire or body
- Unwanted or unnecessary physical contact, sexual touching, brushing up against another in a sexual manner, graphic or sexually suggestive gestures, cornering, pinching, grabbing, kissing, or fondling
- Suggestive, obscene, or harassing messages sent via computer or left on an answering machine or voice mail

Who Can Be a Victim Of Sexual Harassment And Who Can Be a Harasser?

The victim as well as the sexual harasser may be a woman or a man. In addition, sexual harassment can occur between employees of the same sex as well as between employees of the opposite sex. The harasser may be the victim's supervisor, a manager, an agent of the employer, a supervisor in another work location, or a co-worker. The harasser may even be a non-employee, such as a client, vendor, contractor or repair person who does business with CCDDR.

Harassment On Other Grounds is Prohibited

Discriminatory treatment other than sexual harassment is also prohibited. Discriminatory treatment, including harassment, of individuals and groups on the basis of race, gender, color, age, ethnicity, religion, disability, sexual

orientation, gender identity, change of sex and/or transgender status, national origin, veteran's status and any other legally protected characteristic is strictly prohibited.

Definition of Harassment On Other Grounds

Harassment on the basis of race, color, age, gender, ethnicity, religion, disability, sexual orientation, gender identity, change of sex and/or transgender status, national origin, veteran's status, and any other legally protected characteristic directed against individuals, may be established by showing conduct toward another person that has the purpose or effect of creating an intimidating, hostile, or demeaning environment and that interferes with his or her work performance or ability to participate in or to realize the intended benefits of an CCDDR activity, employment, or resource.

Examples of Other Kinds of Harassment

Examples of other kinds of harassment include, but are not limited to, the following:

- Name-calling, slurs, demeaning remarks, jokes, gestures, negative stereotyping, threats, intimidation, and hostile acts that are related to gender, race, color, age, ethnicity, religion, disability, sexual orientation, gender identity, change of sex and/or transgender status, national origin, veteran's status, and any other legally protected characteristic
- Written or graphic material that denigrates or shows hostility or aversion toward an individual or group of individuals because of gender, race, color, age, ethnicity, religion, disability, sexual orientation, gender identity, change of sex and/or transgender status, national origin, veteran's status, and any other legally protected characteristic
- Behavior which could reasonably be interpreted as patronizing and as undermining self-respect

Who Can Be A Victim And A Harasser

The victim as well as the harasser may be a person of any gender, race, color, age, ethnicity, religion, disability, sexual orientation, gender identity, change of sex and/or transgender status, or national origin. The harasser may be the victim's supervisor, a manager, an agent of the employer, a supervisor in another work area, or a co-worker. The harasser may also be a non-employee, such as a client, vendor, contractor or repair person who does business with CCDDR.

Reporting Harassment

If you believe you have been or are being harassed by a co-worker, supervisor, agent, business partner, vendor, customer, client, contractor or other third party, **or** if you believe you have witnessed such harassment, you must promptly report the facts of the incident or incidents in accordance with the procedure set forth below. CCDDR encourages all persons to come forward with information about allegations of harassment. Retaliation for making a complaint or cooperating in an investigation of alleged harassment is ***strictly prohibited*** and will not be tolerated.

Procedure for Reporting Discrimination or Harassment

1. Employees who believe they have experienced or have witnessed discrimination or harassment are expected and required to notify the Human Resources Officer immediately. If the Human Resources Officer is unavailable or if the employee believes it would be inappropriate to contact this person, the employee should immediately contact the Executive Director. Reports of the Executive Director violating this policy should be made to the Human Resources Officer or the Board Chairperson.
 2. Any supervisor or manager who receives a report of harassment or otherwise becomes aware of discriminatory or harassing conduct must promptly notify the Human Resources Officer, who will handle investigation of the matter.
 3. Reports may be made verbally or in writing (See attached Appendix "A" complaint form). You are not required to use the complaint form. Regardless of the way in which a complaint is made, please try to include details of the incident or incidents, names of the individuals involved, and names of any witnesses.
-

4. Reports of discrimination and harassment will be promptly investigated in an impartial manner. Information will be treated as confidential to the extent possible. It will be disclosed only when necessary to further the investigation and to resolve the complaint. The result of the investigation will be disclosed to the person making the report and to the person alleged to have engaged in prohibited conduct.

If CCDDR determines that inappropriate conduct has occurred, it will act promptly to eliminate the offending conduct. When appropriate, CCDDR may also impose disciplinary action. A follow-up inquiry will be made to ensure that the discrimination or harassment has ended and that no retaliation has occurred.

Prohibition Against Retaliation

In an effort to promote reporting of violations of this policy, CCDDR cannot stress enough that **any acts of retaliation will not be tolerated** against an individual for making a report of discrimination or harassment or cooperating in an investigation of discrimination or harassment. Anyone who feels he or she has been retaliated against, in any way, as a result of reporting discrimination or harassment, or who feels that his or her concern of discrimination or harassment was not adequately addressed or handled, should contact the Human Resources Officer, Executive Director, or Board Chairperson as appropriate. Questions about this policy should be directed to the Human Resources Officer.

3.11 BACKGROUND SCREENS/CLEARANCE TO WORK

Initial Background Checks/New Employees

All individuals who have been given a conditional offer of employment with CCDDR shall undergo the following background screens and testing prior to commencing work, or as soon as possible after employment begins:

- TB Test
- Illegal Drug Screen
- Criminal Records Check/Sex Offender Registry Check (Highway Patrol)
- E-Verify
- FBI Fingerprint Check (Highway Patrol-MoVECHS)
- Family Care Safety Registry
- Driving History/MVR
- Reference Checks
- Verification of prior employment, education, & credentials
- Office of Inspector General (United States Department of Health & Human Services)
- All new employees must provide proof of the minimum vehicle insurance coverage as required by Missouri statutes for their vehicles to be used during the course of their job requirements or Agency functions. Only those vehicles covered under an insurance policy may be utilized to perform job duties or Agency-related functions. Additional verification of insurance coverage may be needed to assure the best interests of the Agency and its clients are protected. Any attempt to falsify insurance coverage shall be grounds for immediate termination.

Ongoing Background Checks of Existing Employees

The following checks shall be performed as needed, but no less than annually or as State or Federal statutes requires, on all existing employees:

- Family Care Safety Registry (State Criminal Records Check/Sex Offender Registry Check (Highway Patrol))
 - Office of Inspector General (United States Department of Health & Human Services)
 - Driving History/MVR
 - All existing employees must provide proof of the minimum vehicle insurance coverage as required by
-

Missouri statutes for their vehicles to be used during the course of their job requirements or Agency functions. At the beginning of each insurance renewal period, the employees must provide proof of insurance coverage to the Human Resources Officer, immediate supervisor, or Executive Director for filing in their personnel file. Only those vehicles covered under an insurance policy may be utilized to perform job duties or Agency-related functions. Failure to provide proof of insurance coverage shall be grounds for suspension without pay until an insurance policy can be procured by the employee or immediate termination of employment. Additional verification of insurance coverage may be needed to assure the best interests of the Agency and its clients are protected. Any attempt to falsify insurance coverage shall be grounds for immediate termination.

TB Test:

The TB test shall only be conducted once for all new employees, which will be at the time employment begins with the Agency. Volunteers or interns who have direct contact with clients served by CCDDR will be required to have a TB test. For volunteers and interns, the TB test will be conducted only once, which will be at the time their service is utilized by the Agency. The TB test must be conducted and results received either prior to the commencement of work or as soon as possible after employment or volunteer/internship begins. This may take the form of a mantoux-ppd or TB-tine test. If the results are positive, the individual must consult a physician and: 1. provide information that a chest x-ray was taken, and 2. be treated, if recommended by physician. All persons who test positive for TB shall be restricted from direct contact positions with clients served by CCDDR.

Criminal Records Check:

In accordance with 9 CSR 10-5.190, all new applicants for employment with CCDDR shall be required to do the following:

- Sign a consent form authorizing a Criminal Record Review/Sex Offender Registry check with the Missouri Highway Patrol; background check with the Dept. of Social Services to determine whether the applicant is listed on the Division of Aging Employment Disqualification List (EDL), the Dept. of Mental Health EDL, and child abuse/neglect information with Dept. of Social Services, using the Family Care Safety Registry;
- Disclose his/her criminal history, including any conviction or a plea of guilty to a misdemeanor or a felony charge and any suspended imposition of sentence, any suspended execution of sentence, or any period of probation and parole.

An additional fingerprint check shall be submitted to the MO Highway Patrol MoVECHS system to check closed records as well as national (FBI) databases for Records of Arrest and Prosecution.

All necessary background screens shall be completed before the applicant begins service with CCDDR or as soon as possible after employment begins.

Applicants for employment shall be disqualified from employment with CCDDR if any of the following are true:

- Person is listed on the Department of Mental Health Employee Disqualification Registry
 - Person is listed on the Department of Health and Senior Services (formerly DSS Division of Aging) Employee Disqualification List
 - Person has been substantiated of child abuse/neglect through Family Support Division
 - Person has been convicted of or pled guilty or nolo contendere to any crime as identified in 630.155 RSMo or 630.160 RSMo
 - Person has been convicted of or pled guilty or nolo contendere to any felony offense against persons as defined in chapter 565, RSMo; to any felony sexual offense as defined in chapter 566 RSMo; any felony offense defined in section 568.020, 568.045, 568.050, 568.060, 569.020, 569.025, 569.030, 569.035, 569.040, 569.050, 569.070, or 569.160 RSMo, or of an equivalent offense; or any violation of subsection 3 of section 198.070, RSMo
-

- Person who has received a suspended imposition of sentence or a suspended execution of sentence following a plea of guilty to any of the disqualifying crimes listed above
- Person is a registered sex offender
- Person has been convicted of a felony offense and/or who has received a suspended imposition of sentence or a suspended execution of sentence following a plea of guilty of any kind in another state as listed above

Should CCDDR learn that an existing employee has been convicted of a disqualifying crime, placed on the DMH or DHSS Employee Disqualification Registry/List, or substantiated of child abuse/neglect at the time of annual re-screening, the employee shall have his/her employment with CCDDR terminated.

Illegal Drug Screen:

(See Section 3.31: Substance Abuse)

Driving Record:

All applicants given a conditional offer of employment shall provide written authorization to have check their driving history. All applicants must have an acceptable driving history before being hired. Existing employees must maintain an acceptable driving record and valid driver's license.

Reference Checks/Verification of Employment, Education, & Credentials:

All applicants given a conditional offer of employment shall have their prior work history and educational record verified by CCDDR. Any falsification of prior work history or educational attainment shall be grounds for not hiring or termination. All information obtained from employee background screens shall be kept in the strictest of confidence, and shared only with those entities authorized.

3.12 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make new employees feel comfortable, informed about the agency, and prepared for their position. At a minimum, new employee orientation for CCDDR employees shall include an overview of the agency's history; an explanation of the core values, vision, and mission of CCDDR; safety practices/procedures; agency policies/procedures, and overview of the Employee Manual.

CCDDR Support Coordination staff and administrative staff, interns, and volunteers as designated by the Executive Director shall receive training in the following areas within the first six months of employment or as soon as reasonably possible, with periodic re-certifications/updates as indicated:

- HIPAA/Confidentiality-Initial, and annually thereafter
- Abuse/Neglect-Initial and every 2 years thereafter
- Universal Precautions-Initial and annually thereafter
- CPR/First Aid- Initial and every 2 years thereafter (Per American Heart Association guidelines)

In addition to the above, all Support Coordination staff shall receive the following additional training within the first six months of employment or as soon as reasonably possible, with periodic re-certifications/updates as required:

- Level I Medication Aide- Initial with recertification every 2 years
- Training as listed in compliance of the Annual Targeted Case Management Agreement, Missouri statutes, and Federal statutes

In addition, the new employee will be assisted in the completion of all necessary paperwork (W-4 forms, etc.).

Employees are presented with all keys/key fobs and/or procedures needed to navigate within the office. The employee's supervisor and/or Human Resources Officer then reviews the job description with the employee, explains the agency's evaluation procedures, and helps the new employee get started on specific functions related to their position. All employees will sign a statement verifying training and orientation received.

3.13 PERSONNEL FILES

Employee personnel files may include information such as: period of employment; job application/resume; job description; signed agreements with employee; records of participation in training events; salary/pay history, address/phone #; records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of CCDDR, and access to the information is restricted. Administrative personnel of CCDDR who have a legitimate reason to review the file are allowed to do so.

Current employees who wish to review their own file should contact the Executive Director, his or her supervisor, and/or the Human Resources Officer. With reasonable advance notice, the employee may review his/her personnel file in the agency's office and in the presence of the Executive Director, his or her supervisor, and/or the Human Resources Officer.

Some employment records may be kept in separate files, such as records relating to medical conditions and leave, records relating to investigations, and records relating to I-9 requirements.

3.14 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify the Executive Director of any changes in personnel data such as:

- Mailing address
- Legal name
- Telephone numbers
- Name and number of dependants
- Individuals to be contacted in the event of an emergency

An employee's personnel data should be accurate and current at all times.

3.15 INCLEMENT WEATHER/EMERGENCY OFFICE CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt agency operations. The decision to close the office will be made by the Executive Director.

When the decision is made to close the office, employees will receive official notification from the Executive Director.

Time off from scheduled work due to emergency closings will be unpaid for all employees. Subject to the supervisor's approval, employees may elect to use paid time off, personal time, or work from home.

3.16 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with CCDDR. Unless an alternative work schedule has been approved by CCDDR, employees will be subject to scheduling demands, regardless of any existing outside work

assignments. CCDDR's office space, equipment, and materials are not to be used for outside employment.

3.17 NEPOTISM

It is the policy of CCDDR that no applications for employment or positions on the Board of Directors shall be taken from immediate family members (parent, brother, sister, spouse, child) of any current agency employee or any current Board member.

3.18 SAFETY IN THE WORKPLACE

CCDDR provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Meetings
- Bulletin board postings
- Memorandums
- Other written communications

Each employee will be trained in the Emergency Action Plan for the CCDDR facility, including evacuation procedures and escape routes for emergencies and natural disasters. Scheduled and unscheduled Tests of the Emergency Action Plans shall be conducted on a regular, on-going basis. Employees will also be trained in the use of fire suppression equipment available within the building. Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to the Executive Director. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify the Executive Director.

All Targeted Case Management and Community Resource Coordination staff shall be trained initially and thereafter according to accepted schedules for re-training in CPR and First Aid, as well as in Universal Precautions, abuse and neglect, and blood borne pathogens. Administrative support personnel are strongly encouraged, but not required, to complete the aforementioned training.

3.19 HEALTH-RELATED ISSUES

All employees must notify the Executive Director, Human Resources Officer or their immediate supervisor if they have a condition which poses a direct threat to their safety or the safety of others.

3.20 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention due to an injury sustained on the job, the employee must report the condition immediately to the Executive Director, Human Resources Officer, or immediate supervisor and the agency physician must be utilized if the employee wishes to get medical services paid by the agency. If the injury is a non-emergency, the employee must complete the Authorization to Obtain Information form and the Work Comp Authorization for Medical Treatment form. All work comp injuries must be reported within 24 hours to the Workers Comp insurer. The Executive Director, Human Resources Officer, or immediate supervisor shall complete the Supervisor Incident/Injury report form, and get statements from witnesses, if any. Exceptions will be made in cases where the agency physician is unavailable or it is necessary for the employee to use the

hospital emergency room or EMS. Management will ensure that the medical provider understands that the injury may be a work-related injury, if in fact the injury is directly related to the employee carrying out his or her job responsibilities. An incident report may also be required in such cases.

EMS will be called in the event of a life-threatening emergency. CCDDR employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician's "return to work" notice may be required following injury or illness of an employee (see 3.19 Health-Related Issues).

3.21 BUILDING SECURITY

All employees who are issued keys/key fobs to the office are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key/key fob. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, and all appliances and lights are turned off with exception of the lights normally left on for security purposes.

3.22 INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office. CCDDR assumes no risk for any loss or damage to personal property.

3.23 OFFICE SUPPLIES/EXPENSES/OBLIGATING THE AGENCY

Only authorized persons may purchase supplies in the name of Camden County Senate Bill 40. No employee whose regular duties do not include purchasing shall incur any expense on behalf of CCDDR or bind CCDDR by any promise or representation without prior approval of the Executive Director.

3.24 MONTHLY EXPENSE REIMBURSEMENT

Expenses incurred by an employee in the course of performing work-related business may be reimbursed by the agency. All such expenses must have the prior approval of the Executive Director in order to be reimbursed. Examples include meals, mileage, lodging, and similar work-related expenses. The employee must submit receipts for all expenses to be reimbursed, and attach these to the monthly expense forms. Mileage for business-related travel will be reimbursed at a rate to be set annually by the Board of Directors. Mileage reports obtained from an Internet mapping site (i.e. MapQuest, Google Maps, Yahoo! Maps, etc.) or pre-determined mileage reports from case management software approved by the Executive Director shall be provided to support miles driven before mileage is reimbursed. Only business-related expenses shall be reimbursed. As a general rule, expenses are to be paid monthly in the month following the month in which expenses were incurred, however expenses may be paid twice monthly on a case by case basis with prior- approval of the Director.

3.25 PARKING

Employees must park their cars in areas indicated and provided by CCDDR. As a general rule, employees working at the 100 Third Street location should park their cars in the N. parking lot, at the corner of 3rd & 5th streets, to allow use of main parking area for Children's Learning Center staff and patrons.

3.26 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees, visitors, and the facilities at CCDDR, and to protect confidentiality of client information, only authorized visitors shall be allowed in the workplace. Restricting

unauthorized visitors helps ensure security, decreases insurance liability, protects confidential client information, safeguards employee welfare, and avoids potential distractions and disturbances. Restricted areas shall be identified, and there shall be no exceptions without approval of the Executive Director.

3.27 IMMIGRATION LAW COMPLIANCE

CCDDR employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with all applicable immigration laws. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with CCDDR within the past three years or if their previous I-9 is no longer retained or valid. CCDDR shall also comply with provisions of the federal "E-Verify" program operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

SECTION D

STANDARDS OF CONDUCT

The work rules and standards of conduct for CCDDR are important, and the agency regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the agency's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that will result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of agency property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Unauthorized use or disclosure of confidential client Protected Health Care Information (PHI)
- Abuse or neglect of a client or failure to report observed or suspected client abuse/neglect
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or client-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking inside the office or other designated non-smoking workplace area
- Sexual or other unlawful or unwelcome harassment
- Unlawful discrimination or retaliation
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, or other company-owned equipment
- Using company equipment for purposes other than business
- Disruptive or negative expressions or comments to clients, employees, or the general public that promote or create an unhealthy, hostile, or unproductive atmosphere
- Dishonesty
- Failure to perform job duties or assignments as prescribed or directed
- Violation of personnel policies
- Unsatisfactory performance or conduct

3.28 ATTENDANCE/PUNCTUALITY

CCDDR expects that every employee will be regular and punctual in attendance. This means being in the office and/or ready to work at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the agency. CCDDR offers its employees a flexible (FLEX) work schedule. A FLEX schedule is sometimes necessary to accommodate duties and functions related to client and client family needs, Agency-related functions, and employee personal obligations that may conflict with or extend outside the normal scheduled office hours. FLEX schedules are to be approved by the immediate supervisor, and the intentions must be clearly communicated when working under the guidelines of the FLEX schedule. Any misrepresentation of the intent or purpose of an approved FLEX schedule shall be grounds for disciplinary action up to and including termination of employment. The Executive Director may review and reverse all approvals.

If you are unable to report for work for any reason, notify your immediate supervisor before regular starting time. You are responsible for speaking directly with your immediate supervisor about your absence. It is not acceptable to leave a message on voicemail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. If you do not report for work and the agency is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll. Should excessive tardiness or absenteeism become apparent, disciplinary action may be required.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your immediate supervisor of the situation.

Employees may work from home or another location other than the office (i.e. offsite) under specific circumstances. Employees will need to receive prior approval from their supervisor in order to work offsite. Employees will save all work performed offsite on a device provided by CCDDR, which will be password protected and/or encrypted. Employees shall record work performed offsite by creating appropriate log notes in the internet-based client database or providing justification/documentation, which must include a description of the activities performed, the start time, and stop time for every activity performed. The Executive Director may review and reverse all approvals to work offsite.

3.29 TELEPHONE USE

CCDDR's telephones are intended for the use of conducting the agency's business.

Personal usage during business hours is discouraged except for emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.

3.30 DRESS CODE

A professional appearance is important anytime that you come in contact with the clients we serve and parents/guardians of clients. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

The dress code shall be appropriate for the employee's work situation. As a general rule, the dress code at CCDDR shall be "business casual". "Business professional" attire may be required from time to time for specific functions, which will be addressed at that time by the Executive Director. The following items are considered appropriate for "business casual" working attire for staff employed by CCDDR:

- Khaki, corduroy, twill or cotton pants, skirts, or dresses – neatly pressed
- Sweaters, twinsets, cardigans, polo/knit shirts – neatly pressed
- Button-down or straight-collar shirts or blouses – neatly pressed
- Tie (optional)
- Belt or suspenders (if appropriate)
- Appropriate shoes

The following items are considered inappropriate working attire for all staff employed by CCDDR:

- Tank tops or revealing shirts
 - Short mini skirts
-

- Sheer clothing
- T-shirts of any kind
- Jeans
- Shorts

"Casual days" may occasionally be approved; if this is the case, appropriate guidelines will be provided to you.

3.31 SUBSTANCE ABUSE

CCDDR is committed to providing a safe and productive workplace for employees. In keeping with this commitment, the following rules regarding alcohol, illegal drugs, and abuse or illegal use of prescription drugs have been established for all staff members, regardless of position, including both regular and temporary employees. The rules apply during working hours to all employees of the agency while they are on agency premises or elsewhere on agency business.

Alcohol

The possession or consumption of alcohol shall be totally prohibited on CCDDR premises. Alcoholic beverages shall not be brought on CCDDR premises at any time. Premises include all buildings, grounds and parking lots. Employees with alcohol in their system during working hours may be required to be tested and may be subject to disciplinary action including possible discharge.

Further, it is the policy of CCDDR not to sponsor off premises, agency-related functions where alcoholic beverages are to be served.

Illegal Drugs

General Policy:

It is the policy of CCDDR to take reasonable measures to maintain a work environment free of illegal drug use, as well as abuse or illegal use of prescription drugs. Employees who CCDDR management concludes illegally use, possess, are under the influence of, or have in their system illegal drugs, may be subject to termination of employment. CCDDR reserves the right, in each case, to determine the specific action to be taken concerning drug testing, discipline, treatment and employment status.

Application

Testing:

Offers of initial employment with the agency shall be contingent on passing a test for illegal drug use.

In addition to the initial employment screen, all current employees may be tested for illegal use of drugs, at management discretion in the following situations:

- After a vehicle accident or an accident or injury not involving a vehicle while on duty or performing agency-related business
- Based on behavior or other signs, eg. unsteady gait, bloodshot eyes, smell, etc., that management concludes may be the result of alcohol use, illegal drug use, or improper drug use
- Based on arrest

All job applicants and employees will be required to sign a Consent and Authorization for Release and Use of Drug Testing Information Form.

Any of the following will be considered a positive test result:

- Refusal to sign a Consent form
 - Refusing the test or failing to appear for the scheduled test
-

- Adulterating the test specimen
- Failing the test
- Use of prescription drugs outside the direction of the prescription

Positive test results, confirmed by an independent laboratory retest, and not resolved to CCDDR's satisfaction by an adequate explanation such as a valid prescription, will result in termination of candidacy for, or current employment with, CCDDR. Applicants for employment who fail the pre-employment drug test will not be reconsidered for position openings for a period of one year.

Employee Initiated Treatment

Employees who voluntarily disclose illegal drug use or alcohol abuse and seek appropriate treatment prior to being disciplined for related conduct will not be disciplined as a result of the disclosure. Appropriate treatment professionals may need to evaluate whether the employee is able to perform the essential functions of the employee's job during treatment and/or rehabilitation, and the employee may be required to consent to future unannounced drug testing or alcohol testing as a condition of continued employment.

An employee will not evade discipline when CCDDR management concludes that the employee disclosed use because management's discovery of a violation of this policy was imminent (e.g. following arrest for drug use).

Employees treated for illegal use of drugs may be subjected to unannounced testing.

Confidentiality

All information and test results received by CCDDR through its drug and alcohol testing policy are confidential communication, and to be maintained in the employee's confidential medical file. Access to this information is guided by CCDDR's policy with regard to access to confidential employee medical files.

Diversion, Theft, Possession or Trafficking Drugs

The illegal manufacture, distribution, dispensation, diversion, theft, trafficking, illegal use or possession of drugs in or outside the workplace will be grounds for termination of employment.

Cases of diversion, theft, or trafficking drugs, and cases of confirmed illegal possession/use of drugs in the workplace, may be turned over to law enforcement agencies. CCDDR will cooperate fully with the law enforcement officials who are involved in the prosecution of the individuals involved.

In the course of investigations related to this Policy, a search may be conducted of CCDDR-owned and employee-owned property including, but not limited to: lockers, desks, briefcases, purses, toolboxes, offices, vehicles, etc. Searches of CCDDR-owned property may occur on or off workplace premises. Searches of employee-owned property may only occur on workplace premises. By accepting employment with, or performing services for CCDDR, all employees of the Organization and the Organization's contractors are deemed to have consented to such searches, and no further consent shall be necessary. CCDDR management may also conduct searches of employees provided the employee consents to such search. Failure of any employee to cooperate with any search under this Policy will be grounds for discipline including discharge.

Employees convicted of drug related offenses are required to notify management before returning to work.

3.32 TOBACCO PRODUCTS

The use of tobacco products by CCDDR employees is not permitted anywhere within the CCDDR building and only permitted in certain designated areas outside of the CCDDR building.

Smoking is also prohibited in employee personal vehicles while transporting clients.

3.33 ELECTRONIC COMMUNICATIONS AND TECHNOLOGY

It is the policy of CCDDR to maximize the cost-effective use of computer systems as a means of improving productivity. CCDDR provides communication resources capable of offering computing resources, electronic mail (email), cloud-based file storage and applications, internet access, telephone and voicemail, facsimile machines, and other electronic communications devices (collectively referred to as CCDDR's Technology Resources) to employees to assist in and facilitate CCDDR business and communications. The primary purpose of CCDDR's network and systems is to provide service to Camden County persons with developmental disabilities as part of CCDDR's mission. Minimal, incidental personal use of CCDDR's Technology Resources by employees is permitted if accomplished in compliance with the provisions of this policy as set forth below.

This policy does not address all required, allowed, or prohibited behaviors by employees, but merely covers common examples. In general, CCDDR relies on the good judgment of its employees to ensure that CCDDR Technology Resources are used in the agency's best interest.

No Expectation of Privacy.

By using CCDDR's Technology Resources, employees acknowledge and agree that they have no expectation of privacy or confidentiality in their use of these systems or in any data that they create, store, or transmit on or over the systems, including any data created, stored or transmitted during an employee's incidental personal use of the Technology Resources as permitted under this policy. Employees further agree that they are aware of, understand and will comply with the provisions of this policy, and that their use of the Technology Resources can and may be monitored and any data that they create store, or transmit on or over CCDDR systems may be inspected by CCDDR management at any time. Employees should understand that certain email messages, other electronic communications, and documents created on CCDDR computer systems may be considered a public record subject to disclosure and/or subject to discovery in the event of litigation.

Standardized Software and Hardware.

CCDDR has established standard software and hardware for commonly used applications. The use of unauthorized, non-standard software or hardware, including personally owned software or hardware, on CCDDR computer systems without approval of the Director is prohibited.

Installation of Software and Hardware.

Improper installation of software or hardware can damage a computer system, cause system malfunction, or conflict with system configuration. All standardized software and hardware is to be installed by the IT Consultant or an employee authorized to do so by the Executive Director. Any moving, relocating, or rearranging of computer software or hardware should also be coordinated with the IT Consultant or an employee authorized to do so by the Executive Director.

Ownership and Confidentiality.

All software, programs, applications, templates, data, data files and web pages residing on CCDDR computer systems or storage media or developed on CCDDR computer systems are the property of the CCDDR. CCDDR retains the right to access, copy, modify, destroy or delete this property. Data files containing confidential or sensitive data should be treated accordingly and should not be removed from the workplace without proper authorization.

Copying Software, Programs, Applications, Templates, etc.

Employees must notify the Executive Director and receive proper authorization before attempting to copy software, applications, programs or templates. In many cases, copyright laws and/or licenses for commercial software, programs, applications and templates used by CCDDR prohibit the making of multiple copies. CCDDR and its employees are required to abide by the federal copyright laws and to abide by all licensing agreements.

Acceptable Uses of CCDDR's Technology Resources .

CCDDR's Technology Resources are to be used by employees or volunteers for CCDDR business. Incidental, minimal personal use may be permitted where, in the judgment of the employee's supervisor such use does not interfere with employee productivity, nor distract/take time away from the worker or co-workers assigned work. Generally speaking, incidental, minimal personal use means: (1) it is occasional and of short duration; (2) it is done on an employee's personal time, such as on a lunch break; (3) it does not interfere with job responsibilities; (4) it does not result in any expense to CCDDR; (5) it does not solicit for or promote commercial ventures; (6) it does not utilize excessive network resources; and (7) it does not constitute any prohibited use, as discussed below.

Prohibited Uses of CCDDR's Technology Resources .

Use of CCDDR's Technology Resources to engage in any communication that violates federal, state, or local laws or regulations, or any CCDDR policy, is strictly prohibited at all times. In addition, the following uses of CCDDR's Technology Resources are inappropriate and are prohibited at all times:

- Personal commercial use (benefiting an employee's outside employment or commercial business)
- Accessing, receiving or sending pornographic, sexually explicit or indecent materials, including materials of an unreasonably offensive nature (unless as part of a law enforcement investigation conducted by authorized Police personnel)
- Usage for any type of unlawful harassment or discrimination, including the transmission of obscene or harassing messages to any individual or group because of their sex, race, religion, sexual orientation, national origin, age, disability or other protected status
- Gambling
- Usage for recreational purposes including the loading of computer games or playing online games
- Usage that precludes or hampers CCDDR network performance; such as viewing or listening to streaming audio and/or video (unless for CCDDR business, such as for online training)
- Unauthorized copying or downloading of copyrighted material
- Usage that violates software license agreements
- Downloading of software programs (unless specifically approved by applicable Director and coordinated with the IT Consultant)
- Usage for political purposes, including partisan campaigning
- Sending anonymous messages and/or misrepresenting an employee's name, position, or job description
- Deliberately propagating any virus, worm, trojan horse, malware, spyware, or other code or file designed to disrupt, disable, impair, or otherwise harm either CCDDR's networks or systems, or those of any other individual or entity
- Releasing misleading, distorted, untrue or confidential materials regarding CCDDR business, views or actions
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages
- Use of Technology Resources in an excessive manner so as to deprive others of system use or resources, including the sending of bulk email for other than official business or forwarding "chain letter" emails of any kind
- Connecting to the CCDDR network, or any specific software package, utilizing somebody else's security identification login information to gain alternate security permissions
- Any personal use, even if incidental, that result in expense to CCDDR
- Usage that violates the guidelines set forth in the Standards of Conduct described in this Manual

Any employee who violates these policies could be subject to disciplinary action, up to and including termination. In addition, employees may be held personally liable for damages incurred as a result of copyright and licensing requirements.

Social Media.

CCDDR expects all of their employees who participate in online social networking and the use of social media to understand and follow the guidelines set forth in Policy 35-- CCDDR Social Media Policy.

Downloading Files from the Internet or Opening Email Attachments.

Downloading files from the Internet or opening email attachments from sources outside CCDDR can lead to spyware and/or virus attacks that can severely damage, or degrade CCDDR's network and/or data. The IT Consultant or authorized employee has installed anti-virus and anti- spyware software on all CCDDR computers and continuously updates signature definition files. However, that does not guarantee that all spyware is blocked, or that all viruses are caught.

If you are downloading a file and receive a message that a virus or spyware has been detected, you must call the IT Consultant, your supervisor, or the Executive Director immediately for assistance. Similarly if you receive an email with a suspicious attachment, or from an unusual source, you should notify the IT Consultant, your supervisor, or the Executive Director before opening it. If you notice that your computer is behaving strangely or you suspect spyware or a virus, notify the IT Consultant, your supervisor, or the Executive Director.

3.34 TRANSPORTING CLIENTS/EMPLOYEE LICENSE & INSURANCE REQUIREMENTS

Employees are to only provide transportation to clients served by the agency in emergency situations, where the health, safety, or well being of the client may be at risk. In the case of a medical emergency, employees are to call 9-1-1 for ambulance transport. No smoking is allowed in any vehicle while transporting clients. All employees who transport clients in their vehicle must have a current valid Missouri driver's license and are required to wear their seat belts and to have all clients transported wear seat belts. All employees are to submit proof of the minimum vehicle liability insurance coverage to the Human Resources Officer or the Executive Director at the appropriate insurance renewal periods in order to establish proof of continuous coverage. Failure to maintain continuous vehicle insurance coverage could result in disciplinary action up to and including termination. If an employee's vehicle insurance has lapsed or expired, the employee will not be allowed to drive his or her vehicle for purposes of Agency business. It is the employee's responsibility to notify their insurance carrier that they may be responsible for transporting clients in certain emergency situations as a function of CCDDR business, and to ensure they have adequate coverage for liability, property damage, and bodily injury.

Any penalty, fine, imprisonment, fee, or other adverse action imposed by a court in connection with an employee's vehicle accident or use must be reported immediately to Human Resources Officer or the Executive Director.

3.35 CONFIDENTIALITY

The protection of confidential client Protected Health Care Information (PHI) is vital to the interests and success of CCDDR. CCDDR conforms to state and federal laws with regard to protecting confidential client information. Such confidential client information includes, but is not limited to, the following examples:

- Client name/Social Security #/date of birth/phone #/relatives,
- Client diagnosis,
- Client records/files,
- Client treatment plans & services,
- Client financial information.

All employees shall be trained in the proper safeguarding and use/disclosure of client PHI. Professional consideration and discretion must be afforded by staff at all times in their discussions regarding individuals served by the agency.

It is the responsibility of all staff not to disclose to any unauthorized person any PHI regarding persons served by the agency. As a general rule, only those persons on the client's treatment team have a need for client PHI, and even in these cases, only the specific information/PHI required should be provided.

Further, caution must be exercised by staff in any discussions with professional peers, on or off the agency premises, to assure that conversations cannot be overheard by individuals served or other individuals not professionally involved with the individual who is/are the topic of conversation.

Staff traveling in the field should only take the minimum necessary Protected Health Information (PHI) to conduct their duties. While transporting PHI, efforts shall be made by staff to keep such information from plain view. Vehicles containing PHI shall be kept locked while unoccupied and shall be kept out of view through the windows. Laptops provided by CCDDR and used in the field or at staff's place of residence shall be kept in a locked and secured location when not in use.

If PHI is lost or stolen, the Privacy Officer or designee should be notified as soon as possible, but no later than one (1) business day after the loss is discovered.

All staff and volunteers of the agency shall be required to sign a Confidentiality Agreement as a condition of employment/association with the agency.

Employees who improperly use or disclose client PHI will be subject to disciplinary action, including termination of employment.

SECTION E

WAGE AND SALARY POLICIES

3.36 OFFICE HOURS AND WORK WEEK

The CCDDR office hours are from 8:30 a.m. to 4:00 p.m. Monday through Friday, except for holidays. In order to serve clients, all employees are expected to work at some point during these hours whenever possible, depending on approved FLEX schedules if applicable. Normally scheduled working hours for employees shall be from 8:00 a.m. to 5:00 p.m. for full-time employees (part-time employee hours are subject to supervisor and/or Executive Director approval). All employees are expected to cooperate in taking lunch breaks on a staggered schedule when working in the office in order to meet the needs of office visitors, clients/parents, persons calling by phone, and co-workers.

The standard workweek for full-time, nonexempt employees is 40 hours per week. For calculating hours worked during the week by nonexempt employees, the employee workweek is from Saturday at 12:00 a.m. to Friday at 11:59 p.m. All employees are allowed up to a one-hour lunch break, which is not counted as time worked, and two 15-minute breaks during the day—one in the morning or before lunch and one in the afternoon or after lunch, which are counted as time worked. Lunch breaks must be taken and cannot be less than 30 minutes if an employee works at least 4 hours on any day worked.

3.37 TIMEKEEPING AND SCHEDULING

Nonexempt employees must record their time worked, and the immediate supervisor and/or the Executive Director will review time records for nonexempt employees each week. Any changes must be approved by the immediate supervisor and/or the Executive Director.

Exempt employees should plan ahead and attempt to work out a work schedule with their immediate supervisor and/or the Executive Director at the start of each week, so that coverage for office hours when the employee will be out may be arranged when needed.

3.38 OVERTIME

Overtime compensation is paid only to nonexempt employees in accordance with federal and state wage and hour laws. Exempt employees are not eligible for overtime regardless of hours worked.

Overtime work should not be undertaken unless a nonexempt employee obtains their immediate supervisor's or the Executive Director's prior authorization. If possible, nonexempt employees should notify their immediate supervisor or the Executive Director at least two working days in advance if working hours during a work week need to be varied or overtime hours are requested.

Overtime is payable at a rate of one and one-half times the regular hourly rate for all hours worked over 40 in one work week. Paid time off or any leave of absence will not be counted as hours worked. When paid time off or any leave of absence is recorded during a work week, the amount of total hours worked plus the approved paid time off or any leave of absence shall not exceed 40 hours. No more than 40 hours of paid time off or any leave of absence approved shall exceed 40 hours in one work week.

3.39 PAYDAYS

All employees are paid on a biweekly basis, every other Friday. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last working day prior to the holiday.

If a regular payday falls during an employee's paid time off, the employee's paycheck will be available upon his/her return from the paid time off or available for the employee to pick up at his or her convenience on payday or any time thereafter. Employees may elect to have their paychecks automatically deposited into their checking account.

If the employee is not at work when paychecks are distributed and does not receive the paycheck, the paycheck will be kept within the office through the rest of the payday or until the employee picks up the check thereafter. If an employee is unable to pick up his or her check on payday, he or she will need to make arrangements with the Human Resources Officer or Executive Director to receive the paycheck.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's address or deposited directly into an employee's bank account upon request.

Tax withholding deductions from payroll shall be made in accordance with Federal and State W-4 data provided by the employee, in addition to standard deductions for Social Security and Medicare.

Additional withholdings may be made as authorized by the employee for items such as elective deferrals into a deferred compensation program, Aflac participation, payment of the employee-responsible portion of health or vision insurance premiums, or any other employee approved payroll deduction. All such withholdings shall be prior-authorized by the employee.

SECTION F

BENEFITS AND SERVICES

3.40 OVERVIEW OF BENEFITS

CCDDR offers the following benefits for all employees:

- Workman's Compensation
- Jury Duty & Military Leave
- Professional Development
- Leaves of Absence

The following benefits are available immediately upon hire to all full-time employees:

- Health Insurance (starts the 1st day of the month after date of hire)
- Paid Holidays
- Personal Hours (16)

The following benefits are available to all regular full-time employees after three months of employment:

- Paid Time Off (PTO)
- Funeral Leave

The following benefits are available to all regular full-time employees after six months of employment:

- LAGERS Defined-Benefit Retirement Program (vested after 5 years)
- Life Insurance/ADD

The following benefit is available to all employees who have worked for the agency for 12 or more months, have worked at least 1,250 hours during the previous 12 months, and work at a location where CCDDR employs 50 employees within 75 miles of your worksite:

- Family Medical Leave Act

The following benefit is available to all fulltime employees after two years of full-time employment:

- Educational (Tuition) Assistance

The agency offers leave benefits in an effort to recruit and maintain a motivated workforce. The agency extends the following types of leave: paid time off (PTO), military, bereavement, jury duty and emergency leave. The Executive Director shall establish procedures governing the use and approval of these benefits.

3.41 PAID TIME OFF (PTO)

Beginning with the date of their hiring through the completion of the fourth year of employment, an individual shall have 160 hours of PTO available for use in the event an employee is absent from work; beginning with the fifth year through the ninth year of employment, an individual shall have 240 hours of PTO available for use in the event an employee is absent from work; and beginning with the tenth year of employment, an individual shall have 320 hours of PTO available for use in the event an employee is absent from work (see chart below). PTO may be used for absent hours due to illness, personal reasons, vacations, or other circumstances which require an employee be absent from work. All PTO must be approved by his or her supervisor and/or the Executive

Director. PTO hours will only be approved in an amount that will fulfill a 40- hour work week due to absence(s). Unless extreme circumstances exist, such as hospitalization or other emergency, no more than 80 consecutive hours shall be approved for use. Any request for over 80 consecutive hours must be approved by the Executive Director. No more than ½ of available PTO can be used during the first 6 months of each calendar year without direct approval from the Executive Director. Use of PTO hours during the first quarter of each year will require the Human Resources Officer to monitor continued use of PTO time to ensure an employee does not use PTO inappropriately.

| Years of Service | Maximum PTO |
|------------------|-------------|
| 1-4 years | 160 hours |
| 5-9 years | 240 hours |
| 10 or more years | 320 hours |

The full applicable compliment of PTO is available for use in each calendar year beginning on January 1st of that calendar year and must be used by December 31st of that same calendar year. There will be no carryover of any unused PTO from one calendar year to the following calendar year. If an eligible employee is hired during any calendar year, the applicable PTO will be pro-rated based on the number of months remaining in that calendar year. For example:

An employee is hired on June 10th of a calendar year. The employee is eligible for 7/12 (.59 – all decimals are rounded up) of 160 hours, which equals 95 hours (all decimals rounded up to the nearest whole number) of PTO available to that employee once the employee has completed the initial employment period (first 90 days).

The same calculation applies to employees whose fifth and tenth year of employment begins during a calendar year. For example:

An employee’s fifth or tenth year of employment begins on June 10th. The employee is eligible for 7/12 (.59 – all decimals are rounded up) of the additional 80 hours awarded, which equals 48 hours (all decimals are rounded up to the nearest whole number) of PTO available to that employee in addition to any remaining PTO for that same calendar year.

Pro-rated unused PTO shall be paid to the employee upon termination of employment. For employees who are terminated either voluntarily or involuntarily during a calendar year, the proration will be based on the number of months the employee was still employed during the calendar year. For example:

An employee voluntarily terminates employment with the Agency on June 10th. The employee was employed for 2 years and has not used any PTO during that calendar year. The employee is eligible to receive 6/12 (.50 – all decimals are rounded up) of the remaining 160 hours, which equals 80 hours (all decimals are rounded up to the nearest whole number) that will be paid to the employee after termination has occurred.

The same calculation applies to an employee whose employment is terminated, either voluntarily or involuntarily, and who has used PTO hours during the calendar year prior to termination. For example:

An employee voluntarily terminates employment with the Agency on June 10th and the employee has used 50 hours PTO. The employee is eligible to receive 6/12 (.50 – all decimals are rounded up) of the remaining 160 hours, which equals 80 hours (all decimals are rounded up to the nearest whole number). 80 hours minus 50 hours used equals 30 hours. 30 hours will be paid to the employee after termination has occurred.

If there are no PTO hours available as a result of the calculation, there will be no PTO hours paid to the employee

after termination. The month of hire or termination will be counted as a full month, regardless of the date during the month.

PTO Request Procedure

Unless circumstance prohibits or an emergency precludes from doing so, employees shall submit requests for desired PTO to their supervisor for approval sufficiently in advance of the planned PTO to permit scheduling of substitute personnel if necessary.

3.42 RECORD KEEPING

CCDDR maintains records of PTO balances during the calendar year and is updated at the conclusion of each payroll period.

3.43 HOLIDAYS

CCDDR observes the following paid holidays per year for all regular full-time employees:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

3.44 PERSONAL HOURS

In addition to scheduled paid holidays and PTO, full-time employees are given 16 personal hours annually to be used for time off from work. Unless circumstance prohibits or an emergency precludes from doing so, the employee must obtain approval from their immediate supervisor before using the personal hours. Unused personal hours are not paid after termination of employment with the agency. The full applicable compliment of personal hours is available for use in each calendar year beginning on January 1st of that calendar year and must be used by December 31st of that same calendar year. There will be no carryover of any unused personal hours from one calendar year to the following calendar year. Personal hours are not prorated the same way as PTO; therefore, all new employees have 16 personal hours immediately available to them upon employment.

3.45 FAMILY MEDICAL LEAVE ACT & OTHER MEDICAL LEAVES OF ABSENCE

Eligible employees of CCDDR who have worked for the agency for 12 or more months, have worked at least 1,250 hours during the previous 12 months, and work at a location where CCDDR employs 50 employees within 75 miles of your worksite may be allowed to take up to 12 weeks of protected leave time pursuant to the Family Medical Leave Act (FMLA) (See attached Appendix "B", which sets forth employee rights under FMLA).

For employees not eligible for FMLA leave, leave of absence requests shall be evaluated in accordance with applicable law. Approved leave of absence from work shall generally be a maximum of six weeks; however, each situation shall be assessed on a case by case basis. Such leave of absence requests must be approved by the Executive Director and may require documentation from a health care provider.

3.46 FUNERAL LEAVE

The purpose of funeral leave is to provide you with time to attend the funeral of a member of your family and to handle personal affairs without disrupting your income. Permanent full-time employees are eligible for funeral leave benefits, and the benefits become effective after you complete your three-month initial employment period.

Employees may be granted up to a three-day leave (three consecutive working days) with pay in the event of the death of an immediate family member.

The term immediate family member is defined as:

- Sibling
- Child
- Domestic Partner
- Parent
- Parent-in-law
- Spouse
- Step Sibling
- Step Child
- Step Parent
- Grandparent
- Grandparent-in-law
- Grandchild

Your funeral leave pay will be figured at your regular rate of pay.

3.47 JURY DUTY/MILITARY LEAVE

Employees will be granted time off to serve on a jury or military leave. The agency will be responsible for the difference between the exempt employee's weekly salary and the weekly rate of pay received for temporary military duty or jury duty. Non-exempt, full-time employees who are required to perform jury duty during normally scheduled working hours will be compensated their current hourly rate up to a maximum of 8 hours per workday and up to a maximum of 10 working days. If jury duty for a non-exempt employee does not require the employee to be absent for a full working day, the employee should report to work unless otherwise approved by his or her supervisor. The total hours for any workweek consisting of jury duty hours or combined hours of jury duty and work performed shall not exceed 40 (i.e. overtime will not be authorized). Non-exempt employees can utilize PTO hours for jury duty lasting over 10 working days. All regular employees, both full-time and part-time, will be kept on the active payroll until their civic and/or military duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

3.48 EDUCATIONAL ASSISTANCE

CCDDR recognizes that the skills and knowledge of its employees are critical to the success of the agency. CCDDR offers educational assistance programs to encourage personal development, improve job-related skills, and enhance an employee's career within the field of developmental disabilities.

Only employees with two or more years of full time employment with the agency shall be eligible for educational assistance. Only expenses related to tuition shall be covered and only those courses related to your employment with the agency. The maximum amount of assistance provided to any one person in any one fiscal year is \$1,000.00.

An application form for assistance must be completed prior to enrollment/commencement of classes. The

following reimbursement schedule shall be followed:

- Course completion with grade of “A”: 100% reimbursement
- Course completion with grade of “B”: 75% reimbursement
- Course completion with grade of “C”: 25% reimbursement
- No reimbursement will be provided for courses not completed or with a grade of below “C ”

All applications for educational assistance must be prior-approved by the Executive Director.

3.49 TRAINING/PROFESSIONAL DEVELOPMENT

CCDDR recognizes the value of professional development and personal growth for employees. Therefore, CCDDR encourages its employees who are interested in continuing education and job specific training to research these opportunities further and provide requests to the Executive Director as appropriate in enrolling or signing up for conferences, seminars, and/or courses pertaining to the field of developmental disabilities. Such requests will be evaluated on a case by case basis by the Executive Director. Employees who attend such conferences, seminars, or courses may be asked to share information obtained with other staff.

Any training required by CCDDR after the start of employment shall be paid for by the agency.

SECTION G

EMPLOYEE COMMUNICATIONS & FEEDBACK

3.50 JOB POSTINGS & PROMOTION

It is the policy of CCDDR to attempt to fill positions by drawing from internal candidates possessing the desired qualifications, and to promote from within whenever possible. Staff will be notified when positions are available for internal candidates.

3.51 CHAIN OF COMMAND AND PROCEDURE FOR HANDLING COMPLAINTS

CCDDR encourages employees to raise workplace issues with management. The below policy addresses steps employees should take regarding raising any workplace issues. The Board of Directors governs the overall management of CCDDR. The Executive Director reports to the Board of Directors and represents the Board of Directors in enforcement of Agency policies and in accomplishing the mission and goals of the Agency. The Executive Director is also responsible for the day to day management of the Agency.

If an employee has an issue that concerns employment discrimination, harassment, or retaliation, the employee should follow the procedure in Section 3.10 of this manual. For issues not related to those covered by the Equal Employment Opportunity policy in section 3.10 of this manual, an employee should first notify his or her supervisor of their workplace or employment related issue. If an employee of the Agency has an issue or a concern that needs addressed, the employee should notify his or her supervisor first. If the employee believes that the issue or concern was not adequately addressed by the supervisor, the employee should immediately notify the Human Resources Officer. If the employee believe that the issue or concern was not adequately addressed by the supervisor or the Human Resources Officer, the employee should immediately notify the Executive Director. If the employee believes that the issue or concern was not adequately addressed by the supervisor, Human Resources Officer, or the Executive Director, the employee should immediately request time allotted at the next regularly scheduled Camden County Senate Bill 40 Board meeting to discuss the issue or concern with the Board members.

3.52 STAFF MEETINGS

Staff meetings will be held on an as-needed basis. These meetings allow employees to be informed on recent Agency activities, changes in State/Agency policies and procedures, best practices within the field of developmental disabilities, and employee recognition.

3.53 BULLETIN BOARDS

Please make note of the bulletin board placed in the main office area for access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

3.54 EMPLOYEE SUGGESTIONS

CCDDR encourages employees who have suggestions. If you prefer to make suggestions anonymously, please submit your suggestion in writing, without disclosing your identity to the Executive Director or Human Resources Officer via regular mail to: CCDDR, PO Box 722, Camdenton, MO. 65020. If this is done anonymously, every care will be taken to preserve the employee's privacy.

3.55 PERFORMANCE REVIEWS & PLANNING SESSIONS

The employee's immediate supervisor will conduct employee performance reviews with all of his or her employees approximately 90 days after initial employment and in the first quarter of each calendar year thereafter. Informal performance feedback and planning may occur more frequently.

Employee performance reviews are designed for the employee and the supervisor to discuss the employee's current job tasks, current job performance, encourage/recognize positive attributes, discuss positive approaches for meeting work-related goals, and learning new skills. Various performance measures will be utilized to assist in determining performance ratings. Employees will be asked to complete a Self-Evaluation and bring it to the formal performance review. Each employee will have an opportunity to review their Job Description during this review and sign indicating their acceptance of the description of duties.

3.56 CORRECTIVE ACTION & DISCIPLINE

Every employee is expected to conduct themselves in an ethical and professional manner at all times. Our Agency is governed by many external and internal influences. Each employee is responsible for acquiring, supplementing, and maintaining the knowledge needed to comply with all governing State statutes, Federal statutes, DMH directives, DMH procedures, CMS directives, CMS procedures, CCDDR policies, CCDDR procedures, Targeted Case Management requirements, Medicaid protocols, and any other Agency-related governing sources. Management personnel will always assist in the continuing education of the changes within our Agency and rules governing it. Internal directives will be issued on a regular basis and employees are expected to comply with all directives, policies, procedures, protocols, and statutes. When an employee deviates from rules, directives, and standards, Management is expected to take corrective and/or disciplinary action. Nothing in this manual alters the employees' at will status. An employee may be subject to verbal consultations, written disciplinary actions, temporary suspensions from employment, and immediate termination at the discretion of the Executive Director in consultation with the Human Resources Officer and/or supervisor(s), depending on the situation and/or infraction. Each infraction, violation, or penalty will be weighed based on the severity of the situation, the experience of the employee, the circumstances surrounding the situation, and the attitude of the employee while engaging with Management during the counseling meetings. Insubordination or inappropriate behavior will not be tolerated at any time from any employee.

3.57 EMPLOYMENT TERMINATION

Employment is based on mutual consent, and both the employee and the agency have the right to terminate employment at will, with or without reason and with or without notice.

Nevertheless, to maintain adequate service to our clients we ask employees who are resigning from their position with the Agency to submit sufficient notice so that minimal disruptions in workflow occur. We understand it is not always possible, but the Agency prefers that employees give no less than 2 weeks' notice prior to leaving the Agency. Any employee who leaves employment for any reason shall upon termination return all files, records, keys and other materials that are the property of CCDDR. The cost of replacing non-returned items and any outstanding financial obligations owed to the agency will be deducted from the employee's final paycheck.

Employee personnel files are the property of CCDDR and will not be released to any employee. Contents of an employee's own file may be viewed in the presence of the Executive Director and/or Human Resources Officer, and requests for copies of any documents in the file should be made to the Executive Director and/or Human Resources Officer.

Appendix “A”

Complaint of Discrimination or Harassment

1. Your Full Name: _____

2. Address: _____

3. Work Phone: _____ Home Phone (optional): _____

4. Alleged inappropriate conduct or activity (circle as many as are applicable):

Discrimination _____

- | | |
|--------------------|---|
| Age | Color |
| Disability | Military or Veteran Status |
| National Origin | Race |
| Religion | Gender |
| Sexual orientation | Marital Status |
| Gender Identity | Change of sex and/or Transgender Status |
| Citizenship Status | Other _____ |

Harassment _____

- | | |
|--------------------|---|
| Age | Color |
| Disability | Military or Veteran Status |
| National Origin | Race |
| Religion | Gender |
| Sexual orientation | Marital Status |
| Gender Identity | Change of sex and/or Transgender Status |
| Citizenship Status | Other _____ |

Retaliation _____

5. Date(s) of alleged inappropriate conduct or activity:

6. Identify by name and position the person(s) you believe discriminated against you, harassed you, or retaliated against you:

7. Describe in detail the events or occurrences giving rise to your complaint, and explain how you believe you were discriminated against, harassed, or retaliated against. (Use the back of this form and additional paper if you need more space.) Include the location of the events and whether any witnesses were present. Please attach copies of any documents that relate to your complaint, such as applications, resumes, notices of denial of employment or promotion, letters of reprimand, termination etc.

8. Resolution and/or corrective action requested: _____

Your Signature _____ Date: _____

Appendix “B”

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627

www.dol.gov/whd

U.S. Department of Labor | Wage and Hour Division

