



HOPE HAVEN OF NORTHEAST GEORGIA, INC.

OFFICIAL EMPLOYEE HANDBOOK

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INTRODUCTION AND OVERVIEW

This handbook has been prepared to inform employees about our history, philosophy, employment practices, and policies, as well as the benefits provided to individuals as valued employees and the conduct expected from employees. No employee handbook can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship. We hope this handbook will help everyone feel more comfortable as an employee. We depend on our employees--their success is our success. Please do not hesitate to ask questions. Each employee's supervisor or the executive director will gladly answer them. We believe that not only will employees enjoy their work and their fellow employees but that employees will continue to find this agency a good place to work. We ask that each employee read this handbook carefully and refer to it whenever questions arise.

Agency policies, benefits and rules, as explained in this handbook, may be changed from time to time as business, employment legislation, and economic conditions dictate. All employees must acknowledge the location of this official handbook and how to access it and their personal responsibility to review, understand and acknowledge its contents. If and when provisions are changed, each employee will be given updated information as applicable regarding information for those items that have become outdated or require their specific acknowledgement. This handbook is generally based on various laws, rules, regulations, policies and procedures, and requirements established by the Georgia Department of Behavioral Health and Developmental Disabilities, the Regional Office and our Board of directors. Any subsequent changes will take precedence over information in this handbook. Some of the information will change from time to time since our policies and procedures are under constant review and are revised when appropriate. Such changes will be communicated to everyone. It would be virtually impossible to specify all rules that govern each employee's conduct in all phases of employment. As an employee, each person has an obligation to do his or her job. Employees are called upon to adhere to high moral and ethical standards in all official relationships and personal conduct. Employees are expected to comply with all statutes, rules, regulations, policies and procedures.

Employees, upon review of this handbook affecting their employment or any addendum thereto, must sign an acknowledgement indicating that they have read and understand this handbook and, when appropriate, any addendums as they occur. Employees also acknowledge that no part of this handbook shall be construed as being an employment contract--either implied or expressed--between the employee and this agency. There is no guarantee of employment made to any employee in this handbook. This handbook has been prepared for the information and guidance of individuals working as employees. The intent of this handbook is to highlight some of the more frequent and common situations and provide general guidelines and to cover the procedures, rules and policies most often applied to day-to-day work activities.

Information in this handbook is to be considered as guidelines. This agency, at its option, may change, delete, suspend or discontinue any part or parts of this handbook at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee. No one other than the Board of Directors or executive director may alter or modify any of this handbook. No statement or promise by a supervisor, manager, or department head may be interpreted as a change in policy nor will it constitute an agreement with an employee. Should any provision in this handbook be found to be unenforceable and invalid, such finding does not invalidate the entire handbook, but only the subject provision. This handbook replaces (supersedes) all other previous handbooks for this agency as of its effective date.

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APPENDIX A

GEORGIA STATE BOARD OF WORKERS COMPENSATION (HANDBOOK FOR EMPLOYEES)

NOTE: The terms individual, client, consumer, person served and individual(s) receiving services as used in this handbook are interchangeable.

SECTION 1

AGENCY AND SERVICES OVERVIEW

(THE SUBSEQUENT ITEMS IN THIS SECTION ARE LISTED IN ALPHABETICAL ORDER AND ARE NOT NECESSARILY IN ORDER OF IMPORTANCE)

ACCESSIBILITY

We address the needs of the individuals we serve, our staff and other stakeholders by the use of a barrier plan that is updated annually. This plan addresses architecture, environment, attitudes, finances, employment, communication, transportation and any other barriers that may be identified by the individuals we serve, personnel and other stakeholders. Copies of our barrier plan are available to anyone upon request.

ACCREDITATION

In July 2023, CARF...The Rehabilitation Accreditation Commission Informed Hope Haven, that it was accredited for a period of three years for its Community Integration Services, Community Employment Services, and Supported Living Services. This accreditation outcome, which represents the highest level of accreditation, is awarded to organizations that show substantial fulfillment of the standards established by CARF and clearly indicates that present conditions represent an established pattern of total operations that is likely to be maintained and/or improved in the foreseeable future. The latest action marks the eighth consecutive three-year accreditation awarded Hope Haven by CARF, an international accreditation body.

According to Brian J. Boon, Ph.D., President and CEO of CARF,” Hope Haven has put itself through a rigid peer review process and has demonstrated that its programs and services are of the highest quality, measurable, and accountable.” CARF, a private, not-for-profit, Tucson-based accreditation body established in 1966, is committed to promoting the quality, value, and optimal outcomes of service through a consultative accreditation process that centers on enhancing the lives of the persons served.

FUNDING

Current funding is provided through a contract with the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). Significant funds are also received from the Georgia Department of Community Health (DCH) and the United Way of Northeast Georgia. Our contract with DBHDD currently requires us to provide services for community access and employment services. Funding provided by the Georgia Department of Community Health primarily supports Mental Retardation Waiver Program Services (MRWP) including community access, community living support services, community residential alternative services, and supported employment. Funding provided by the United Way of Northeast Georgia helps to cover required costs that are not funded by the state and provides better staffing ratios, etc.

We currently serve an average of 70 individuals per month. This number may vary due to individual movement into and out of different programs and as a result of contractual changes.

HISTORY OF AGENCY

Hope Haven of Northeast Georgia, Inc. is a private nonprofit corporation whose primary purpose is to provide services for individuals with developmental disabilities who reside in the Athens-Clarke and surrounding counties. The second oldest such community program in the state of Georgia, Hope Haven was originally begun in the homes of five families in 1958 and initially survived only through the generous support and assistance of the Athens community. Hope Haven was totally supported by individual donations until 1962 when the program became an agency of the Athens Community Chest, now known as the United Way of Northeast Georgia. Hope Haven was able to expand again in 1972, the first year that funding became available from the state, by contracting with the Georgia Department of DBHDD to provide services to more individuals. This agency was extremely proud to occupy its new main center at 795 Newton Bridge Road in October 1997. This 16,000 square foot facility helps to meet the demands of its expanding programs. Funding for this facility was made possible by the donations of numerous individuals to a trust fund over several decades and through the generous bequest of the Henson family whose son was an individual of the program during the sixties.

A respite home serving the 10-county geographical section of the region began operations in June 1995. In 2003, Hope Haven began a capital campaign with a goal to raise \$750,000 for a new respite facility. A six-acre parcel of property across the street from the main center at the corner of Vincent Drive and Newton Bridge Road was purchased to locate the new respite home. The new home opened and began providing services in the summer of 2009. The home was named Lee's House in honor of Lee Florence. This new facility greatly enhanced the services provided.

In 2013, Lee's House was converted into a residential home in order to serve individuals who transitioned out of state institutions. The respite services were relocated to a 3-bedroom rental home on Oak Bluff Drive. In December 2018, respite services were discontinued, and the rental location was closed due to funding cuts from the state.

Hope Haven began providing residential services in 2008. This program has grown over the years as the needs increased. In 2013, Lee's House was added to the residential program. In 2014, a fifth home was opened on Pine Valley Drive. Hope Haven's goal for the future is to own each of the homes and to eventually have 4-bedroom homes rather than 3-bedroom in order to be more financially sustainable. During the years 2019 – 2024, due to various reasons including the work force crisis in this industry, Hope Haven had to make decisions to close a total of 3 of our residential homes.

In 2024, when we closed the third home, we were able to also open a Host Home supporting two individuals and we had one empty bed in an existing home. Fortunately, with the closure of this home we did not have to discharge any individuals. Hope Haven now owns the two residential homes and contracts with one Host Home. This provides residential support to nine individuals.

As an employee of this agency, you can be proud to be a part of one of the oldest programs of its kind in the state that has become very important to this community and has established an excellent reputation for the quality of services it provides.

LEGAL NAME OF CORPORATION

Although this agency is most often known as and commonly referred to as “Hope Haven,” the official legal name of the corporation is Hope Haven of Northeast Georgia, Inc. The name was legally changed to this in 1999 to more appropriately reflect the role and mission of the agency. The previous legal name of the corporation was “Hope Haven School for the Mentally Retarded, Inc.” This name was discontinued since it gave the impression to many individuals in the community that we were a school that mostly served children. Therefore, the term and use of the word “school” has been intentionally deleted from the legal name of the corporation. Children and young adults were the primary individuals served by Hope Haven for many years. Public Law 94-142 was enacted into law and signed by President Gerald R. Ford on November 29, 1975. The focus of this law was to begin shifting the responsibility for providing services to school-aged individuals (3-21) to the local school systems. School-aged children continued to be served by agencies such as Hope Haven in the state of Georgia through a cooperative agreement between the Georgia Department of DBHDD and the Georgia Department of Education until the mid 1980s. After that time, all local school systems began directly serving all school-aged individuals regardless of disability. Preschool services (ages birth to 3) were provided by Hope Haven until the early 1990s when the Georgia Department of Public Health assumed primary responsibility for that population. Employees are encouraged to facilitate community awareness of our purpose and mission including appropriate references to these persons that we serve as adults and should avoid the use of inappropriate terms such as “school.”

MISSION STATEMENT OF HOPE HAVEN

This agency has established its purpose and mission statement based upon its philosophy and goals. This statement summarizes those ideas and embodies those concepts in order to fulfill its mission.

Mission Statement

Hope Haven's mission is to **prepare, empower** and **connect** adults with developmental disabilities to strengthen our community.

Vision

We envision a world where adults with developmental disabilities will be able to fully integrate into the community independently.

Core Values

People & Purpose-Driven: We embrace diversity by recognizing individual talents. We celebrate abilities by supporting a vibrant life centered on expressiveness and choice.

Innovation & Inspiration: We promote growth by opening the door to endless possibilities. We encourage and assist individuals in self-advocating, practice building unique skills, and motivate one another to grow and flourish. Empowering individuals to reach their full potential is at our core.

Collaboration & Inclusion: We utilize a team approach that includes the individual, family, friends, and community to advocate for inclusive activities that support needs in all aspects of the individual's life. We strive to promote giving back to our community through volunteer opportunities and by building meaningful relationships.

Dignity & Respect: We recognize the worth and potential of each individual we serve and protect their dignity. We acknowledge the intrinsic value in one another and make certain to respect the rights, opinions, and choices of all.

ORGANIZATION

This agency is privately governed by its own Board of Directors which is comprised of outstanding individuals within the community and individual representatives recognized as leaders in their professions and within the business community. The Board of Directors has been very involved in the growth and success of the agency to an extent that is far beyond what is typical. The Board of Directors has done among other things hold annual fund-raising events to help support operating costs, fund capital improvements and provide equipment and vehicles not funded by the state. The Board of Directors also hosts annual employee recognition activities and funds some of the costs for some individuals to attend camps and take vacations during the summer.

The Board of Directors of this agency is primarily responsible for setting policies. The Board of Directors employs the executive director, to whom it delegates responsibility for the day-to-day administration of the agency. The executive director manages the staff, using policies approved by the Board of Directors. This agency's staff members are accountable to the executive director through their supervisory levels, through whom all communication to the Board of Directors is channeled. Organizational charts are provided to delineate the relationship of each position to the organization. All staff members are encouraged to provide input and suggestions concerning the overall operation of this agency by following the proper channels of communication. Employees should initially bring comments to their immediate supervisor. In those cases where that may be inappropriate, employees may approach the executive director. It is the policy of this agency to operate in an "open door" manner. All staff input is considered and can be presented without fear of personal recrimination on the staff member or their position.

The Department of Behavioral Health and Developmental Disability

DBHDD's VISION

Easy access to high-quality care that leads to a life of recovery and independence for the people we serve.

DBHDD's MISSION

Leading an accountable and effective continuum of care to support Georgians with behavioral health challenges, and intellectual and developmental disabilities in a dynamic health care environment.

WHAT THEY DO

DBHDD operates state hospitals and provides for community-based services across the state through contracted providers. The department serves people living with mental health challenges, substance use disorders, intellectual and developmental disabilities, or any combination of these. As Georgia's public safety net, our primary responsibility is to serve people who are uninsured. We also serve individuals on Medicaid and others with few resources or options. Our program divisions are:

- Behavioral Health
- Developmental Disabilities
- Hospital Services

DEVELOPMENTAL DISABILITY SERVICES

The Department of BHDD believes it is critical that services, supports, treatment and care respect the vision of the individual. Each agency or organization must incorporate this belief and practice into their service delivery to support individuals with mental retardation and developmental disabilities in living a meaningful life in the community. Specifically, the provider must ensure:

- Person centered service planning and delivery
- Capacity and capabilities, including qualified and competent providers and staff
- Participant safeguards
- Satisfactory participant outcomes
- Systems of care that have the infrastructure necessary to provide coordinated services, supports, treatment and care
- Participants rights and responsibilities
- Participant access

HCBS FINAL SETTINGS RULE

All employees must ensure services are delivered in compliance with the HCBS Final Settings Rule, including protections for privacy, dignity, freedom from coercion, and community integration.

SECTION 2

GENERAL EMPLOYMENT INFORMATION APPLICABLE TO ALL EMPLOYEES

(THE SUBSEQUENT ITEMS IN THIS SECTION ARE LISTED IN ALPHABETICAL ORDER AND ARE NOT NECESSARILY IN ORDER OF IMPORTANCE)

WHAT THIS AGENCY EXPECTS FROM EMPLOYEES

Your first responsibility as an employee is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with the administration, your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom we serve, and how you accept direction can affect the success of the program in which you work. In turn, the performance of one program can impact the entire array of services offered by us. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The result will be better performance for the agency overall, and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This handbook offers insight on how you can positively perform to the best of your ability to meet and exceed expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making Hope Haven an agency where you can approach your supervisor, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of this agency. (Please take a look at the section describing the submission of suggestions.) We're all human, so please communicate with each other and with management.

Remember, you help create the healthy, pleasant and safe working conditions that Hope Haven intends for you. Your dignity and that of fellow employees, as well as that of our individuals, is important.

We need your help in making each working day enjoyable and rewarding.

Effective 9/1/2009

ABANDONMENT OF POSITION

Abandonment of position (presumptive resignation) occurs when an employee is absent from any duty for three consecutive days without proper notification or authorization (i.e., communication with their supervisor) or has three consecutive days of unexcused absences. An individual in such situations is automatically considered to have resigned from their job.

Effective 4/24/2011

ADVERSE ACTION

An adverse action is taken against an employee for disciplinary reasons. Adverse actions may include suspension without pay, salary reduction, demotion and dismissal or other measures deemed appropriate to the circumstances. All pertinent facts will be carefully reviewed, and the employee will normally be given an opportunity to explain their conduct before any decision is reached. Adverse action pertains to matters of conduct as well as an employee's competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the general steps set forth by progressive discipline.

Under normal circumstances, supervisors are expected to follow progressive discipline principles. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in progressive discipline. Likewise, there may be times when the supervisor may decide to repeat a disciplinary step. To ensure that agency business is conducted properly and efficiently, employees must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem in these areas does arise, the employee's supervisor will coach and counsel the employee in mutually developing an effective solution. If, however, an employee fails to respond to coaching or counseling, or an incident occurs requiring formal discipline, progressive discipline will occur. If an employee commits any of the actions listed below, or any other action not specified but similarly serious, that employee may expect adverse action up to and including termination. An employee may be terminated without any previous disciplinary action having been taken. Adverse action up to and including termination may be taken against an employee for any, but not limited to, the following:

- Negligence, neglect or inefficiency in performing assigned duties
- Inability or unfitness to perform assigned duties
- Insubordination
- Misconduct
- Conduct reflecting discredit upon this agency
- Chronic tardiness or absenteeism
- Commission of a felony or other crime involving moral turpitude
- Failure to report for or remain at work without justifiable cause
- Political activity in violation of rules, regulations, or law
- Theft
- Falsification of any records
- Failure to follow safety practices
- Conflict of interest
- Threat of, or the act of doing bodily harm
- Willful or negligent destruction of property
- Use or possession of intoxicants, drugs or narcotics
- Refusal to perform assigned work or to follow a direct order
- Failure to meet any of the basic terms and conditions of employment
- Failure to maintain certification or other necessary qualifications
- Failure to follow any other policy, procedure, rule, regulation, requirement or law as otherwise specified

AIDS/HIV IN THE WORKPLACE

The incidence of AIDS in the population at large has necessitated provider assurances with regard to HIV (human immunodeficiency virus). These assurances by DBHDD requires:

- A. Providers to participate in any HIV project as required by the Regional Office.
- B. That providers shall routinely make available Early Intervention Services to each individual receiving or seeking treatment services, provided that such services are not required as a condition of receiving treatment services for substance abuse and are undertaken voluntarily and with the informed consent of the individual. Early Intervention Services must include counseling for HIV/AIDS, diagnostic testing and therapy

Effective 9/1/2009

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (hereinafter referred to as ADA) is a federal law that prohibits discrimination in access to services and employment against persons who are disabled. There are three categories of persons who are considered disabled under the ADA. These categories include:

1. A person who has a physical or mental impairment that substantially limits one or more of the major life activities of that person.
2. A person who has a record of such impairment.
3. A person who, while not actually being disabled, is regarded as having such impairment.

This agency welcomes applications from people with disabilities and does not discriminate against them in any way. Some examples of the ways this agency complies with the ADA are:

- Considering all applicants with disabilities for employment using the same criteria as are used for the employment of persons without disabilities.
- Considering employees with disabilities for promotion using the same criteria that are used for the promotion of employees without disabilities.
- Taking steps to make facilities barrier-free and accessible.
- Making adjustments to reasonably accommodate employees with disabilities.
- Posting notices explaining the provisions of ADA and employee rights under the law.

Effective 9/1/2009

AT WILL EMPLOYMENT POLICY STATEMENT

It is the policy of this agency to provide that all employment and compensation with this agency is "at-will." This means that employment can be terminated with or without cause, and with or without notice, at any time, at the option of either Hope Haven or the employee. It is important that all applicants acknowledge and understand that any and all employment with this agency is "at-will" and of indefinite duration without regard to the position classification. An employee or this agency may terminate employment at any time, with or without notice and for any reason. No agreement to the contrary will be recognized unless such an agreement is in writing and approved by the agency's Board.

Effective 9/1/2009

BASIC TERMS AND CONDITIONS OF EMPLOYMENT

All employees must acknowledge and adhere to the Basic Terms and Conditions of Employment. This list of items is not all-inclusive and may be altered or changed at any time upon the discretion of this agency. Failure to follow, adhere or meet basic terms and conditions may result in immediate disciplinary action up to and including dismissal. These terms and conditions of employment include:

1. Employee duties, responsibilities and performance requirements may be increased, changed, reassigned, or reduced at the administration's direction in exercise of its discretion to manage the agency. Employees must acknowledge and agree to comply with and follow any and all such directions.
2. Observance of all policies, procedures, rules, regulations, standards, requirements, laws, or any other applicable or authoritative control as established by Hope Haven, DBHDD or by any laws of the State of Georgia or of the United States.
3. All employment and compensation with this agency are "at-will" which means that employment can be terminated with or without cause, and with or without notice, at any time, at the option of either this agency or the employee, except as otherwise provided by law. Employee must understand and acknowledge that any and all employment at this agency is at-will and of indefinite duration without regard to the position classification. An employee or this agency may terminate employment at any time, with or without notice and for any reason. No agreement to the contrary will be recognized unless such an agreement is in writing and approved by the Board of Directors.
4. Adherence to the Immigration Reform and Control Act by providing within three (3) working days of employment verification that employee is either a citizen of the United States, an alien lawfully admitted for permanent residency, or an alien authorized to work in the United States. Failure to do so will result in immediate termination of employment.
5. Continued employment is contingent upon agency receipt of a satisfactory criminal records and background check as specified by policy and procedure and state law. All applicants who are selected for employment to any position with this agency are required to undergo a criminal history record check. All applicants and employees are required to disclose prior convictions on application for employment, and upon employment any subsequent convictions and arrests in writing to the Executive Director. Conviction of a crime does not automatically bar employment. The nature of the offense, the time of lapse, efforts at rehabilitation and the nature of the position will all be considered in determining whether employment is appropriate.
6. Use of personal vehicle is a prerequisite in order to fulfill job performance requirements as travel may be required as a necessary job duty or employee may be requested to transport individuals on behalf of the program. Employee is required to:
 - 6.1. Maintain either a valid driver's license or commercial driver's license as specified either by employee's supervisor or agency administration.
 - 6.2. Provide and maintain proof of valid driver's license including proof of license renewal prior to expiration date of current license.
 - 6.3. Provide and maintain personal vehicle liability insurance including proof of insurance renewal prior to expiration date of current policy.
 - 6.4. Maintain an acceptable driving record as specified by agency policy and procedure and evidenced in a Georgia Department of Public Safety Motor Vehicle Report (MVR) or another available document indicating driver history obtained annually.
 - 6.5. Follow the DBHDD Vehicle Policy and Procedure Manual.
7. FLSA non-exempt employees are scheduled to work a maximum forty-hour (40) workweek. This requirement must be strictly adhered to.
 - 7.1. The FLSA non-exempt employee workweek begins each Sunday morning at 12:01 a.m. and ends each Saturday evening at 12:00 midnight.
 - 7.2. The workday at the main center consists of an eight (8) hour work period unless required by a specific assignment by supervisor or another authorized administrative staff member.

- 7.3. Any exception to a FLSA non-exempt employee's work schedule must result in an adjusted work schedule within the workweek that is approved by the employee's supervisor. Employees must also have prior supervisory approval in the event the employee's work time exceeds forty (40) hours within a workweek that will result in overtime pay. Accrual of unauthorized overtime may result in disciplinary action.
- 7.4. FLSA non-exempt employees must provide required documentation of time worked generally by punching in and out on a time system or as otherwise required.
8. FLSA exempt employees are scheduled to work a minimum of forty (40) hours each workweek.
9. Confidentiality and non-disclosure of information, rules, regulations, laws, policies and procedures and requirements are extremely important and must be specifically adhered to at all times during employment with this agency and after termination of employment with this agency. Agency information is a valuable and unique asset of this agency. Employees will not, during or after employment with this agency, reveal any information to any person, firm or corporation or other entity. This specifically refers to but is not necessarily limited to information of persons served or business dealings that this agency has with regard to individual employment and work contracts. Employees will be required to acknowledge that this agency is be entitled to an injunction, restraining the employee from disclosing any information, or from rendering any services to any entity to whom any information has been or is threatened to be disclosed. This agency may also pursue any other remedies it has against the employee for a breach or threatened breach of this provision.
10. Employee and individual health and safety are of the utmost importance. Employees will be required to understand and acknowledge the need to follow all rules, regulations and requirements related to universal precautions, workers' compensation and related areas.
11. Following all employee standards of conduct including but not necessarily limited to all laws, rules, regulations, and policies and procedures regarding employee standards of conduct and code of ethics, employee conflict of interest, individual staff relationships, sexual harassment, political activity, nondiscrimination, employment of relatives, appropriate dress, use of agency telephones, speaking to the media and drug free work place.
12. Full time devotion to agency business. The employee will devote their full and entire time, attention and energies to the business of this agency. While working, the employee will not engage in any other business activity, regardless of whether such activity is pursued for profit, gain or nonprofit purposes without the prior consent of the supervisor and executive director. The employee is not restricted from making personal investment in any other businesses in so far as those investments do not conflict in the operation of this agency or the employee's fulfillment of position responsibilities.
13. Approval of any type of leave is discretionary except as may be required by law. Employees must request appropriate use of leave and to submit leave requests as specified by agency policy and procedure.
 - 13.1. Employee must obtain prior approval for the use of leave from supervisor or another authorized administrative staff member.
 - 13.2. Employee must give timely notification when requesting Paid Time Off to supervisor or another authorized administrative staff member. Requests must minimally be at the beginning of the work period for which Paid Time Off will be requested.
 - 13.3. Physician's certification for the use of Paid Time Off may be required when in the opinion of employee's supervisor or other authorized administrative staff member that employee has misused or abused Paid Time Off evidenced by the excessive or chronic absenteeism or by failure to maintain a Paid Time Off balance as specified by policy and procedure.
 - 13.4. Employee must submit written leave requests in a timely manner.
 - 13.4.1. For use of sick or emergency Paid Time Off by submitting request within the first working day upon return to work.

- 13.4.2. Prior to use of any Paid Time Off (except in emergency and then within the first working day upon return to work).
- 13.4.3. By copy of subpoena prior to use of any court leave or jury duty.
- 14. Implementing, completing, and fulfilling all work- and job-related tasks, duties, and responsibilities as specified in employee's job description, performance management plan (PMP), or other related documents is a primary requirement in meeting the basic terms and conditions of employment. Employees will complete all such tasks, duties, and performance requirements as specified.
- 15. The continuous enhancement and development of employee performance is required and provided through the attendance and participation of any inservice training programs and staff development activities which may be required. Employees shall:
 - 15.1. Attend and participate in any inservice training as required.
 - 15.2. Assure that all required records, diplomas, certificates, licenses, documentation and implementation processes or procedures are provided for personnel file.
 - 15.3. Attend and participate in employee orientation, annual staff development assessment, planning and appraisal.
 - 15.4. Maintain current all required training certification needs such as First Aid, CPR, and defensive driving.
- 16. Maintaining a working relationship and positive image in the community that enhances the needs of individuals within the program and the center and facilitates this need by:
 - 16.1. Remaining available to participate in civic, church, business and industrial, educational and volunteer organizations in order to foster the awareness of the agency and participation in the community.
 - 16.2. Maintaining relationship with business and industry to enhance and foster success in volunteer and individual employment opportunities.
 - 16.3. Personally, acting as representative of the program in community activities and encourages other staff to act in same capacity.
 - 16.4. Presenting favorable image of agency in all relations with the community, public agencies, other governing boards and expresses loyalty through open commitment to agency policies and procedures.
- 17. Maintaining an acceptable relationship with supervisor by:
 - 17.1. Keeping an open line of communication with supervisor and administrative staff by stating concerns in a constructive and positive fashion.
 - 17.2. Attending and participating in individual, supervisory and general staff meetings as required by supervisor or other authorized administrative staff.
- 18. Employees may be terminated for any of the following reasons:
 - 18.1. The abuse, mistreatment, corporal punishment or other similar offense against an individual.
 - 18.2. Any action that results in injury to any individual or desiring to injure any individual.
 - 18.3. Insubordination.
 - 18.4. Negligence or inefficiency in performing assigned duties.
 - 18.5. Inability or unfitness to perform assigned duties.
 - 18.6. Misconduct or conduct reflecting discredit to Hope Haven.
 - 18.7. Commission of a felony or other crime involving moral turpitude or conviction for violation of any law as specified and prohibited by the Georgia Department of BHDD.
 - 18.8. Falsifying or misrepresenting any record, report, required paperwork, or other such information or having knowledge of such falsification and not accurately reporting to the appropriate individuals including but not necessarily limited to individual attendance, activity notes, billing documents, service plans, service plan reviews, individual data sheets, or any other individual records, the reporting of accidents, incidents, seizures or other injury, time cards, reports provided for budgetary or other monetary purposes,

- reports provided to DBHDD including regional and state reports, and reimbursement of any expenses for any purpose including travel.
- 18.9. Having in possession or consumption of any alcohol, controlled substance (except for a prescriptive medicine authorized by a licensed physician) or any other illegal item during work.
 - 18.10. Reporting to work or being present at work while under the influence of or partaking in the use of alcohol, a controlled substance (except prescriptive medication taken under a licensed physician's care when such use does not interfere with employee's ability to adequately perform all job duties), or any other illegal item during work.
 - 18.11. Refusal to submit to drug screening as provided by policy and procedure.
 - 18.12. Chronic tardiness including punctuality in reporting to work or absenteeism.
 - 18.13. Unauthorized absence from assigned work area, environment or expected location or failure to report for or remain at work without justifiable cause.
 - 18.14. Interfering with the work or performance of another employee or individual.
 - 18.15. The negligent use and destruction, intentional willful misuse, damaging, or wrongful conversion of any equipment or property of the State of Georgia or of this agency including but not necessarily limited to telephones, vehicles, office equipment, and supplies of all kinds.
 - 18.16. Any intentional or willful violation of any safety regulation or requirement.
 - 18.17. Gambling, lending or borrowing money, conducting outside business, or participating in any other illegal or prohibited activity while on duty.
 - 18.18. Sleeping while on duty.
 - 18.19. Violation of policy regarding appropriate dress.
 - 18.20. Theft.
 - 18.21. Engaging in any prohibited political activity.
 - 18.22. Wrongful use of privileged information.
 - 18.23. Receiving gifts or favors from individuals or from relatives, friends, acquaintances of individuals that may be inappropriate.
19. Employee must give evidence that they are free of tuberculosis by providing an annual health screening for TB or other communicable disease(s) as may be required.
 20. Employees may be required to provide a pre-employment screening statement for workers' compensation purposes as specified by Georgia law. Failure to do so when necessary, may result in termination of employment.
 21. Employment with this agency is considered to be the primary employment for every employee. Employee is therefore required to report any outside employment activity in order to assure that there is no conflict with other employment and agrees to terminate other employment if requested.
 22. Employee will complete any other duties or tasks as assigned or requested by supervisor or other authorized administrative staff.
- Employees are required to sign an acknowledgment and agreement to these basic terms and conditions of employment that will be placed in their personnel file.

Effective 4/24/2011

BENEFITS ELIGIBILITY

If you are a full-time employee who regularly works a permanently scheduled workweek of 40 or more hours, you will enjoy all of the benefits described in this handbook as soon as you meet the eligibility requirements for each particular benefit. If you are a part time employee, you will enjoy only those benefits that are required by law to be afforded to you, provided that you meet the minimum requirements set forth by law and as may be specified in the benefit plan(s). Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.

Effective 4/24/2011

BREAKS AND MEALS

Employees are not scheduled for specific break times. Employees must assure that there is adequate supervision and coverage for individual responsibilities and that employee is not away from their assigned work area excessively or to the detriment of their responsibilities. Specific mealtimes are also not scheduled. This allows employees to work their work schedule without it being extended. Each employee should discuss any other particular needs that they may have with their supervisor. Employees of community living arrangements and other sites operated by this agency on a 24/7 basis are allowed to eat scheduled evening meals prepared and served “family style” with individuals at no cost to the employee. Any other employee use of household or individual food is prohibited.

Effective 4/24/2011

BULLETIN BOARDS and ELECTRONIC POSTINGS

Bulletins and bulletin boards were one of our "official" ways of keeping everyone informed. We now use the secure communication (s-comm) application in Therap which is our Electronic Records system. Information of general interest is sent regularly through s-comm. Specific information that will be sent includes but is not necessarily limited to job announcements, certain policies or changes in procedures, special events, current publicity, official workers' compensation notices, EEO notices, minimum wage notices, and other notifications as required by law, and memos, letters and other such related information. Please form the habit of reading all s-comms on each shift and click acknowledge to let the sender know you have read the information provided.

We still have a few bulletin boards posted at each location. Bulletin board locations are identified during employee orientation. The primary official bulletin board for all such information at the main center is located at the end of the main hallway (back left side from door to CAG area) and is available for all employees to view during regular business hours. Please form the habit of reading the bulletin boards regularly so that you will be familiar with the information posted on it. Only authorized personnel are permitted to post, remove or alter any notice on the bulletin boards. If you want to have notices posted on a bulletin board, see the executive director.

Effective 9/1/2009, updated 6/27/25

CLASSIFICATIONS OF POSITIONS

At the time an employee is hired, they are classified as full time regular, part time regular, full time temporary, or part time temporary. The employee will be also told whether they qualify for overtime pay (see FLSA section “exempt” and “nonexempt” staff). Unless otherwise specified, most benefits apply only to regular full-time employees. All other policies described and communicated by this agency apply to all employees, with the exception of certain wage, salary and time off limitations applying only to “FLSA nonexempt” employees as previously mentioned. All employees are provided with a statement and acknowledgment of FLSA status upon being hired.

- * **Regular Full Time** - Employees who are regularly scheduled for 40 hours per week. Regular full-time employees are eligible for or entitled to all benefits described or provided by this agency including but not limited to eligibility for health insurance, leave, retirement, and other such benefits as budgetary resources allow. These positions are paid on either a bi-weekly or semi-monthly basis from a payroll account and are covered by workers’ compensation and liability insurance. State and federal taxes and FICA deductions are taken from the pay.
- * **Regular Part Time** - Employees who are regularly scheduled to work less than 40 hours per week but may occasionally work a 40-hour week when needed. Part time employees are only paid for actual hours worked during a pay period and are NOT eligible for or entitled to any benefits including but not necessarily limited to paid leave, health insurance, and other such benefits. Part time employees may be eligible for retirement by meeting the minimum hourly requirements in a plan year as specified in the retirement plan. Regular part time positions are paid on an hourly basis from a payroll account and are covered by workers’ compensation and liability insurance. State and federal taxes and FICA deductions are taken from the pay.
- * **Temporary Full Time** - Employees who are regularly scheduled to work 40 hours per week in a “temporary” position for a period of time not to exceed one hundred and eighty days (180). Temporary full-time employees are not entitled to benefits.
- * **Temporary Part Time** - Employees who are regularly scheduled to work less than 40 hours per week in a “temporary” position for a period of time not to exceed one hundred and eighty days (180).

Effective 4/24/2011

COMMUNICATIONS

Successful working conditions and relationships depend upon successful communication. Not only does everyone need to stay aware of changes in procedures, policies and general information, each person also needs to communicate their ideas, suggestions, personal goals or problems as they affect their work. In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all available methods of communication, including this handbook, bulletin boards, discussions with supervisors, memoranda, staff meetings, newsletters, training sessions, s-comm through Therap, emails, etc. Employees will receive other information booklets, such as your insurance booklets, from time to time. Employees may take these booklets home so that their family may know more about their job and benefits. In addition, employees may receive letters from this agency. There is no regular schedule for distribution of this information. The function of each letter is to provide everyone with interesting news and helpful information, which will keep all employees up to date on the events here.

Effective 9/1/2009

COMMUNITY ACTIVITIES

Individualized service planning and programs have historically relied upon meeting regulatory requirements and addressing individual needs through clinical and functional approaches. New priorities established by more appropriate philosophical approaches and by changes in funding mechanisms have shifted to an emphasis for a more person-centered approach. This requires that we emphasize working with each individual by focusing our understanding and prioritizing our activities towards the desires and choices of the individual receiving services. A person-centered approach can be fully realized only through the development and implementation of substantive and meaningful community-based activities according to each individual's desires. The basis for all community activities should be consistent with the person-centered outcomes specified in the individualized service plan. Community activities are the cornerstone of a person-centered service. Successful and meaningful community activities must be well planned as well as person-centered. If community activities are provided only to meet reimbursement or regulatory requirements, numerous difficulties will result. Logistical problems and individual difficulties are only a few of the many problems that can arise. Therefore, it is extremely important for all employees to understand and acknowledge not only the philosophical basis for community activities but also the subsequent implications as to how they are best provided.

The primary purpose of all community activities is to address and meet the needs and outcomes of individuals receiving services. No employee may engage in personal business at any time during community activities. This means that employees may not shop or purchase items for personal purposes, run into a store or place of business to pick up an item or attend to any personal matter, pay bills or engage in any activity that is related to an employee's personal or private matter or concern of any nature during work. Employees may never leave individuals unattended in a vehicle at any time for any reason. Employees are expected to devote all of their time and energy during community activities fully engaged in their official duties and responsibilities as an employee of this agency. As a result of reimbursement requirements and to address appropriate philosophical approaches to community integration, community activities may include only small groups of individuals. Group activities should preferably be in a one staff to up to 5 individuals whenever possible or practicable. Individualized services must be provided on a one-to-one basis. Transportation in the 1:1 instances will usually require the employee to utilize their personal vehicle. Agency vehicles should be used only when it is necessary to transport more than two or three individuals at one time or when indicated due to individual physical needs or accessibility requirements.

Adequate supervision and direction for the individual receiving services must have the utmost priority and consideration of employees during community activities. Individuals receiving services must have adequate direction, structure and supervision according to their level of ability in order to have successful growth and positive experiences. Community activities are opportunities for the individuals receiving services and not for the convenience of the employee. Community activities should be well-planned activities that are designed and implemented according to the choices, desires and needs of the individual receiving services and not provided simply to meet regulatory requirements.

The following examples are provided for illustrative purposes in order to give guidance and direction in meeting the intent for community activities. They are not meant to be all-inclusive but are intended to serve as examples.

1. Individuals go to a restaurant to have a meal. The primary aim for this activity would be to assure that the individual(s) receiving services has an enjoyable meal. The employee would not choose an eating establishment but the individual(s) receiving services would make the choice. The

employee's primary function would be to accompany and assist the individual(s). This activity would never simply be the result of an employee stopping somewhere only to get himself or herself something to eat.

2. Individuals go to a store or mall. The primary aim for this activity would be to assist the person receiving services to appropriately interact in that environment. This may be related to an individual's need for shopping, making choices, money management skills, etc. The employee would not choose the store or place of business but the individual(s) receiving services would make the choice. The employee's primary function would be to accompany and assist the individual(s). This activity would never involve the employee making a personal purchase or taking care of personal business during this time.

Employees are subject to disciplinary action up to and including dismissal for failure to follow the intent of these procedures. This includes but is not necessarily limited to:

1. Failure to provide adequate supervision and direction for individuals receiving services when in the community.
2. Engaging in personal business at any time during community activities such as shopping or purchasing items for personal purposes, leaving individuals in a vehicle to run into a store or place of business to pick up an item or attend to any personal matter, paying bills or engaging in any activity that is related to an employee's personal or private matter or concern of any nature.

Effective 9/1/2009

COMPENSATORY TIME AND OVERTIME

This agency recognizes that overtime may sometimes be necessary. Overtime may result in compensatory time for Fair Labor Standards Act (FLSA) exempt employees and overtime pay for FLSA nonexempt employees.

1. The Executive Director may grant compensatory time for overtime to FLSA exempt employees. However, compensatory time for overtime is granted only when an FLSA exempt employee shows extraordinary effort and should not be considered automatic.
2. Compensatory time for overtime is not granted for non-work time during employee trips away from this agency. This includes sleep time and other time engaged in non-work-related activities.
3. FLSA nonexempt employees who work overtime will be paid overtime in accordance with state and federal wage and hour laws. Overtime pay will be calculated at time and one-half (1.5) the employee's regular hourly pay rate when overtime is the result of working overtime in the employee's position.
4. FLSA nonexempt employees are expected to obtain prior supervisory approval before accumulating overtime. Nonexempt employees must always make every effort to adjust their work schedule within the workweek in order to maintain a 40-hour workweek. Accrual of unauthorized overtime may result in disciplinary action.

Effective 4/24/2011

COMPUTER AND INTERNET USAGE

This agency reserves the right to authorize the use of its computers, the network and all hardware and software. All activities are subject to appropriate authorization and monitoring. Employees will be provided passwords and access as appropriate. Any activities are otherwise not allowed.

1. The use of agency computers should be strictly for the legitimate business purposes of this agency. This includes the use of computers, software, hardware peripherals, e-mail, internet access and any other related area.
2. Communication using email and the internet is not private and may be monitored by administrative staff. All e-mails are automatically archived and may be reviewed at any time for any purpose. Employees should utilize only the authentic agency system for email. There should be absolutely no expectation of privacy or confidentiality in regard to e-mail or internet surfing.
3. The unauthorized use of “stealth ware” is specifically prohibited. Stealth ware is software that is designed or used to hide or otherwise make programs, files, links and documents invisible on a computer.
4. Employees should treat email and other electronic messages in the same fashion as other written business communication having the same attention to professionalism, care and agency confidentiality requirements.
5. The following activities are strictly prohibited and may result in disciplinary action up to and including dismissal;
 - 5.1. The downloading, uploading, storage or use of protected and copyrighted media, material, including music and software unlawfully and without the requisite permission and license obtained is strictly prohibited.
 - 5.2. The use of video cameras to monitor home or other sites while at work via the internet.
 - 5.3. The use of instant messaging other than for a business purpose, internet and computer games. Employees may be monitored for the amount of time spent on the internet, using email and instant messaging.
 - 5.4. Subscribing to non-business, nonprofessional internet sites and email lists with agency computers or using an agency email address.
 - 5.5. The use of computers, e-mail, internet access, telephone or fax machines for an unlawful activity may result in immediate termination.
6. Usage and access to the agency’s computers, email system and distribution lists are restricted to agency employees. Usage may be extended to officially sanctioned interns, trainees, volunteers and individuals receiving services for appropriate and legitimate agency purposes by administrative staff.
7. Employees may be monitored for any computer usage for any reason or purpose at any time without notice.
8. Explicit statements, files, pictures or other electronic media that are harassing, discriminatory, defamatory, fraudulent, obscene, indecent, embarrassing or intimidating will not be tolerated and may lead to discipline up to and including termination for the first offense.
9. Employees with agency email addresses are required to regularly check their email in order to assure timely receipt and response to messages. When directed, email may not be retained for longer than 30-day periods and may be deleted after that amount of time.
10. Employees may not disable preview capabilities in email programs. This activity allows a vulnerability that enables the activation of viruses and worms before the email can be checked out.
11. Employees are expected to provide administrative staff with all passwords and any other access information created by an employee and related to the use of any computer, network or internet privilege in regard to any agency business or purpose.
12. Authorized employees are expected to follow all requirements of the state of Georgia and DBHDD in regard to agency access and use of the statewide data systems.

13. Employees are strictly prohibited from distributing any information to any unauthorized individual or to anyone outside of the agency regarding access to the agency's network, website, email system, specific computer desktop, or any such related electronic aspect of this agency. Employees may not remotely access the agency's network, website, email system, any computer desktop, or any related aspect except for official authorized purposes. Employees must immediately notify administrative staff whenever they become aware of any security breach or unauthorized use of the system, its components, or other related items or activities.

Effective 9/1/2009

COMPUTER AND INTERNET CONFIDENTIALITY AND SECURITY

The assurance of confidentiality is critical and necessary to the operation of this agency in order to protect information regarding individuals receiving services, employees, vendors, donors and other interested parties. The confidentiality of information is also required by the Georgia Department of DBHDD and by state law. All users must comply with basic requirements to assure confidentiality. This minimally includes:

1. All computers shall require user account password access, have system firewall turned on, and file sharing off unless administratively necessary. Screen savers shall be configured to be automatically invoking access by user password when an individual is away from their desktop after a period of time.
2. All servers must require direct and remote access by password.
3. All email communications shall include a disclaimer to the effect that:
 - 3.1. This message is intended exclusively for the individual or entity to which it is addressed and may contain information that is proprietary, privileged, confidential, or otherwise legally prohibited from disclosure,
 - 3.2. If the individual receiving the email is not the named addressee or intended recipient, they are not authorized to read, print, retain, copy or disseminate this message or any part of it, and
 - 3.3. If the message has been received in error, to please notify the sender immediately by email or telephone at 706-548-4361 and delete all copies of the message.
4. All major equipment shall be labeled by inventory sticker.
5. Discarded computers that are no longer used by this agency shall have the hard drives erased by security software or be physically destroyed to assure that all files and data can no longer be accessed.

Effective 9/1/2009

CONFIDENTIALITY

Our individuals and businesses that we do work with entrust us with important information relating to themselves. The nature of this relationship requires maintenance of confidentiality. All employees are required to sign a confidentiality agreement. In safeguarding the information received, this agency earns the respect and further trust of our individuals and business partners. Everyone's employment with this agency assumes an obligation to maintain confidentiality, even after they leave our employ.

Any violation of confidentiality seriously injures our reputation and effectiveness. Therefore, please do not discuss our individuals or business dealings with anyone who does not work for us, and never discuss business transactions with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If anyone hears, sees or becomes aware of anyone else breaking this trust, consider what he or she might do with information they get from you.

If someone outside the agency questions anyone and they are concerned about the appropriateness of giving him or her certain information, that person should remember that they are not required to answer, and that we do not wish them to do so. Instead, as politely as possible, refer the request to the supervisor or to the executive director. No one is permitted to remove or make copies of any agency records, reports or documents without prior management approval. Because of its seriousness, disclosure of confidential information could lead to dismissal.

As an employee, you have access to personal and confidential information. All agency business must be kept strictly confidential. Employees are required to sign a Confidential Information Agreement to this effect. Employees will ensure confidentiality and privacy in regard to history, records, discussions, and any other information about the individuals we serve and the businesses we work with. The very fact that an individual is served by this agency must be kept private and confidential; disclosure can be made only under specified conditions, which are briefly described below, generally for reasons relating to law enforcement and fulfillment of our mission. This means that employees shall not disclose any information about a person, including the fact that the person is or is not served by this agency unless as authorized by policy and procedure. The principle of confidentiality must be maintained in all programs, functions, and activities. ALL staff and providers of this agency shall receive confidentiality training as a part of their orientation by the Executive Director prior to beginning duties at their assigned work site. Employees must comply with and acknowledge the importance and seriousness of following all confidentiality procedures, rules, regulations and requirements. Failure to do so may result in adverse personnel actions being implemented as may be appropriate. All information and records are confidential unless the conditions for releasing information are satisfied. If ANY doubt exists, do not release any information until further approval is obtained. In general, always seek advice from the appropriate individuals according to the following order as appropriate and as circumstances allow: (i.e., supervisor, executive director, etc.).

Confidential information includes the following categories, whether written, computerized, verbal or in any other form:

1. The fact that a person is or has been an individual; *
2. Information transmitted in confidence by the individual to staff in the course of diagnosis, treatment, or other services;
3. Information regarding an individual transmitted in confidence by members of the individual's family or by other persons to staff;
4. Any diagnoses, opinions, summaries, or instructions issued by any providers in the course of diagnosis, treatment, or other services;
5. Any individual involved with any of the media (newspapers, radio, television, etc.) whatsoever

must always have a specific release for each and every specific media activity. Individuals who have listed any contraindication for media events participation from themselves, family members, or other authorized individuals cannot have any media involvement in any capacity or way. It is the responsibility of every employee to strictly adhere to this requirement;

6. Personal data, the release of which could reasonably be expected to be detrimental to the best interests of the individual;
 - a. Verbal information about individuals is often exchanged between service providers of different agencies in order to make referrals or to provide continuity of care. This information must be treated with the same concern for personal rights and confidentiality as written information. It is not necessary, however, to obtain an informed consent, provided it is done to further the health and welfare of the individual, and provided there is essentially no risk that the shared information will result in harm to the individual; **
 - b. Whenever possible, the individual should be informed of such conversations and a note entered in the record. Casual conversation in public places is inappropriate and strictly forbidden.
 - * Note that negative information such as the fact that a person is not an individual, is also confidential.
 - ** For alcohol and drug abuse individuals, communications between anyone in the DBHDD network and anyone outside this service network requires either written individual consent or a contract of agreement between the agencies guaranteeing confidentiality.
7. No information requested by someone outside of this agency will be given over the telephone. Employees are instructed to respond with the statement: "Policy does not permit me to give out this information." That includes whether or not a person is or has been served by this agency;
8. Release-of-Information Forms will be explained and completed in the presence of the person about whom any information may be released, before it is released;
9. No information about individuals or records will be released to state, federal or other agencies that enables the identification of any person by name, address, Social Security Number or other coding procedures, except as provided in the DBHDD contract;
10. If records are inspected by an outside agency, the individuals who inspect the records must be specifically authorized to do so by the executive director. The taking of notes, copying of records or removal of records is specifically prohibited in such cases;
11. Employees shall not discuss any individual's record with unauthorized individuals, whether on or off duty. All employees are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regard to individual information;
12. Employees are required to continue adherence to any confidential information including any other agency records, data, individual information, employee information, or other such related items after leaving employment with Hope Haven. Failure to do so could result in legal consequences. Also see Policy and Procedure #1200 – Confidentiality for more specific information.

Effective 9/1/2009

CONFIDENTIALITY AND NON-SOLICITATION AGREEMENT

Employees and authorized agents are required to sign an acknowledgement of confidentiality requirements and also sign a confidentiality and non-solicitation agreement. Consistent with numerous laws, policies and procedures and regulatory requirements, this agency must protect confidential information but must also disclose confidential and proprietary information to its employees and authorized agents in order to perform agency business. Employees and authorized agents must acknowledge the confidentiality of information and agree to maintain confidentiality indefinitely and to protect the legitimate business interests of the agency. In signing the confidentiality and non-solicitation agreement, employees and authorized agents also agree and covenant to non-solicitation for a period of three years following termination of employment or engagement with this agency within the counties where services are provided. Employees and authorized agents must immediately notify Hope Haven in the event of any unauthorized disclosure. Failure to adhere to the acknowledgement of confidentiality requirements and the confidentiality and non-solicitation agreement may result in adverse action for employees up to and including dismissal. Serious legal consequences may be instigated for individuals who fail to comply or adhere to these items as specified after leaving this agency.

Effective 4/24/2011

CONFLICT OF INTEREST

(See also Standards of Conduct section)

This agency expects the primary interest of its employees to be the people we serve. A conflict of interest occurs when the interests of an employee or another outside party actually or potentially affect this agency in a negative way. Any information secured as an employee should be used only to the extent that it is known to the public.

Outside Employment, Business Interests and Other Activities

Employees may have outside business interests and outside employment so long as these do not interfere with job performance. For instance, agency employees may engage in teaching, lecturing and writing. There is no absolute prohibition on outside employment. What employees do in their free time is their own business. However, for individuals employed by this agency, we will expect that their position here is their primary employment. Any outside activity must not interfere with their ability to properly perform their job duties here. If an individual is thinking of taking on a second job, they must notify their supervisor immediately. He or she will thoroughly discuss this opportunity with that person to make sure that it will not interfere with their job here nor pose a conflict of interest.

There are some outside employment situations that could result in a conflict of interest with a person's position. For example, if an individual determines what supplier will furnish goods and services to this agency, is involved in any contract negotiation on behalf of any concern for this agency, participates in the purchase of any items, materials or other services for this agency, or has any other interest or concern in any activity on behalf of this agency and they also have any financial or personal interest in the selection that is made, that person is in an obvious conflict of interest situation. This could result in disciplinary action. Outside employment is allowable and agency employees may, with approval, seek and secure other employment with the following stipulations:

- * It does not constitute a violation of federal or state laws or other rule or regulation;
- * It does not constitute a conflict of interest;
- * It does not interfere or conflict with an employee's ability to effectively perform assigned duties and responsibilities;
- * All employees are prohibited from engaging in other employment on work time or during periods of sick leave;
- * Any employee is prohibited by policy, statute, and by regulation from engaging in outside activities that could present a conflict of interest;
- * Employees may not earn profit from outside employment or business interests which directly results from affiliation with this agency;
- * You must make your supervisor and the executive director aware of any involvement you have with outside employment and provide a written request for approval;
- * State law requires that state employees must annually disclose all business transactions with the state, whether these business transactions are for one's self, on behalf of any business, or for any business in which you or your family have a substantial interest. This agency also requires the same disclosures. Individuals engaged in outside employment must report such outside employment. Failure to disclose such business transactions could result in a civil fine and removal from employment.

The executive director can provide more information to anyone concerning outside employment and conflicts of interest.

Gifts, Gratuities

Employees must exercise great care in accepting gifts or gratuities especially from non-employees who may wish to do business with this agency or whose business is regulated by the state. Employees are prohibited from accepting personal favors, gratuities or benefits under circumstances which may be reasonably construed as influencing or giving the appearance of influencing the employee's official activities. Such favors, gratuities or benefits also may not be accepted by an employee on behalf of other individuals. Employees are not to accept gratuities, free trips, personal property or other items of value from an outside person or organization as an inducement to provide services. Token gifts of nominal value may be acceptable as long as the employee notifies their supervisor and documents when deemed appropriate in the spirit of disclosure and in order to avoid the appearance of conflict of interest.

Personal Beliefs

This agency recognizes that employees may hold a wide range of personal beliefs, values and commitments. These beliefs, values, and commitments are a conflict of interest only when they prevent employees from fulfilling their job responsibilities, use agency time and facilities for furthering them, or continue attempting to convince others of their personal beliefs after they have been asked to stop. Participation in outside activities should be as a private citizen and not as a representative of this agency unless specifically authorized. An employee may participate in any outside activities such as in civic organizations, etc. as long as such activities do not interfere with employment at this agency.

Also see Policy and Procedure Manual, Section #5000, Personnel Administration that contains several additional policies and procedures related to this topic including but not necessarily limited to: #5100 – Employee Standards of Conduct and Code of Ethics, #5101 - Employee Conflict of Interest.

Effective 9/1/2009

CORPORAL PUNISHMENT

Corporal punishment in any form or fashion is strictly prohibited. An employee will receive immediate adverse action up to and including termination for using physical punishment, corporal punishment, verbal or physical abuse or any other such similar activity.

Effective 9/1/2009

CRIMINAL RECORDS CHECK/INVESTIGATION

Hope Haven is concerned about the health and safety of all individuals and the safeguarding of state property. It is the policy of this agency that all reasonable efforts will be made to provide a safe and secure environment for everyone. Criminal records check and investigations shall be completed on all employees and contracted staff initially upon hire and as required by the Georgia Department of DBHDD and state law. Based on this objective, a criminal history record check will be completed on applicants being considered for employment and on all volunteers. Criminal history record checks are also to be completed on individuals with whom this agency contracts to perform direct care, treatment or custodial services. All applicants who are selected for employment to any position with this agency are required to undergo a criminal history record check. All applicants and employees are required to disclose prior convictions on application for employment. All applicants and employees are required to disclose prior convictions and arrests and upon employment any subsequent convictions and arrests in writing to the Executive Director. This agency reserves the right to require an additional criminal record check and investigation on any employee or individual with whom this agency contracts at any subsequent time. Refusal to comply with subsequent requests may be considered grounds for dismissal or termination. Falsification, misrepresentation or failure to disclose information, including criminal history, arrests or convictions is prohibited and may result in an applicant not being employed or separation of an employee. Material falsification or misrepresentation of any information, including criminal history, will result in an applicant not being employed or separation of an employee. "Material" refers to information that directly influences and/or impacts the hiring decision based on records, credentials and/or qualifications. Individuals who are not employed due to falsification or misrepresentation of information are not eligible for future consideration for employment. Employees are required to notify the Executive Director of any arrests and/or convictions within five (5) calendar days of the date of arrest or conviction. A determination of appropriate action will then be made.

There is a mandatory disqualification from employment for a minimum of five (5) years from the date of conviction or release from incarceration or probation, whichever is later, for the following crimes: murder or felony murder, attempted murder, kidnapping, rape, armed robbery, robbery, cruelty to children, sexual offenses, aggravated assault and aggravated battery, arson, theft by taking, theft by deception or by conversion, and forgery (in the first or second degree). This agency will not hire into direct care or custody positions any applicants or employees who have been convicted of child, client or patient abuse, neglect or mistreatment, regardless of the date, unless exceptions are approved as established by DBHDD. Employees and applicants are subjected to this check and investigation by submission of fingerprint cards as required by Georgia law. Employees or applicants selected for employment who subsequently are identified with a documented record of criminal conviction for any of the specified offenses will not be eligible for continued employment unless there has been a five-year lapse as specified. Documented felony convictions or other investigation findings which are demonstrably related to the duties of position or the security and safety of individuals, general public or other employees, may be grounds for disqualification from employment for that position regardless of type of conviction or length of time since the applicant was convicted or released from incarceration or probation. Applicants and employees may also be disqualified from employment, as determined appropriate, if criminal history records indicate any of the following that have direct relevancy to the responsibilities or duties of the position including any other conviction or pattern of convictions, a pattern of recent arrests or a significant recent arrest. Disqualification to apply will remain in effect until such time as the charge is resolved.

DBHDD rules regarding licensure for Private Home Care Providers (Chapter 290-5-54-.09(3)(a)1 requires evidence of the following minimum qualifications:

“Never have been shown by credible evidence (e.g. a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually assaulted, exploited, or deprived any person or to have subjected any person to serious injury as a result of intentional or grossly negligent misconduct as evidenced by an oral or written statement to this effect obtained at the time of application;”

All employees are specifically requested to acknowledge this minimum qualification requirement. This requirement is specified in this agency’s application for employment and in other acknowledgment forms. Employees should also note that any credible evidence at any future time might result in disqualification for employment.

Effective 4/24/2011

DEFERRED COMPENSATION

This agency makes available a deferred compensation to employees for those who desire to participate. Deferred compensation is a unique way for an employee to save money for the future and not pay income taxes on such savings at the present time. The employee voluntarily defers a portion of their salary for such purposes. A variety of options are available as to how to invest deferred salary. See the business office to schedule an appointment with a representative for the deferred compensation program for further information and details.

Effective 9/1/2009

DISMISSAL

If an employee's performance is unsatisfactory due to lack of ability, failure to abide by rules or failure to fulfill the requirements of their job, they will be notified of the problem. If satisfactory change does not occur, the employee may be dismissed. Some incidents may result in immediate dismissal (see sections regarding adverse actions and basic terms and conditions of employment). Employment and compensation with this agency are "at will" in that employees can be terminated with or without cause, and with or without notice, at any time, at the option of either this agency or themselves, except as otherwise provided by law.

(SEE ALSO EMPLOYMENT AT-WILL, ADVERSE ACTIONS, TERMS AND CONDITIONS OF EMPLOYMENT)

Effective 9/1/2009

DRESS CODE

As a representative of this agency, employees are expected to exhibit a neat, well-groomed appearance. It is the policy of this agency to ensure that individuals and the community find staff attire acceptable and not a barrier to service delivery or community support. This agency recognizes that appropriate dress varies between the different programs, according to various position responsibilities, and the activities required by program functions. Please understand that employees are expected to dress and groom themselves in accordance with accepted social and business standards, particularly if their job involves dealing with individuals outside of the program or visitors in person. A neat, tasteful appearance contributes to the positive impression you make on others. Employees are expected to be suitably attired and groomed during working hours or when representing this agency. A good clean appearance bolsters an individual's own poise and self-confidence and greatly enhances our image. When working in a community site, please observe what others are wearing and dress appropriately. Personal appearance should be a matter of concern for each employee. If an employee's supervisor feels that their attire is out of place, they may be asked to leave their workplace until they are properly attired. Employees will not be paid for the time that they are off the job for this purpose. Each supervisor has the authorization to determine appropriate dress, and anyone who violates this standard will be subject to appropriate disciplinary action.

Conservative casual dress is therefore always acceptable. Staff should avoid leisure and recreational attire except as dictated by activities, and then recreational clothes should be worn for the duration of the activity only. All employees are expected to choose working attire carefully so that their dress reflects recognition of and respect for the professional relationship employees have with individuals and the community. Staff are expected to be especially considerate of their attire when representing this agency in any activity outside of the building.

- * Employees are not to dress in a manner, which may be provocative or present a safety hazard.
- * Radical departure from conventional dress or personal grooming (including but not limited to short dresses, tank tops, halter tops, short-shorts, shower thong-type footwear) is not permitted.
- * Scrubs or other "medical type" uniforms are strongly discouraged and should not be worn.
- * Special attention needs to be given to attire with advertising or wording to ensure no offense is given to individuals, other employees, or community members. Clothing with advertising or wording that is not acceptable includes any reference to profanity, racial or ethnic slurs, or any reference thereof and is expressly forbidden. Clothing with reference to or advertising of tobacco products or alcohol products is strongly discouraged.
- * Due to safety requirements of working with assistive devices, employees are also discouraged from wearing any open toed shoes and shoes with high or raised heels. Employees may be prohibited from wearing any open toed shoes and shoes with high or raised heels if deemed necessary for specific work environments or required on site by an employer in the community.
- * Employees may be required and will be expected to conform to specific dress code requirements while at the site of an employer in the community.
- * Additional safety and health considerations prohibit fingernails that are grown longer than what may allow an individual to safely, efficiently and accurately wear gloves or assist individuals with personal tasks.
- * Dresses with bare backs and/or shoulders, men's undershirts, and "short-shorts", for men or women, are not appropriate.
- * Employees should not wear valuable or expensive clothing or jewelry or other items that would be expensive or difficult to replace if lost, stolen or damaged. Hope Haven accepts no responsibility for such items. Each employee who possesses such items on any agency

premise must understand that they do so at their own risk. As an appropriate consequence, individuals may be requested to pay for the cost of items that they intentionally or deliberately cause harm to. Employees must understand that individuals may not necessarily be able to pay such costs.

- * Employees who wear hoops, loops, pins, studs or other jewelry or piercings in vulnerable and attention getting areas of their bodies (e.g., ears, noses, face, etc.) place themselves in significant danger of injury in many situations especially with respect to certain individual behaviors and actions. Hope Haven strongly discourages the wearing of such items when working and therefore will accept no responsibility for injury in such situations. Hope Haven also reserves the right to specifically request an employee discontinue wearing or exhibiting any jewelry or piercing that presents a safety or health concern or is offensive.
- * Each employee's supervisor is responsible for enforcing the intent of this policy.
- * This agency will not be held liable for damage to clothing or accessories while employees are on duty.

Effective 9/1/2009

DRIVER HISTORY, REQUIREMENTS AND GUIDELINES

It is the policy of this agency to require employees with position responsibilities that require the operation of state, agency or personal vehicles to present and maintain an acceptable driving history including a valid driver's license, current personal vehicle insurance coverage, a driving record that is acceptable to our insurer, meets any requirement of DBHDD, and for specified positions may be required to obtain a Commercial Driver's License as specified in their job description and as a condition of employment.

Driver History Procedures Regarding History & Requirements

1. This agency obtains initially and annually thereafter a driver history or motor vehicle report (MVR) from the Georgia Department of Public Safety in order to verify that each employee's driver history will allow that employee to transport individuals or operate state, agency or personal vehicles as a part of their position responsibilities. MVR records provided to this agency are routinely based upon the previous five years.
2. Any changes in an employee's MVR that occur since the previous MVR was obtained must be immediately reported to the executive director. It is the specific responsibility of each employee to immediately report these changes.
3. An employee's failure to immediately report any such changes may result in disciplinary action up to and including possible dismissal.
4. A poor or inadequate safe driver history as indicated on an employee's MVR that affects his/her ability to drive including the use of state, agency or personal vehicles or in the transporting of individuals receiving services as a part of job responsibilities may also result in adverse action including and up to possible dismissal.
5. The transporting of individuals receiving services or operating a state, agency or personal vehicle as a part of position responsibilities is generally considered an essential function for all direct support positions including direct support professionals and case coordinators.
6. Other non-direct support positions shall generally be grouped according to how critical their position responsibilities are in requiring the operation of state, agency or personal vehicles in transporting individuals receiving services and shall generally be classified as specified by their supervisor as:
 - 6.1. **ESSENTIAL** – non-direct support positions with regular or routine responsibility involving the operation of state, agency or personal vehicles or in transporting individuals receiving services.
 - 6.2. **PREFERABLE** – positions with intermittent or variable responsibility involving the operation of state, agency or personal vehicles or in transporting individuals receiving services.
 - 6.3. **NON-ESSENTIAL** – positions with little, if any, responsibility involving the operation of state, agency or personal vehicles or in transporting individuals receiving services.
7. Employees whose position responsibilities are grouped as non-essential may continue employment without any regard to their driving history so long as it does not become necessary to operate a state, agency or personal vehicle or transport to an individual receiving services and they do not do so for any reason.
8. All employees regardless of how their position is grouped, according to driver history relevance must always maintain a valid driver's license and maintain evidence of personal vehicle liability insurance for the use of their personal vehicle.

Driver History Pre-Employment Review & Qualifications

1. Prospective employees must provide proof of a valid driver's license for the State of Georgia with no restrictions or limitations that would prevent the fulfillment of position responsibilities.
2. Prospective employees with a valid driver's license from another state must obtain a valid Georgia Driver's License within the first six (6) months of employment or as may be required

- by law in order to continue employment with this agency.
3. If driving a large van or bus is a specific position requirement, the prospective employee must be able to obtain an appropriate class license (e.g. a Commercial Driver's License) as required by law to operate certain agency vehicles within the first six (6) months of employment in order to continue employment with this agency.
 4. All prospective employees will have their motor vehicle record reviewed by this agency.
 5. No prospective employee who will have any driving responsibilities that are essential or preferable to their position responsibilities will be hired or have continued employment if their driving record is such that they are considered an unacceptable driver in accordance with that position criteria upon consideration of the Associate Executive Director or Executive Director.
 6. This agency typically obtains an individual's MVR on the first day of employment. However, prospective employees whose position responsibilities are essential or are preferable may begin employment prior to receipt of current MVR contingent upon employee's acknowledgment that:
 - 6.1. Receipt of current MVR must be obtained within five (5) working days from start of employment;
 - 6.2. The employee will not transport individuals receiving services until current MVR is received;
 - 6.3. The employee specifically indicates that to the best of their knowledge, their MVR meets the acceptable driver history criteria, and;
 - 6.4. Employee's expressed understanding that upon receipt of MVR if an unacceptable driver history is indicated, employment may be terminated.
 7. This agency reserves the right to require prospective employees to undergo any driving or physical examinations that are deemed appropriate for the fulfillment of any driving responsibilities.

Driver History Review for Existing Employees

1. Employees must provide and maintain proof of a valid driver's license for the State of Georgia. If driving a van or bus is a position requirement, the employee must obtain an appropriate class license as required by law.
2. All employees will have their MVR reviewed by this agency on an annual basis. This agency also reserves the right to obtain and review an MVR on any employee at any time.
3. This agency reserves the right to require existing employees to undergo any driving or physical examinations that are deemed appropriate for the fulfillment of any driving responsibilities.
4. Employees whose position responsibilities are **NON-ESSENTIAL** in meeting the acceptable driver criteria but have an unacceptable driver history may be reviewed individually on a case by case basis and placed on a probationary status subject to six-month reviews or more often if necessary, according to their position responsibilities.
5. Employees whose position responsibilities are **PREFERABLE** in meeting the acceptable driver criteria but have an unacceptable driver history may be reviewed individually on a case by case basis and placed on a probationary status subject to six month reviews or more often if necessary according to their position responsibilities or may be suspended from employment or terminated if they are unable to meet or fulfill acceptable driver criteria.
6. Vehicle operators whose position responsibilities are **ESSENTIAL** in meeting the acceptable driver criteria but have an unacceptable driver history may be immediately suspended from employment or terminated if they are unable to meet or fulfill acceptable driver criteria at any time.
7. This agency reserves the right to change any employee's driving responsibilities or to implement adverse action up to and including dismissal as the result of an unacceptable driving record or failure to improve probationary status.

Current Insurance Carrier Requirements for Driver Acceptability

(Applicable when individuals drive any agency vehicle for any reason or when individuals use their personal vehicle in transporting individuals receiving services)

1. No more than two moving violations or accidents in any three-year period within the last five years.
2. No more than 2 suspensions/reinstatements within the past three years.
3. No convictions for driving while under the influence of alcohol or drugs or reckless driving or careless driving within the past five years.
4. No felony convictions involving the use of motor vehicles.
5. Driver's license must be valid and currently in force.

DBHDD Driver Requirements Related to Law

1. "Driver Responsibilities Related to Law" applies to all drivers, including occasional vehicle operators. All drivers must comply with applicable laws. All drivers have a responsibility of keeping their employer informed of legal violations.
2. Drivers have a responsibility to keep their employer informed of any arrests and/or convictions. Drivers are required to notify their employer of any arrests and/or convictions within five (5) calendar days of the date of arrest or conviction. The employer will make a determination of appropriate action on a case-by-case basis.
3. A driver who is convicted of violating, in any type of vehicle, a state or local law relating to motor vehicle traffic control must notify his/her employer of such conviction. The notification must be made within five (5) days of such conviction.
4. A driver who has a driver's license suspended, revoked, or cancelled by a state, or loses the right to operate a commercial vehicle for any period, shall notify his/her current employer no later than the end of the business day following the notice of suspension or loss of privilege.
5. No driver may have more than two chargeable accidents or moving violations in any three (3) year period (including DUI) within the last five years.
6. No driver may have any prior convictions for a substance abuse crime or sexual crime or a crime of violence. Any person convicted of a felony during the past five (5) years will drive only after satisfactory review by DBHDD.
7. Transportation providers shall not utilize drivers who are known abusers of alcohol or known consumers of narcotics or drugs/medications that would endanger the safety of transportation consumers. If the transportation provider suspects a driver to be driving under the influence of alcohol, narcotics or drugs/medications that would endanger the safety of consumers, then the provider shall immediately remove the driver from providing services under the transportation agreement with DBHDD. Further, within six (6) months of the execution of the transportation agreement with DBHDD, the provider will perform random urine screening for traces of illicit drugs for all drivers performing services under such agreement on behalf of the provider. The provider must submit an affidavit that these random tests have been performed and that the driver is clear to drive.
8. Any individual who has had within the past five (5) years or currently has a suspended or revoked driver's license, commercial or other, is prohibited from driving for any purposes under a transportation agreement with DBHDD and from driving any DBHDD vehicle.

Driver Responsibilities Related to Service Delivery and Safety

1. Each driver shall receive training within ninety (90) days of assignment to perform services (see section on Driver Training). Each driver shall also attend additional training sessions for ongoing safety and sensitivity.
2. No driver shall use alcohol, narcotics, illegal drugs, or drugs/medication that would impair

their ability to perform while on duty or shall abuse drugs or alcohol at any time.

3. Each driver must be competent in his or her driving habits.
4. Each driver must be courteous, patient and helpful to all passengers.
5. Each driver must be clean in appearance.
6. At no time shall drivers smoke, eat or consume any beverage while in the vehicle or while involved in consumer assistance.
7. At no time may drivers wear any type of headphones while on duty.
8. Drivers must exit the vehicle to open and close vehicle doors when passengers enter or exit the vehicle and provide assistance as necessary to or from the main door of the destination when required.
9. Drivers must properly identify and announce their presence at the entrance of the building at specified pick up location if a curbside pick up is not apparent.
10. Drivers, while on board, must assist the passengers in the process of being seated, including the fastening of the seat belts.
11. Drivers shall confirm, prior to allowing any vehicle to proceed, wheelchairs and wheelchair passengers are properly secured and that all passengers are properly belted in their seats.
12. Drivers must assist all passengers in the process of exiting the vehicle and in moving to the building access of the passengers' destination.
13. Drivers shall confirm, prior to vehicle departure, that the delivered passengers are safely inside their destinations.
14. Drivers must provide support and oral directions to passengers. Such assistance shall also apply to the movement of wheelchairs and mobility limited persons as they enter or exit the vehicle using the wheelchair lift. Such assistance shall also include stowage by the driver of mobility aids and folding chairs.
15. Drivers shall not be responsible for passengers' personal items.

Driver Responsibilities Related to Passenger Safety

DBHDD consumers and all passengers in DBHDD owned vehicles must be transported in the safest vehicles possible. The business manager and supervisors responsible for the transportation of consumers must ensure that:

1. Vehicles purchased which are accessible to persons in wheelchairs must meet minimum Americans with Disabilities Act (ADA) specifications.
2. Passengers must wear seat belts whenever the vehicle is being operated.
3. No passengers are to be on board a vehicle during the refueling process.
4. Passenger occupancy will not exceed vehicle manufacturer's approved seating capacity.
5. Vehicles will be parked or stopped so that consumers will not be forced to cross streets.
6. An approved child safety seat or other specially adapted seating appropriate to the age and size of the child must be used when transporting children.
7. At no time are consumers allowed to operate vehicles or wheelchair lifts.

Driver Qualifications and Responsibilities – General

1. No employee who will have any driving responsibilities critical to their position responsibilities will be hired or have continued employment if their driving record is such that they are considered an “unacceptable driver.”
2. This agency reserves the right to require current and prospective employees to undergo any driving or physical examinations that are deemed appropriate for the fulfillment of any driving responsibilities.
3. All employees who have any direct support responsibilities, including administrative staff with routine responsibility for transporting individuals receiving services are required to use their personal vehicles when needed as a part of their position responsibilities and as a basic term

and condition of employment.

4. It is the responsibility of each employee to maintain evidence of continuous personal vehicle liability insurance on file with this agency. This includes submitting evidence of continued coverage prior to the expiration date of the current coverage. Adequate evidence is defined as a copy of a current insurance card issued by a licensed insurance agent that specifies motor vehicle liability coverage for the vehicle being used by the employee and includes an expiration date.
5. It is each employee's responsibility to communicate any applicable work responsibility requirements in regard to use of their personal vehicle to their insurance carrier.
6. Employees must also understand and acknowledge that their personal vehicle liability insurance has primary coverage in the event of an accident. This agency maintains excess liability coverage for claims that may exceed individual coverage.
7. This agency reserves the right to change any employee's driving responsibilities or to implement adverse action up to and including dismissal as the result of an unacceptable driving record or driving performance.
8. Failure to maintain adequate evidence of personal vehicle liability insurance on file may result in disciplinary action, up to and including possible immediate dismissal. An employee must immediately report any changes in their coverage prior to utilizing their personal vehicle for any agency purpose. While this agency may monitor this requirement, it is still the responsibility of each employee to see that this requirement is met, kept current, that adequate evidence is provided, and that any changes are immediately reported to the business office.
9. Drivers must complete all required records and documentation in the operation of any agency or state vehicle. Failure to do so may result in disciplinary action up to and including dismissal.

Effective 9/1/2010

DRUG-FREE WORKPLACE

This agency is concerned with the health, safety and effectiveness of all employees and is committed to providing its employees with a safe workplace and an atmosphere which allows them to protect individuals, facilities, equipment and other assets placed in their care. Employees should not be subject to any safety threats from fellow workers. Employees are expected to be in suitable mental and physical condition while at work, allowing themselves to perform their job effectively and safely. A drug-free workplace encourages employee productivity and is essential to the operation of this agency. In accordance with the Drug-Free Workplace Act of 1988, no employee may illegally engage in the manufacture, distribution, dispensing, possession or use of a controlled substance at any time or any place including the workplace. Such unlawful activity will be considered sufficient grounds for a serious adverse personnel action, including dismissal from employment. Failure to make a good faith effort to provide a drug-free workplace could result in the loss of federal funding.

The Georgia Drug-Free Workplace Act of 1990 mandates disciplinary action, up to and including dismissal, for convictions in relation to manufacture, distribution, sale, or possession of controlled substances, marijuana and other dangerous drugs. This law also provides for reemployment penalties following drug related convictions but grants certain rights for treatment to an employee who notifies their employer of their drug addiction problems prior to arrest.

Whenever use or abuse of any mood-altering substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action must be taken. This agency has no desire to intrude into its employees' personal lives. However, both on-the-job and off-the-job involvement with any mood-altering substances can have an impact on our workplace and on our ability to achieve objectives of safety and security. Therefore, employees are expected to report to the workplace with no mood-altering substances in their body. While employees may make their own lifestyle choices, we cannot accept the risk in the workplace which substance use or abuse may create. The possession, sale or use of mood-altering substances at the workplace, or coming to work under the influence of such substances shall be a violation of safe work practices and will be subject to disciplinary action, including possible dismissal. Employees of this agency are prohibited from possession or consumption of alcohol in the workplace or reporting to work under the influence of alcohol. This agency has a vital interest in maintaining safe, healthful, and efficient working conditions for its employees. Being under the influence of a drug or alcohol on the job may pose serious safety and health risks not only to the user, but to all those who work with the user, as well as our individuals.

This agency also recognizes that its own health and future are dependent upon the physical and psychological health of its employees. Accordingly, this agency has established the following guidelines with regard to use, possession or sale of alcohol or drugs:

- * The manufacture, possession, use, distribution, sale, purchase, or transfer of, or being under the influence of, alcohol or illegal drugs is strictly prohibited while on agency premises or while performing official business.
- * Employees will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear to be unfit for duty may be subject to a medical evaluation, which may include drug or alcohol screening. Refusal to comply with a fitness-for-duty evaluation may result in disciplinary action up to and including discharge.
- * Off-the-job illegal drug use which could adversely affect an employee's job performance or which could jeopardize the safety of other employees, the public or agency facilities, or where such usage could jeopardize the security of agency finances or business records, or where such usage adversely affects individuals' or the public's trust in the ability of the agency to carry out its responsibilities, will not be tolerated. Employees who are involved in or suspected of involvement in off-the-job drug activity will be considered in violation of this policy.

- * Employees undergoing prescribed medical treatment with a controlled substance or any medication by prescription or otherwise that may affect the safe performance of their duties are required to report this treatment to their supervisor. Employees who are considered to be unable to safely perform their duties as the result of any legal medications or substance may be asked to utilize leave or be placed on leave without pay and not return to work until they are able to adequately and safely perform their duties. An employee in such circumstances may also be required to provide a physician's written statement concerning the use and/or safety regarding any medication or substance before returning to work.

Nothing in this policy is construed to prohibit this agency from its responsibility to maintain a safe and secure work environment for its employees and individuals or from invoking such disciplinary actions as may be deemed appropriate for actions of misconduct by virtue of their having arisen out of the use or abuse of alcohol or drugs or both.

This agency has been certified by the Georgia State Board of Workers' Compensation as a Drug-Free Workplace in accordance with Title 34, Chapter 9, and Article 11 of the Official Code of Georgia Annotated. In order to qualify for employment all applicants will be subject to pre-employment drug screening and all job offers will be contingent upon the satisfactory outcome of this drug test. The drug test is a pre-employment requirement. Refusal to test or a positive test result will cause denial of employment. Following an employment offer and prior to becoming an active employee, the successful applicant will be screened for drugs as part of the pre-employment evaluation. Additionally, each employee, whether full time, part time, temporary or seasonal, during the course of employment, is subject to drug testing under the following circumstances:

1. When an **on-the-job-accident** involving personal injury or damage to agency property occurs, all employees involved in the accident, whether injured or not, are subject to drug testing.
2. When there is **reasonable suspicion** to believe that an employee is using illegal drugs. Reasonable suspicion will be based on specific, contemporaneous, articulable observations made by the supervisor concerning the appearance, behavior, and speech or body odors of the employee.
3. A drug test may be performed on an employee as part of a **routinely scheduled medical examination** that is part of agency policy or scheduled routinely for all members of an employment classification or group.
4. After engaging in **prohibited conduct** regarding drug use, an employee shall undergo a return-to-duty drug test before performing any work function. The drug test result must indicate a negative result for drug use. No employee may be returned to work without having been released to duty by a Substance Abuse Professional.
5. **Follow-up drug testing** will be required by the Substance Abuse Professional but must consist of at least six (6) drug tests during the first twelve (12) months following the employee's return to duty. Follow-up testing may not be confined to the substance involved in the violation.
6. **Random drug testing** may be implemented for any employee who has any history of positive test results.

This policy contains guidelines under which the Substance Abuse Program for the agency is implemented. Nothing in this policy is intended to modify the at-will nature of the employment relationship or to create a contract of employment between Hope Haven and the employee. All drug screening will include testing for amphetamines, marijuana (THC), cocaine, opiates, and phencyclidine (PCP). Hope Haven offers resource information on various means of employee assistance in the community, statewide and nationally. This information includes but is not limited to drug and alcohol abuse programs. Employees are encouraged to use this resource file, which is located in the business office. In addition, the agency will distribute this information to employees for confidential use.

Effective 9/1/2009

EMERGENCY PLAN

This agency has an emergency plan that considers the probability of different emergencies and specifies procedures to follow and what to do under a variety of situations. These include but are not necessarily limited to fire, severe weather including storms, tornadoes and hurricanes, winter storms, hazardous material incidents, flooding, flash floods, earthquakes, created or civil emergencies, medical emergencies, power failures and bomb threats and workplace violence. All staff should review the Policy and Procedure Manual and become acquainted with this plan and the subsequent policies and procedures to follow in the event of any emergency. See agency Policy and Procedure #4100 for additional information.

Effective 9/1/2009

EMPLOYEE APPRECIATION

As an expression of their appreciation and gratitude for the hard work and efforts by the many employees, the Board of Directors provides employee appreciation activities each year. The Board recognizes employees for faithful service in increments of 5-year periods. Discretionary bonuses may be provided when financial resources are adequate to cover the costs.

Effective 9/1/2009

EMPLOYMENT AT-WILL

All employment and compensation with this agency are "at-will" which means that employment can be terminated with or without cause, and with or without notice, at any time, at the option of either this agency or the employee, except as otherwise provided by law. It is important that all employees understand that any and all employment at this agency is at-will and of indefinite duration without regard to the position classification. An employee or this agency may terminate employment at any time, with or without notice and for any reason. No agreement to the contrary will be recognized unless such an agreement is in writing and approved by the Board of Directors.

Effective 4/24/2011

EMPLOYMENT ELIGIBILITY

The Immigration Reform and Control Act requires employers to verify the identity and employment eligibility of new employees. It is unlawful to knowingly hire or recruit an alien unauthorized to work in the United States or any individual without complying with the identity and employment eligibility verification requirements. The provisions of this requirement apply only to newly hired employees and employees returning to employment after a break in service. This requirement does not apply to promotions, transfers or demotions within this agency. “Unauthorized aliens” are aliens who are not either aliens lawfully admitted for permanent residence or authorized to be employed under the provisions of the Immigration Reform and Control Act or by the Attorney General of the United States. Federal regulations require that before becoming employed, all applicants must complete and sign the Federal Form I-9, Employment Eligibility Verification Form and that all applicants who are hired present documents of identity and eligibility to work in the U. S. It is an unfair immigration-related employment practice to discriminate against an individual (other than an unauthorized alien) with respect to hiring or recruitment on the basis of national origin or citizenship status. The refusal to hire an individual because of a future expiration date on employment eligibility verification may also be illegal. It is not an unfair immigration-related employment practice to hire or recruit a U.S. citizen or national over an alien, on a case-by-case basis, if the two (2) individuals are equally qualified. This agency does not, however, adopt a blanket practice of always preferring qualified citizens or nationals overqualified authorized aliens. Retaliation against employees who file complaints of unlawful discrimination or who serve as witnesses or otherwise participate in the investigation of complaints is prohibited.

Effective 4/24/2011

EMPLOYMENT OF RELATIVES

It is the policy of this agency to not preclude the employment of relatives in all cases but to carefully consider each occurrence and avoid any possibility of potential problems. For the purposes of this policy, an employee's relatives or immediate family includes the employee's spouse, children or grandchildren, siblings (sister/brother), parents, grandparents, legal ward, guardian, immediate in-law, and spouse's children, siblings, parents and grandparents.

1. If an employee and members of the employee's immediate family are employed by this agency, it is preferred that one may not supervise the other or work together in the same program. These circumstances require approval by the Executive Director.
2. Any direct superior - subordinate relationship involving an employee's relatives must be carefully evaluated by the Executive Director within the context and intent of this policy.
3. Relatives shall not be placed in circumstances in which fiscal checks or balances are a part of the assigned duties and responsibilities of the positions involved or where the nature of the responsibilities may contribute to fraud, collusion or other is of position, unless there is credible accountability measures in place.
4. Employees must report such relationships that may exist with any relative.
5. No employee will be permitted to hire a relative without input from another member of the leadership.
6. Individuals shall not be nominated or elected for appointment as a Board of Director of this agency who is also the relative of an employee.
7. Should two present employees that work together or supervise each other enter into a personal, non-work-related relationship, one or both employees may have to be transferred to another program area or reassigned responsibilities as necessary.
8. Should two present employees marry or otherwise become closely related, they may not work in the same program area.

Effective 4/24/2011

ENTERING AND LEAVING ASSIGNED WORK SITE – ALL EMPLOYEES

All employees must utilize either their own personal cell phone or an agency provided cell phone so that they may be contacted at any and all times while scheduled to work and while they are away from their designated work site. Employees are requested to respond and return work-related calls as soon as possible after they are received. Employees should be away from their assigned work site only when they are out on official business or are supervising planned activities with assigned individuals. All employees are expected to be engaged in appropriate activities related to their job responsibilities at all times wherever they may be whenever they are scheduled to work and must notify their supervisor at any time there is any change or variation in this requirement. The employee's supervisor and/or program coordinator should have a general knowledge of where staff and individuals may be in case, they must be contacted. All employees are expected to abide by these rules at all times. Failure to do so may lead to disciplinary action up to and including dismissal.

Effective 9/1/2009

ENTRY AFTER HOURS

Unauthorized employees are not allowed to enter the main center property or premises after normal working hours for any reason without the express approval of their supervisor or the administrative staff member on duty. The center's security system videos and tracks entry and exit after normal working hours. Administrative staff are authorized to enter the main center after normal working hours for legitimate work-related purposes.

Effective 9/1/2009

EQUAL EMPLOYMENT OPPORTUNITY

This agency has a long-standing record of nondiscrimination in employment and opportunity with regard to race, color, religion, creed, national origin, gender, age, ancestry, marital status, disability, genetic information, and veteran or draft status. It is the policy of this agency to assure that discrimination in the areas of assignments of compensation, work and promotion does not occur under any circumstances. Management is primarily responsible for seeing that equal employment opportunity policies are implemented, but all employees share in the responsibility for assuring that by their personal actions these policies are effective and apply uniformly to everyone. Any employees, including managers, involved in discriminatory practices will be subject to discharge. All employees shall follow procedures that will ensure equal opportunity for all people without regard to race, color, religion, creed, national origin, gender, age, ancestry, marital status, disability, genetic information, and veteran or draft status. This agency will thoroughly investigate instances of alleged discrimination and take corrective action if warranted. All employees should be continually alerted to identify and correct any practices by individuals that are at variance with the intent of the Equal Employment Opportunity Policy. Equal employment opportunity notices are posted on appropriate bulletin boards. The notices summarize the rights of employees to equal opportunity in employment and lists the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Effective 4/24/2011

EXIT INTERVIEWS

In instances where an employee voluntarily leaves our employ, the executive director would like to discuss their reasons for leaving and any other impressions that the employee may have. If an employee decides to leave, they are encouraged to request and schedule an exit interview with the executive director if they desire. During the exit interview, the employee should feel free to express any areas of interest or concern. It is hoped that this exit interview will help us part as friends, as well as provide insights into possible improvements. All information will be kept strictly confidential. A written exit interview survey is also provided to employees to give written information and feedback. Employees obtain one as a regular part of the exit procedure.

Effective 9/1/2009

EXPENSE REIMBURSEMENT

Employees must have their supervisor's written authorization (requisition/purchase order, etc.) prior to incurring any expense on behalf of this agency. To be reimbursed for all authorized expenses, you must submit receipts with signature and explanation of expense and approved by your supervisor. Unauthorized expenses may not be reimbursed. Please submit your receipts as you incur authorized reimbursable expenses. Employees are always requested to take all possible steps necessary to reduce costs and minimize expenses. For example, employees should plan all travel in order to take the least number of trips possible and use the shortest route(s) to incur that least amount of mileage. Expense reimbursements will be made in a timely manner (typically included in the next paycheck) but are contingent upon and require a timely submission of receipts, fully completed and correct vouchers and will be run according to routine business office schedules which may result in two to three weeks wait.

Effective 9/1/2009

FAIR LABOR STANDARDS ACT (FLSA) – FLSA EXEMPT AND NONEXEMPT STAFF

All employees are classified as either "exempt" or "nonexempt" for FLSA purposes. This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek. These employees are referred to as "nonexempt" for FLSA purposes. This means that they are not exempt from (and therefore should receive) overtime pay. Exempt employees are administrators, executives, professional staff, and others whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the FLSA and any applicable state laws. Exempt employees will be advised that they are in this classification at the time they are hired, transferred or promoted.

- Exempt employees include those who are not subject to the overtime provisions defined by the FLSA. These employees are typically exempted by falling with one of three categories: executive, professional, or administrative.
- Nonexempt employees must comply with the overtime pay provisions of the FLSA, regardless of individual titles or duties. Any employee who does not meet the qualifications for exemption is included in the term "nonexempt."
- Both exempt and nonexempt employees have a defined work period, which is a fixed period of seven consecutive days. The workweek for all employees begins on Sunday morning at 12:01 A.M. and ends on the following Saturday night at 12:00 P.M. (midnight).
- Work hours include all the time an employee is required to be on duty and all of the time that an employee is permitted to work. For this reason, nonexempt employees are not allowed to be at their workstations before their scheduled work time and after their scheduled work time.
- Nonexempt employees who exceed their established work hours in a designated work period may be required to take equal time off during that work period unless prior supervisory approval has been given.

Effective 4/24/2011

FAIR LABOR STANDARDS ACT (FLSA) – SAFE HARBOR

It is the policy of this agency to comply with 29 CFR Part 541.603. This requirement defines and limits the exemptions for employees classified as executive, administrative, and professional employees. Effective August 23, 2004, 29 CFR Part 541.603 provides a “safe harbor” rule that protects the exemption status of employees when inadvertent improper or unlawful deductions are made from the salaries of exempt employees. The rule requires a policy prohibiting improper or unlawful deductions, including a complaint process, and provided the employer reimburses the employee. The policy of this agency ensures that the “safe harbor” provisions are followed.

Every effort is made by this agency to ensure that compensation and paychecks are properly computed and calculated. It is against our policy for any employee’s wages to have improper or unlawful deductions. If any employee believes that their pay is incorrect or that an improper or unlawful deduction was made to their wages or salary, that person should immediately contact the Associate Executive Director who will investigate the matter and work with the business manager to make corrections as appropriate and make prompt reimbursement as required.

1. The salaries of employees exempt under the Fair Labor Standards Act, 29 CFR Part 541, may be reduced or be subject to deduction for the following conditions **ONLY**:
 - 1.1. For a day or more full days for absence for personal reasons other than sickness or disability and the employee has no leave to cover the absence.
 - 1.2. For a day or more full days for sickness, or disability (including workplace injury) if the employee has not qualified for our leave benefit, has not earned sufficient leave to cover the absence, or has exhausted all leave and has no earned leave remaining to cover the absence. Such deductions will be in full day increments, not on an hourly basis, with the exception of unpaid Family and Medical Leave Act leave. If the employee has exhausted all leave benefit that would cover an FMLA absence, the employee’s salary may be reduced in hourly increments while on FMLA leave.
 - 1.3. Deductions for penalties imposed for violations of safety rules of **major** significance, including those relating to the prevention of **serious** danger in our workplace or to other employees.
 - 1.4. Deductions resulting from suspensions without pay for serious violations of our workplace misconduct rules. See Policy and Procedure #5056 regarding Suspensions Without Pay for Serious Workplace Misconduct.
 - 1.5. In the initial or final workweek of employment, deductions may be made for the days of the workweek not worked. For example, in the first or last workweek of work, if the employee only works two of the five days, the employee will receive 2/5 (two fifths) of their weekly salary. In the final workweek the employee may use applicable accrued leave to cover the portion of the week not worked but only as provided elsewhere in our policies.
2. Deductions from salaries of employees exempt under the Fair Labor Standards Act, 29 CFR Part 541, are **NOT** permitted by the regulation for the following conditions:
 - 2.1. On an hourly basis at any time (except for unpaid FMLA leave).
 - 2.2. When this agency is officially closed due to inclement weather such as snow or ice. Exempt salaried workers cannot be required to use earned leave for such closings unless it is announced that this agency remains open for salaried exempt employees and they are given the option of reporting to work or using leave.
 - 2.3. For penalties or rules violations such as performance issues, attendance issues, minor safety rules, cash shortages, losses, or damages to equipment or property, including insurance deductibles when damage has occurred.
 - 2.4. For leave abuse, misuse, or for unpaid leave advances.
3. Employees can report improper or unlawful deductions from their wages without fear of adverse action, discrimination or reprisal.
4. Upon receiving notification of an improper or unlawful deduction from pay, the associate executive

director, in consultation with the business manager, will investigate the matter and issue a finding before the next pay period entry date. If the investigation confirms the deduction was improper or unlawful, the employee(s) will be reimbursed the amount of the deduction with the next paycheck.

5. Current employees will be notified of this policy and procedure and be requested to give a written acknowledgment. New employees will be notified of this policy and procedure as a part of their orientation.

Effective 9/1/2009

FAIR LABOR STANDARDS ACT (FLSA) – SUSPENSION WITHOUT PAY

It is also the policy of this agency to comply with 29 CFR Part 541.602 that provides an exception to the definition of a “salary.” The exception provides that “pursuant to a written policy applicable to all employees” the employer can make deductions from the salary of an exempt employee for unpaid disciplinary suspensions of one or more full days imposed in good faith for infractions of workplace conduct rules. This includes but is not necessarily limited to workplace conduct rules - unlawful harassment and workplace violence, sexual harassment, violence, drug or alcohol violations, or violations of state or federal laws. As indicated, this exception refers to conduct, not performance or attendance issues.

The purpose of this policy is to specify a distinction between conduct and performance issues and between serious misconduct and less serious conduct and for what causes this agency to make suspensions of less than a workweek for serious violations of workplace conduct rules.

Suspensions Without Pay for Serious Workplace Misconduct

All employees, hourly, salaried, exempt and nonexempt, may be suspended for one or more whole days without pay for violations of the following workplace conduct rules, committed on or off-site. This list is not exhaustive and workplace misconduct that is serious, disruptive, and harmful and, in the view of management, is of a similar level as the examples provided, will result in disciplinary suspensions without pay for one or more whole days. These include:

1. Unlawful harassment, including sexual, racial, disability, religious, national origin, or other protected characteristic or harassment for exercising a protected right.
2. Threatening, enticing, encouraging, or committing workplace violence, including physical assault, physical altercation, and physical intimidation, including making another fear physical harm to self or property.
3. Theft, sabotage, or vandalism of property, including intellectual property, belonging to the employer or other employee.
4. Violation of the drug and alcohol policy.
5. Violations of state or federal laws, other than minor traffic violations.
6. Violations of serious OSHA requirements including failing to take established personal precautions and failing to use personal protective equipment when required.
7. Abuse, neglect, or harassment of an individual receiving services.
8. Violating the rights of a person receiving services as defined by state or federal law.
9. Exposing a person receiving services to undue and unnecessary risk of injury or illness.

Effective 9/1/2009

FAMILY AND MEDICAL LEAVE ACT (FMLA)

In compliance with the Family and Medical Leave Act of 1993, all employees who have:

1. Completed twelve months of continuous service and
2. Worked at least 1,250 hours during the twelve months prior to the requested leave
3. Are eligible for twelve-week unpaid leave during a twelve-month period of the following reasons:
 - a. The birth or placement for adoption or foster care of a child;
 - b. The serious health condition of a spouse, child, or parent; or
 - c. The employee's own serious health condition.
 - d. To address certain qualifying exigencies because a spouse, child or parent is on active duty or called to active duty in the National Guard or Reserves for a contingency operation.
4. Eligible employees may also take up to 26 weeks of unpaid leave to care for a family member who is a covered servicemember with a serious illness or injury incurred in the line of duty on active duty.

Military Family Leave Entitlements

Military Caregiver Leave: Employees who are a spouse, son, daughter, parent or next of kin of a "covered servicemember" with a serious injury or illness are eligible up to a total of 26 weeks of unpaid leave during a "single 12-month period" to care for the servicemember. A "covered servicemember" is a current member of the armed forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on a temporary disability retired list, for a serious injury or illness that was incurred by the servicemember in the line of duty while on active duty that renders the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating. The "single 12-month period" begins on the first day the employee takes leave to care for a covered servicemember and ends 12 months later. Employees are limited to a combined total of 26 weeks of leave for any FMLA qualifying reason during the "single 12-month period." Only 12 of the 26 weeks may be for an FMLA qualifying reason other than to care for a covered servicemember.

Qualifying Exigency Leave: Employees are eligible up to a total of 12 weeks of unpaid leave for qualifying exigencies arising from a spouse, son, daughter or parent being on active duty, or having been notified of an impending call or order to active duty in support of a contingency operation. Qualifying Exigency Leave is available to an employee with a family member in the National Guard or Reserves but does not extend to employees who have family members in the regular armed forces.

Qualifying Exigencies include:

- Issues arising from a covered military member's short notice deployment (i.e. deployment on 7 or less days of notice) for a period of 7 days from the date of notification;
- Military events and related activities;
- Certain childcare and related activities arising from the active duty or call to active duty status of a covered military member;
- Making or updating financial and legal arrangements to address a covered military member's absence;
- Attending counseling provided by someone other than a healthcare provider for oneself, the covered military member, or the child of a covered military member, the need for which arises from the active duty or call to active duty status of the covered military member;
- Taking up to five days of leave to spend time with a covered military member who is on short term temporary, rest and recuperation leave during deployment; and

- Attending to certain post deployment activities such as arrival ceremonies, reintegration briefings and events and other official ceremonies or programs sponsored by the military for a period of 90 days following the termination of the covered military member's active duty status, and addressing issues arising from the death of a covered military member.

Intermittent / Reduced Hours Leave

This agency usually will not allow leave to be taken on an intermittent basis for the birth or adoption of a child; however, based upon business needs, and managerial discretion, intermittent leave may be granted. Leave for a serious health condition of either you or a member of your family or when medically necessary to care for a covered servicemember with a serious illness or injury may be taken intermittently or on a reduced schedule if it is medically necessary. If you request intermittent or reduced hours leave, it may be necessary to transfer you temporarily to an alternate position.

Receiving Authorization for Leave

You must give notice at least 30 days before "foreseeable" leave is scheduled to begin. If this is not possible, you must give notice as soon as practical. You are expected to make a reasonable effort to schedule planned medical treatments so as not to unduly disrupt this agency's business operations, subject to the approval of the health care provider of the individual with the serious health condition. Authorization of Family and Medical Leave includes coordination with the Associate executive director.

Note: An employee's eligibility to receive Family and Medical Leave for the birth or placement of a child ceases 12 months after the birth or placement of that child.

Length of Leave if Both You and Your Spouse Work for this Agency

If you and your spouse both work for this agency, the length of leave for the following reasons is a combined total of twelve weeks for both employees include the birth of a child or placement for adoption or foster care, or the care of a sick parent. If you and your spouse both work for this agency, the length of leave for the following reasons is a total of twelve weeks for each employee: your serious health condition, or the serious health condition of a child or the other spouse. If you and your spouse both work for this agency, the length of leave for the following reason is a combined total of 26 weeks in a "single 12 month period" for both employees: the care of a covered servicemember with a serious illness or injury incurred in the line of duty while on active duty, and for the birth and care of a newborn child, for placement of a child for adoption or foster care or to care for a parent who has a serious health condition. (Only 12 of the 26 weeks may be for a FMLA qualifying reason other than to care for a covered servicemember).

Payment of Leave

Requesting for time off under an approved Family and Medical Leave requires that all accrued sick time must be exhausted at the beginning of the leave request. While on unpaid leave, you will not accrue sick, vacation, or holiday time.

Continuation of Benefits

This agency will continue group health benefits (when applicable) during the leave period at the same level and conditions as if you had been actively at work with no loss of credited service or benefits.

Certification of Serious Health Condition

This agency reserves the right to require reasonable documentation of a serious medical condition from a medical doctor. If you are requesting leave for your own serious health condition, then the medical documentation needed is date when the condition began, anticipated duration of the condition, appropriate medical facts about the condition, and a physician's statement that you are unable to perform your functions. If you are requesting leave for an immediate family member's serious health condition: date when the condition began, anticipated duration of the condition, appropriate medical facts about the condition, and a physician's statement that you are needed to care for the family member. If you are requesting an intermittent leave, the dates and duration of treatment must also be given. If a second opinion is necessary, a physical examination by a medical doctor selected by this agency at its own expense may be required.

Note: In the event of conflicting opinions, this agency may pay for a third and final doctor to offer a binding decision. This agency may require subsequent recertification throughout the leave.

Reinstatement

When you return from a Family and Medical Leave you will be reinstated to the same position you had before the leave or an equivalent position in terms of pay, benefits and other conditions of employment. Failure to return to your job on the expiration date of the leave of absence will be considered voluntary resignation from your job.

Definitions

Spouse is defined as a legal spouse in the state in which the employee lives. Domestic partners and common law spouses, to the extent applicable state law does not recognize such marriages, are not covered under the law. Child means a biological, adopted, foster son or daughter, a stepchild, or legal ward that is under 18 years of age, or 18 years of age or older and incapable of self-care because of a mental or physical disability. Parent is defined as the biological parent of an employee or an individual who is charged with parental rights and responsibilities. The term excludes in-laws. Immediate family members include, but are not limited to, spouse, child and parent. Health care provider refers to a Doctor of Medicine or Osteopathy who is authorized to practice medicine or surgery (as appropriate) by the state in which the doctor practices; or any other person determined by the Secretary of Labor to be capable of providing health care services such as nurse practitioner or psychologist. Serious health condition is defined as a health condition that involves inpatient care in a hospital, hospice, or residential medical care facility, or continuing treatment by a health care provider. Examples of serious health conditions are heart attacks, surgery, most cancers, severe accident-related injuries, and pregnancy-related illnesses.

Intermittent leave is a leave of absence in which you take one or more days of leave at a time over a period equivalent to a 12-week period. Example of intermittent leave: a full-time employee who takes one day of leave every two weeks to receive a medical treatment. If the employee took one day of leave every two weeks over an eight-week period, the employee would have used 4 days of family and medical leave.

Reduced hours leave means you work fewer hours per day or per week than normally scheduled during a specified period of time. Example of reduced hours leave: a full-time employee with a seriously ill child whose home attendant is unavailable for a particular afternoon could elect reduced hours that day. If the employee took four hours of leave, only one-half day of the 12 weeks of leave entitlement would have been used.

Family and Medical Leave Act and State and Local Laws

The Family and Medical Leave Act of 1993 does not supersede any provision of a state or local

law that provides greater family or medical leave rights than the Act provides.

Effective 9/1/2009

FORMER EMPLOYEES

Depending on the circumstances, this agency may consider a former employee for re-employment. Such applicants are subject to the usual pre-employment procedures. To be considered, an applicant should have been in good standing at the time of their previous termination of employment.

Effective 9/1/2009

GEORGIA DEPARTMENT OF BHDD - REQUIREMENTS

It is the policy of this agency to comply with all applicable laws, legal requirements, statutes, rules, regulations, policies, procedures or applicable requirements as may be required by the Georgia Department of BHDD, the Regional Office, Office of Regulatory Services, Georgia Department of Community Health (MRWP rules and regulations) or any other regulatory or statutory authority having any jurisdiction over any facet of this agency or any component of services provided. Significant funding is obtained from the state for the services provided by this agency. It is extremely important that we carefully adhere to all state requirements. This agency must also provide information and reports on a regular basis as required by contractual agreement to verify compliance with many of the requirements that are set forth by most of these documents. Employees have a responsibility to review and familiarize themselves with these items and/or their applicability and are expected to comply with them. Copies of each document are available for review upon request. This responsibility includes but is not necessarily limited to:

1. **DBHDD Provider Manual** (and subsequent versions as may be revised), Georgia Department of DBHDD, Division of DBHDD;
2. **Title XX Social Services Block Grant Requirements**;
3. The **Rules and Regulations for Client's Rights, Chapter 290-4-9**, protection of client's rights in accordance with DHS Rules and Regulations 290-4-9, Client's Rights;
4. The **Rules and Regulations for Community Living Arrangements, Chapter 290-9-37**, Community living residential requirements;
5. The **Rules of Healthcare Facility Regulations, Chapter 290-5-54**, Private Home Care Provider requirements.
6. DBHDD **Grants-to-Counties Manual**, including the **Manual of Accounting and Reporting Specifications for Community Mental Health Centers**, consistent with **45 Code of Federal Regulations** (CFR), Part 74;
7. **DBHDD Administrative Policy and Procedures Manual** (sections as applicable to private contractors);
8. All policies and procedures of the Georgia Department of BHDD, Regional Office for BHDD;
9. The agency's annual contract with Georgia Department of BHDD, Regional Office for BHDD. This contract includes funding, production and performance requirements.

Effective 9/1/2009

GIFTS AND FAVORS

(See also Standards of Conduct section)

Employees may occasionally be offered gifts or invited to lunch by a non-employee who is doing business with the program or seeking to do business with the program. In responding to such situations, employees must exercise cautious judgment. If the intent of gifts or social invitations were to affect any business transactions, it would be improper. A key consideration in accepting gifts, gratuities, or social invitations is whether this will compromise your integrity or the integrity of this agency. It may be acceptable for a business contact to pay for an individual's lunch during a normal routine course of interaction or for an individual to provide a small token or gift of appreciation to honor or recognize someone. Individuals often provide a similar expression of appreciation or gratitude to service providers. Under no circumstances should any such occurrence be coerced or involuntary. Individual gifts or favors may also appropriately be documented in the individual's contact notes as a matter of record. The important consideration to remember is the intent of the giver and what, if any, disclosure the recipient should make in order to avoid any appearance of impropriety. When in doubt, an employee should contact their supervisor or the executive director for further guidance if needed.

Effective 9/1/2009

GRIEVANCE PROCEDURE

Our goal is to maintain a comfortable working environment for everybody. We do this in several ways:

- * By treating each employee as an individual and encouraging their maximum development;
- * By recognizing that each employee is essential to the success and growth of this agency; and
- * By maintaining direct communications with all of our employees and ensuring that each and every employee can speak directly and openly with our management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when an employee wishes to express their problems, opinions, or suggestions, they will always find an open door and an attentive ear. As time goes by and we grow, we will continue to listen and respond to questions and comments.

Resolving Problems

Whenever an employee has a problem or complaint, we expect them to speak up and communicate directly with us. The employee can take the following steps:

1. First, the employee should talk to the immediate supervisor. The supervisor is most familiar with the employee and their job and is, therefore, in the best position to assist the employee. The supervisor works closely with the employee and is interested in seeing that the employee is treated fairly and properly.
2. If the supervisor cannot help resolving the matter, the employee can speak to the individual at the next level of authority who will give the problem or complaint prompt consideration.
3. If that person feels that the situation warrants further review, they will ask their supervisor for assistance.
4. Remember - it is always best to resolve problems right away. Little problems tend to turn into big problems; facts become confused; resentment and anger builds up. It is always best to get things off of one's chest before they get out of hand.
5. An efficient, successful operation and satisfied employees go hand in hand. If an employee has a problem, or if there is something bothering an employee, the employee is encouraged to talk it over with their direct supervisor.
6. If the issue that concerns an employee involves the application of a policy, or the administration of discipline, or some other formal complaint, the employee may present their complaint or grievance to their supervisor.
7. Hopefully, this process provides for a simple and straightforward approach for resolving day-to-day workplace problems, complaints and grievances. It will also provide for a final step if initial problem-solving efforts are unsuccessful.

Complaint/Grievance Procedure

Any employee who has a complaint or grievance may file a complaint or grievance as provided by policies and procedures. **EMPLOYEES MUST NOTE THAT EMPLOYMENT WITH THIS AGENCY IS "AT-WILL," WHICH MEANS THAT EMPLOYMENT CAN BE TERMINATED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME, AT THE OPTION OF EITHER THIS AGENCY OR THE EMPLOYEE, EXCEPT AS MAY BE OTHERWISE PROVIDED BY LAW. THE ESTABLISHMENT OF A COMPLAINT OR GRIEVANCE PROCEDURE IS NOT IN ANY WAY INTENDED TO SUPERSEDE OR TO IMPLY OR COMMUNICATE THAT ANY OTHER RELATIONSHIP EXISTS BETWEEN THE EMPLOYEE AND THIS AGENCY OTHER THAN EMPLOYMENT AT-WILL. COMPLAINT AND GRIEVANCE PROCEDURES ARE MERELY PROVIDED AS A WAY TO ALLOW AN EMPLOYEE TO ADDRESS COMPLAINTS OR GRIEVANCES IN AN ORDERLY AND CONSISTENT MANNER THROUGHOUT THE ORGANIZATION UP THROUGH THE EXECUTIVE DIRECTOR. No employee will be discriminated against, harassed, intimidated, or suffer any reprisal as a result of complaining or filing a grievance or participating in the investigation of any complaint or grievance. If an employee feels that they are being subjected to any of the above, that employee has the right to appeal directly to the executive director.**

1. A complaint or grievance is defined as a claim initiated by an employee alleging unfair treatment, unsafe or unhealthful working conditions, erroneous or capricious interpretation or application of policy or procedure, reprisal, or allegations of unlawful discrimination because of race, color, gender, national origin, disability, age, religious, genetic information, or political opinions or affiliations.
2. Complaints/grievances alleging unlawful discrimination because of race, color, gender, national origin, disability, age, religious or political opinions or affiliations may be referred to EEO guidelines.
3. Employees should attempt to resolve any problem informally with their supervisor as soon as possible as previously noted.
4. If a solution cannot be reached, the employee may appeal by presenting a formal complaint or grievance in writing to the Executive Director.
5. The Executive Director will respond to the employee.
6. As a goal, this agency will attempt to resolve a complaint or grievance in a timely manner.
7. An employee MAY NOT file a grievance or complaint regarding any of the following:
 - * The substance of a performance evaluation
 - * Job assignments
 - * Adverse actions
 - * Termination
 - * Salary and pay raises
8. An employee filing a complaint or grievance is not entitled to and may not have any representation.

Effective 4/24/2011

HIRING, RECRUITMENT AND PROMOTIONS

1. It is the policy of this agency to fill all position vacancies with qualified applicants. Vacancies may be recruited through internal posting, local online employment websites or other appropriate venues or any combination thereof.
2. Preference shall be given to qualified persons from within this agency when possible. Preference may be given to internal candidates over external candidates when both are equally qualified. Internal candidates are encouraged to apply whenever they meet the minimum qualifications specified in a job posting. However, internal candidates are not guaranteed the positions for which they apply, and job performance shall be taken into consideration.
3. An external search for applicants may also begin simultaneously with an internal job posting.
4. Applicants will be screened to determine who should become candidates for a position. Applicants will be generally considered in the order of categories from highly to moderately to minimally qualified.
5. Job candidates will be interviewed by a minimum of two staff unless extenuating circumstances prohibit. In such situations, approval shall be obtained from the Executive Director.
6. Nondiscrimination applies to the areas of employment, compensation, assignment of work and promotion.
7. Top candidates will be chosen and administrators may use references to determine the best candidate for the vacancy.
8. MVRs will also be checked prior to job offers. Candidates would be required to meet the minimum MVR requirements set forth by the DBHDD.
9. Candidates will be offered a position contingent on an acceptable drug screen and criminal history.

Effective 4/26/2011

HEPATITIS B

All employees are considered to be at risk of exposure to hepatitis B and should be vaccinated against it. Every employee must acknowledge their risk of exposure to hepatitis B and provide their consent or refusal to being vaccinated. This agency has made arrangements for employees to obtain screening and vaccination through the health department or the agency's nurse. The cost for this service is paid for by this agency and provided to employees for free. Employees are personally responsible for scheduling and keeping appointments with the health department in order to obtain immunization. Employees who have previously had the hepatitis B vaccination may, at their own discretion, additionally obtain a screening from the health department in order to determine whether or not the vaccination continues to be effective.

Effective 9/1/2009

HOLIDAY OBSERVANCE

It is the policy of this agency to observe twelve holidays each calendar year.

ELIGIBILITY FOR HOLIDAYS

1. Only full-time employees are eligible for paid time off for holidays if their position does not require them to be at work on the holiday. Part time employees are not eligible for paid time off for holidays.
 - 1.1. In order to qualify for paid time off for holidays, the full-time employee must be in pay status the scheduled workday immediately before and after the day the holiday is observed.
 - 1.2. A full-time employee who terminates before observance of a holiday has not earned that holiday and is not eligible for payment for any holiday that has not been observed.
 - 1.3. Only excused absences or approved leave will be considered exceptions to this policy. Individuals who are on an unpaid leave of absence are not eligible to receive holiday leave.
2. For individuals not scheduled to work on weekends, if a holiday falls on a Saturday, paid time off will usually be observed on the preceding Friday; if a holiday falls on a Sunday, paid time off will usually be observed on the following Monday. The Executive Director will determine and establish the actual day for paid time off in these instances.
3. Holidays are not accumulated until they are observed.
4. An employee is not entitled to either holiday pay or paid holiday time off if the employee is scheduled or requested to work during a holiday and the employee refuses to do so.

HOW THE TWELVE HOLIDAYS ARE OBSERVED

- New Year's Day observed on January 1ST
- Martin Luther King's Birthday observed on 3RD Monday in January
- National Memorial Day observed on last Monday in May
- Independence Day observed on 4TH of July
- Labor Day observed on 1ST Monday in September
- Thanksgiving – 2 days – typically observed on 4TH Thursday & Friday in November
- Christmas – 5 days - typically observed on December 24th and December 25TH and 3 additional days within the same week determined annually by the Executive Director.

HOLIDAY PAY

5. Full time employees whose work schedule requires them to be at work on a holiday are not entitled to paid time off but are entitled to eight hours of holiday pay.
6. Part time employees whose work schedule requires them to work at any time during the 24-hour period of five designated holidays (12:01 a.m. until 11:59 p.m.) are entitled to one and one-half times ($1\frac{1}{2}$) their normal hourly pay rate for the amount of time worked during that period. These five designated holidays include:
 - 6.1. Martin Luther King's Birthday observed on 3RD Monday in January
 - 6.2. Independence Day observed on 4TH of July
 - 6.3. Thanksgiving Day (4th Thursday in November)
 - 6.4. Christmas Eve (December 24th)
 - 6.5. Christmas Day (December 25th)

OTHER HOLIDAY PROCEDURES

7. An employee will automatically be placed on unauthorized leave without pay if they fail to report to work on a holiday when they are required to work unless:
 - 7.1. The employee obtains prior supervisory approval AND

- 7.2. If an employee requests absence due to illness, the employee provides a physician's excuse to verify illness upon return to work.
- 7.3. Failure to obtain prior supervisory approval and provide a physician's excuse for illness may also result in disciplinary action up to and including dismissal.
- 8. Employees will be notified as practicable in the event that any holidays or other days are observed otherwise.
- 9. Holidays are not considered a day worked for purposes of calculating overtime unless work is actually performed.
- 10. It should be noted that holidays might be changed for other administrative purposes with or without notice.
- 11. Employees may take time off to observe personal religious holidays if they have an adequate annual or personal leave balance, for this purpose, otherwise the time off is without pay. Employees must notify their supervisor at least ten business days in advance for this purpose.

Effective 3/22/2011

HOUSEKEEPING

Neatness and good housekeeping are signs of efficiency. Employees are expected to keep their work area neat and orderly at all times - it is a required safety precaution. Employees should also monitor individuals assigned to them and see that they follow this requirement. Easily accessible trash receptacles and recycling containers are located throughout our facilities. Please put all litter and recyclable materials in the appropriate receptacles and containers. Do not put cigarettes out on the floor, or grind or throw ashes into any container not meant for that purpose. Always be aware of good health and safety standards, including fire and loss prevention. Please report anything that needs repairing or replacing to your supervisor immediately. Maintenance request forms should be completed and given to the facilities manager whenever any maintenance need is identified.

Effective 9/1/2009

IMMIGRATION REFORM AND CONTROL ACT

All new employees must be able to provide evidence of identity and employment eligibility as required by this law (see also employment eligibility section).

Effective 9/1/2009

INCLEMENT WEATHER

Some services must continue to be provided regardless of the weather. Sites that are operated on a 24/7 basis such as the CLAs and some CLS sites are almost never able to close due to inclement weather. Employees at these sites must have prior supervisory approval to use leave and may request use of leave if they are unable to report to work due to inclement weather. Any employees who must work beyond their regular work schedule due to inclement weather will receive a schedule adjustment if possible or will be reimbursed for overtime if it is unavoidable.

The executive director may close this agency's main center due to inclement weather or emergency on days other than approved holidays. Administrative closings may be made for reasons including but not limited to times when operations cannot commence or continue due to threats to employees or property or when recommended by civil authorities, or public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system, or the interruption of work is caused by an "Act of God" (inclement weather, fire, flood, earthquake, avalanche, etc.) or some other cause not within our control. The Executive Director will likely follow the decision made by the Clarke County Schools to close during inclement weather. That is, if the Clarke County Schools are closed, then the center will likely be closed. If the schools are closed, but school employees are asked to report to work at a particular time, then the center will be closed for individuals, but employees should report at that particular time. This is due to the fact that the Clarke County Schools make a thorough investigation of the conditions of the roads throughout the county in order to determine the safety for travel during the inclement weather. Most local media generally make the school system announcements. Should any exceptions to this situation occur such as this agency being open or closed when Clarke County Schools are not opened or closed, every attempt will be made to notify employees using a telephone tree and through announcements over social media. If employees hear that the Clarke County School System is closed due to inclement weather, they should not automatically assume that the center will be closed. If the county schools are not closed, employees should expect a call as indicated in the employee phone tree. Such exceptions would likely occur when the environment of a specific building is detrimental or that the school system is opened or closed for some other reason or if the decision is not connected with inclement weather. Each employee should always consider their own particular circumstance in determining their own personal safety for travel during inclement weather regardless of the opening or closing of this agency. An employee can request Paid Time Off if they need to be absent due to inclement weather even if the center is open. Unless otherwise requested, employees of the main center are not expected to work during an emergency closing. Absences will be considered excused and will not be charged to earned leave time for emergency closings. Should an emergency closing occur while an employee is already on earned leave time, i.e., sick, vacation, personal, they are not entitled to additional wages or reinstatement of any leave. Full time employees who do not report for work because of the weather, in the absence of an official closing that day, will be charged one day of Paid Time Off time or for the amount of time scheduled to work.

Effective 9/1/2009

INFORMATION MEASUREMENT AND MANAGEMENT AND PERFORMANCE IMPROVEMENT ANALYSIS

We are committed to continually improving our organization and service delivery. Performance indicators are developed with input from and provide information on the needs of individuals receiving services, the needs of other stakeholders, the business needs of this organization and allow for comparative analysis of the data. We compile a performance improvement analysis that summarizes our data collection. We also address data reliability, validity, completeness and accuracy. For business function improvement, we annually set performance indicators, measure them and use data from financial information, accessibility, resource allocation, surveys, risk analysis, governance, human resources requirements, technology analysis, environmental health and safety, field trends and service delivery system. For service delivery improvement, data is collected at the beginning of services, at appropriate intervals, at the end of services and at specified points in time to measure effectiveness, efficiency, service access and satisfaction. This information is used to review implementation of our mission, values, improve the quality of programs and services, facilitate organizational decision making and strategic planning. This is additionally shared with individuals receiving services and all other interested stakeholders. As an employee of this organization, you may be requested to facilitate the performance improvement analysis process. Please remember the importance of this critical process and fully participate in each related activity as requested.

Effective 4/26/2011

INPUT

It is the policy of this agency to obtain input from individuals receiving services, personnel, other stakeholders and other individuals with a vested interest in the operation and outcomes of this agency. Input from individuals shall be sought at every possible opportunity and analyzed for program planning, performance improvement, strategic planning, organizational advocacy, financial planning, resource planning. The primary consideration for input from individuals receiving services shall be obtained in the development, implementation and review of each person's individualized service plan. Input is also obtained through focus groups, family support groups, satisfaction surveys, employer and contractor surveys, staff meetings, and a variety of other ways. Employees should prioritize input from individuals receiving services and other stakeholders and are also encouraged to give input through supervisory structures, open door policy and other appropriate means.

Effective 9/1/2009

INSERVICE TRAINING

From time to time, employees or their supervisor may arrange to have both formal and informal training programs to enable them to progress in their technical knowledge of their job. Employees are frequently selected to attend workshops, staff development courses or training programs. Employees will be in regular pay status while attending any training with appropriate approval. All or a portion of the expenses for training will be paid for depending on the nature of the course, its relevancy to your job and with the necessary prior approval. Check with your supervisor for any requests that you may have. If an employee becomes aware of a particular inservice training opportunity that they believe is appropriate for enhancing their skills (and/or those of other employees), please bring it to the supervisor's attention. Since most inservice training is usually offered only at specified times in a particular location, please be sure to notify your supervisor as far in advance as possible. This way, he or she can attempt to schedule coverage to accommodate the employee's (and other employees') desire to attend the training. Employees must make all requests for training and travel on the appropriate request forms and obtain prior approval. Any requests for reimbursement must also be provided on the employee travel expense statement. Although an employee's supervisor or the business office may assist in making certain travel/training arrangements, each employee must understand that they are always responsible for their own arrangements unless it is otherwise specifically indicated. It is each employee's responsibility to see that all training requirements are observed, met and that documentation is provided for the employee's personnel file. This agency may pay any initial expenses incurred by employees to obtain training and allow any necessary arrangements or adjustments in an employee's work schedule in order to facilitate this requirement. However, an employee's failure to attend required training as scheduled may result in that employee having to subsequently pay for the training. Employees who are required to maintain training on a continuous basis as a part of their position responsibilities and fail to do so may be subject to adverse action up to and including dismissal.

Also, at times prior to the arrival of assigned individuals and after their departure, employees should use the time to learn more about services and job-related needs. Employees may progress as they become more knowledgeable about their job and the jobs of the people around them. Employees are encouraged to ask questions about any aspect of our programs that are of interest or unclear. It is the responsibility of each employee to maintain certain minimum training requirements. While we may monitor and facilitate meeting some of the requirements, each employee is still responsible to see that the minimum requirements are met, kept current, and that adequate documentation is provided for their inservice training record. These training requirements may include but not necessarily be limited to current first aid certification, current CPR training, Behavior Intervention, Supervision of Self Administration of Medications, Proxy Caregiving, personal care skills review and defensive driver training.

Effective 9/1/2009

INSPECTION OF PACKAGES

This agency reserves the right to inspect all packages or closed containers brought into or taken out of any facility.

Effective 9/1/2009

JOB DESCRIPTION

This agency will maintain a written job description for all employees. In the event new positions are created through expansion or reorganization, written job descriptions will be prepared and approved by the executive director. All job descriptions will contain the following elements: title, summary of job duties, performance requirements, description of the essential functions of the position, qualifications (education, experience, other), immediate supervisor, employee signature, executive director signature and date.

Job descriptions are to be as detailed as possible. However, employees may occasionally be required to perform related duties not specified in the job description. In the event new major responsibilities or other significant changes occur, the job description will be rewritten to reflect these changes. Written job descriptions play a key role in assuring this agency's compliance with the Americans with Disabilities Act, and other federal and state employment laws.

Effective 4/24/2011

JURY DUTY AND SUBPOENAED LEAVE

Employees called to serve on jury duty should notify their supervisors immediately. It is each employee's civic duty as a citizen to report for jury duty whenever called. If an employee is called for jury duty, they will be permitted to take the necessary time off. All full-time employees will be on paid status while on jury duty. A copy of the jury summons must be turned in to their supervisor as soon as possible in order to receive pay. On any day or part-day an employee is not required to serve, they must report for work if they are released from jury duty before the end of the workday as scheduled or if they are temporarily released from jury duty. It is expected that an employee will report to work after being excused from jury duty on a daily basis if the dismissal occurs before the end of the employee's regular work schedule. In order to be paid while on jury duty, the employee must present a statement of jury service and pay when they submit a leave request. The court issues this document. Victims of a crime upon verification or documentation from court personnel (i.e., letter from prosecutor/attorney, etc.) may submit a written "request for court attendance" to their immediate supervisor and the employee may be permitted a reasonable amount time off to attend hearings/trial without loss of pay or threat of loss of pay or job. The amount of reasonable amount time off to be granted will be determined by the executive director. If an employee is served with a subpoena requiring him or her to serve as a witness, documentation of times served must be submitted to the employee's supervisor. The supervisor and executive director must approve the request. Such time off requires a subpoena and will be without loss of pay or threat of loss of pay or job. Employees must provide verification of attendance from court personnel. This policy does not apply to any employee who is charged with a crime and is absent to answer criminal charges.

Effective 9/1/2009

LAWS – FEDERAL AND STATE

It is the policy of this agency to comply with all applicable legal requirements including all laws, statutes, rules, regulations, policies, procedures, legal proceedings or federal, state, local or other regulatory authority may require as applicable. It is the policy of this agency to assure corporate compliance by the agency's governing authority, its leadership and employees. As a recipient of state and federal funding, it is the policy of this agency to demonstrate corporate compliance with all applicable state and federal laws, rules and regulations. Therefore, this policy and procedure shall also serve as formal resolution that authorizes and establishes a compliance program for this agency. This corporate compliance and fulfillment of legal responsibilities includes but is not necessarily limited to:

FEDERAL

1. *Title VI of the Civil Rights Act of 1964*, as amended, 45 CFR Part 80, Sub-title a (10-1-85), 7 CFR, Part 15.] regarding nondiscrimination on the basis of political affiliation, religion, race, color, sex mental or physical disability, national origin, genetic information, age;
2. *Title V, Section 504 of the Rehabilitation Act of 1973*, Public Law 93-112) regarding the provision of equal access to qualified handicapped individuals;
3. *Americans with Disabilities Act* or Public Law 101-336, enacted on July 26, 1990;
4. Immigration Reform & Control Act (IRCA) affecting all employees (including U.S. citizens) hired after November 6, 1986;
5. Federal labor laws such as the *Fair Labor Standards Act* (FLSA), *Family Medical Leave Act* (FMLA), *Age Discrimination in Employment Act*, *Equal Employment Opportunity Act*, and regulations of the U.S. Department of Labor, Employment Standards Administration, Wage and Hour Division, *Special Minimum Wages, Title 29, Part 525 CFR*,
6. *Title XX Social Services Block Grant Requirements*,
7. *Drug-Free Workplace Act*,
8. Federal Office of Management and Budget (OMB) *Circular A-133 - Revised June 24, 1997, Audits of States, Local Governments, and Non-Profit Organizations*,
9. Compliance with applicable OSHA requirements; and
10. All other related federal acts, rules, and regulations.

STATE OF GEORGIA

1. *Official Code of Georgia Annotated (O.C.G.A.) 37-2* which specifically authorizes the Georgia Department of Behavioral Health and Developmental Disabilities to: "Provide, promote and mandate written standards, rules and regulations as may be deemed necessary to effectuate the purposes of this Chapter and which shall be the basis of State financial participation in programs;"
2. *O.C.G.A. 37-3-120*, *O.C.G.A. 37-4-80*, and *O.C.G.A. 37-7-120* regarding the rights of individuals to receive services free of charge when a review of their financial status confirms inability to pay
3. *Georgia Drug-Free Workplace Act of 1990*,
4. All contractual requirements and directives of the DBHDD and the Regional Office;
5. *O.C.G.A. Chapters 37-3, 37-4, 37-5, and 37-7* regarding the rights of individuals;
6. *The DBHDD Provider Manual* provided each contractual period (and subsequent versions as may be revised annually and/or quarterly);
7. The *Rules and Regulations for Client's Rights, Chapter 290-4-9*, Georgia DBHDD. Protection of client's rights in accordance with DBHDD Rules and Regulations 290-4-9, Client's Rights;
8. *Policies and Procedures for Mental Retardation Waiver Program*, Georgia Department of Community Health and other applicable regulations of DCH,

9. It is the policy of this agency to comply with all legal and regulatory requirements, including, but not limited to the rights of persons served, confidentiality requirements, reporting requirements, contractual agreements, licensing requirements, corporate status, employment practices, mandatory employee testing, the privacy of persons served; and
10. All other related state laws, rules, and regulations.

OTHER LEGAL AND REGULATORY REQUIREMENTS

1. The Executive Director and administrative staff as assigned shall consider, review, recommend, and implement agency compliance with other legal requirements and regulatory requirements consistent with the agency's Board of Directors involvement and approval as appropriate. These include but are not necessarily limited to:
 - 1.1. Rights and privacy of persons served,
 - The rights and privacy of persons served shall be primarily vested in the agency's Human Rights Subcommittee of the CQI-RM (see Policy & Procedure #7000)
 - 1.2. Confidentiality requirements,
 - Adherence to state and agency mandated requirements regarding confidentiality (see Policy & Procedure #1200) as provided in employee orientation
 - 1.3. Reporting requirements,
 - Reporting requirements shall be vested through assigned administrative responsibilities including:
 - Reporting of critical incidents – as specified by DBHDD policy through the Executive Director or designee
 - All financial reporting – Business Manager
 - Insurance Claims – Executive Director or Business Manager
 - 1.4. Contractual agreements,
 - DBHDD contractual reporting requirements – as required by the Regional Office through the Executive Director
 - Subcontractor requirements – as applicable through the Business Manager (see also P&P #2020 – Contractual Relationships)
 - 1.5. Licensing requirements,
 - All CLA licensure requirements as specified by DBHDD – Executive Director
 - All PHCP licensure requirements as specified by DBHDD – Executive Director
 - 1.6. Corporate status,
 - Annual registration with the Georgia Secretary of State's Office – Business manager
 - 1.7. Employment practices,
 - All employment practices including mandatory employee testing, hiring, adverse action, pre-employment screening, drug free workplace, and other applicable requirements shall be vested with the Executive Director and Human Resources manager in coordination with legal counsel when necessary.
 - 1.8. Debt covenants,
 - Debt covenants managed by the Business Manager in coordination with the Executive Director under the direction of the Board of Directors when applicable.
 - 1.9. All others as applicable.
 - The Executive Director shall consider, review, recommend, and implement agency compliance with other requirements as applicable and may designate specific individuals for responsibility as appropriate.

LEGAL REQUIREMENT PROCEDURES

1. The Executive Director and administrative staff as assigned shall consider, review, recommend, and implement agency compliance with all laws and legal requirements consistent with the agency's Board of Directors involvement and approval as appropriate.
2. As a recipient of state and federal funding, this agency shall demonstrate corporate compliance with all applicable state and federal laws, rules and regulations. The Executive Director or the Business Manager in the absence of the Executive Director shall be the organization's primary point of contact for monitoring and reporting on matters pertaining to corporate compliance.
3. Conformance and reporting to DBHDD shall primarily be the responsibility of the Executive Director or the Business Manager when specified by the Executive Director.
4. Conformance to applicable local regulations such as county codes, fire and health department regulations and requirements or other such related local areas of authority shall primarily be the responsibility of the Business Manager or designee.
5. A synopsis report regarding litigation, allegations of wrongdoing, malpractice or violations of codes of ethics, which have occurred within the last three years, to the extent they relate to this agency's conformance to applicable accreditation standards, shall be provided for an appropriate accreditation review. This synopsis report shall be provided at the time of occurrence and shared with the survey team and with the CARF office in conjunction with the accreditation review process.
6. All employees must comply with any official legal proceeding as required by law. This includes responding to subpoenas, search warrants, investigations, and other legal actions.
 - 6.1. In the event that an employee is served with any legal document or notified of any legal proceeding for any reason in any capacity as an employee or agent of this agency, they must immediately notify the Executive Director or the Business Manager in the absence of the Executive Director.
 - 6.2. Employees must always request immediate assistance or further advisement from the Executive Director or the Business Manager in the absence of the Executive Director.
 - 6.3. Employees should always obtain appropriate verification from any individuals presenting themselves in any official capacity. For example, a law enforcement officer, the officer of a court, a county inspection employee, an employee of DBHDD, DCH or HFR or other appropriate official should always be able to provide official identification and/or authorization.
 - 6.4. Upon notification of subpoena, search warrant, investigation or other legal action, the Executive Director or the Business Manager in the absence of the Executive Director shall seek further legal counsel or board advisement for further action or follow up as determined to be necessary or required by the situation.
7. As specified by Georgia law, a law enforcement officer in the course of a criminal investigation may be informed whether a person is or has been a person receiving services (but if a individual is an alcohol or drug consumer, a court order is required) as well as the individual's current address, if known. This should be noted in the record of the person receiving services.
8. Individuals receiving services of the legal age of consent (eighteen years old) are authorized to provide their own consent unless a guardian has been legally appointed as provided by law. Consent shall always be obtained for services provided and for the release of confidential information.

Effective 3/22/2011

LAYOFFS

In the event of a reduction in work force, employees will be laid off based on position, skills, and abilities as well as seniority. If the skills and abilities of two employees are equal, seniority will be the determining factor in the layoff decision. This agency intends to minimize the negative impact on current employees if a reduction in the work force becomes necessary. However, from time to time, cutbacks or reductions may be unavoidable due to forces beyond our control. In some cases, a program may have to be reduced in size or terminated entirely if funding for its operation is no longer adequate or available. The Executive Director will provide notice to employees affected and inform them of the beginning date of layoff. Within 30 days after the layoff date, the employee will be paid for unused accrued Paid Time Off unless otherwise prohibited by budgetary constraint. If this type of cutback must occur, this agency will attempt to reduce staff progressively, using the following steps as feasible:

- Voluntary reductions in the work force.
- Attrition.
- Casual and temporary employees will be laid off prior to regular employees, and
- An attempt may be made to laterally move or to transfer employees from terminated positions to other vacant positions within the agency if the employee can meet the qualifications of the position and has satisfactory performance evaluations.
- In determining which regular employees are laid off, consideration will be given to such factors as, but not limited to, the following when possible:
 - 11. Positions within classifications,
 - 12. Performance evaluations within the last 3 years,
 - 13. Length of time of service with Hope Haven within position classifications,
 - 14. Special training and qualifications, and
 - 15. Job specialty and responsibilities.

Effective 4/24/2011

LEADERSHIP

This agency is privately governed by its own Board of Directors which is comprised of outstanding individuals within the community who are private citizens and individual representatives recognized as leaders in their professions and within the business community. The Board of Directors of this agency is primarily responsible for setting policies. The Board of Directors employs the Executive Director, to whom it delegates responsibility for the day-to-day administration of the agency. The Business Manager is authorized to act in the absence of the Executive Director. The Executive Director manages the staff, using policies approved by the Board of Directors. This agency's staff members are accountable to the Executive Director through their supervisory levels, through whom all communication to the Board of Directors is channeled. Organizational charts are provided to delineate the relationship of each position to the organization. All staff members are encouraged to provide input and suggestions concerning the overall operation of this agency by following the proper channels of communication. Employees should initially bring comments to their immediate supervisor. In those cases where that may be inappropriate, employees may approach the Executive Director. It is the policy of this agency to operate in an "open door" manner. All staff input is considered and can be presented without fear of personal recrimination on the staff member or their position.

It is also the policy of this board that leadership principles related to the functions and duties of board members be specified and followed. This includes but is not necessarily limited to such areas as the board's by-laws, codes of conduct, the agency's mission, conflict of interest, governance, etc. The board of directors, as such, does not operate the day-to-day business of the corporation. In delegating that function to others, it must set policies and oversee the corporate agents. The principles of delegation apply to the board as a whole; the individual board member may not delegate his/her responsibilities as a board member. A board member cannot vote by proxy. The board of directors is not expected to operate the agency on a day-to-day basis. Even under statutes providing that the business and affairs of a corporation shall be "managed" by the board of directors, it is recognized that actual operation is a function of "management," that is, the officers and agents of the corporation. In conventional corporate theory, the responsibility of the board is limited to overseeing such operations. This principle does not relieve the board of its monitoring responsibilities. Board members are not personally responsible for actions or omissions of officers, employees or agents of the corporation as long as such persons have been prudently selected and the board members have relied reasonably upon such officers, employees or agents.

Effective 9/1/2009

LEAVE – MILITARY

It is the policy of this agency to follow all requirements of the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). Employees inducted into the U.S. Armed Forces will be eligible for reemployment after completing military service, provided:

1. The employee gives advance written or verbal notice to the executive director as soon as they receive notice from their military authority.
2. The employee satisfactorily completes their active duty service not to exceed 5 years.
3. The employee enters the military service directly from their employment with this agency.
4. The employee applies for and is available for reemployment in accordance with the provisions of USERRA after completion of military service.

Reserves or National Guard Leave

Employees who serve in U. S. Military Reserves or National Guard may take the necessary time off without pay to fulfill this obligation and will retain all of their legal rights for continued employment under USERRA. These employees may apply accrued personal leave and unused earned vacation time to the leave if they wish; however, they are not obliged to do so. Employees are expected to notify their supervisor as soon as they are aware of the dates, they will be on duty so that arrangements can be made for replacement during this absence.

Effective 9/1/2009

LEAVE OF ABSENCE

In very special circumstances, this agency may grant a leave of absence for a personal reason, but never for taking employment elsewhere or going into business for the employee's own self. The employee should request in writing an unpaid personal leave of absence. Approval shall be from the executive director. A personal leave of absence must not interfere with the operations of the employee's program area. A personal leave of absence may be granted for up to thirty (30) days. During the employee's leave, vacation and other benefits will no longer continue to accrue. Consult the group insurance booklet to determine insurance coverage during a leave of absence. Failure to return from a leave at the time agreed will result in termination of employment.

Effective 9/1/2009

LEAVE – OTHER EMPLOYMENT OR GOING INTO BUSINESS WHILE ON LEAVE

If an employee accepts any employment or goes into business while on a leave of absence, that employee will be considered to have voluntarily resigned from employment with this agency as of the day on which they began their leave of absence.

Effective 9/1/2009

LIFE THREATENING ILLNESSES

This agency recognizes that employees with a life-threatening illness, including, but not limited to, cancer, heart disease, and AIDS, may wish to continue to engage in as many of their normal pursuits as their condition allows, including work. These employees must be able to meet acceptable performance standards. Performing normal job functions must not exacerbate their condition. Medical evidence must indicate that their condition is not a threat to other workers. Supervisors will be sensitive to the employee's condition and ensure that the employee is treated consistently with other employees. This agency seeks to provide a safe work environment for all employees and individuals. Therefore, precautions should be taken to ensure that any employee's condition does not present a health and/or safety threat to themselves or other employees or individuals receiving services. When dealing with situations involving employees with life-threatening illnesses, supervisors will:

- * Remember that an employee's health condition is personal and confidential, and reasonable precautions should be taken to protect information regarding an employee's health condition.
- * Contact the executive director if the employee believes that they or other employees need information about terminal illness, or a specific life-threatening illness, possible contagion, or if an employee needs further guidance in managing a situation that involves an employee with a life-threatening illness.
- * Contact the executive director to determine if a statement should be obtained from the employee's attending physician that continued presence at work would pose no threat to the employee, co-workers, or individuals receiving services. This agency reserves the right to require an examination by a medical doctor appointed by this agency.
- * Make reasonable accommodation for employees with a life-threatening illness provided that any accommodations made do not require significant difficulty or expenses.
- * Be sensitive and responsive to co-workers' concerns.
- * Not give special consideration for employees who feel threatened by a co-worker's life-threatening illness.
- * Be sensitive to the fact that continued employment for an employee with a life-threatening illness may sometimes be therapeutically important in the remission or recovery process or may help to prolong that employee's life.

Effective 9/1/2009

MAIL

Employees should not use agency facilities as a personal mailing address and shall not put personal mail in the stacks that are to be run through the postage meter. All incoming mail is opened, and date stamped. Official mail received for employees will be placed in their mailbox. Memorandums, notices and other similar items for distribution are to be placed in the employee mailboxes. Each employee should check their mailbox each day they are scheduled for work in order to assure a timely receipt of all of their mail. Employees assigned outside of the main center are responsible for checking for mail at the main center and for forwarding any official agency mail to the main center.

Effective 9/1/2009

MEALS

Break and kitchen areas equipped with microwave ovens and a refrigerator for employees who want to bring their lunch from home are provided. In the main center, these areas are for everyone's use. It is each employee's responsibility to do their share in keeping these areas clean and sanitary. If for any reason, equipment is not functioning properly, please report the condition to administrative staff. Please remember to use containers with reliable seals and label all food with your name and date. Food stored in refrigerators for an excessive period of time will be disposed.

In sites that are operated on a 24/7 basis by this agency, staff may eat the regularly planned evening meal with individuals at no charge. Staff should make arrangements to bring food with them or have food delivered at their own expense for all other mealtimes and snacks that may be necessary during their scheduled shift. Abuse of this privilege may result in a suspension of privileges or charge for the meals.

Effective 9/1/2009

MEDIA, SPEAKING TO

An employee may not speak to the news media as an official or unofficial spokesperson of this agency without prior approval of the executive director. All inquiries from the media should be referred to the executive director. Should an employee receive a media inquiry, they should respond: "I have no authority to respond to your request. You should refer your inquiry/request to the executive director." Employees who speak to the media or otherwise provide information in any form or fashion without authorization or who divulge information that has not been appropriately authorized or is confidential may be subject to disciplinary action up to and including dismissal.

Effective 9/1/2009

MEETINGS

We routinely request employees to attend staff meetings. Every attempt will always be made to schedule meetings during regular working hours and attendance is required. If for any reason a meeting goes over into non-working hours, the employee should adjust their work schedule within the workweek for the additional time if the employee is a FLSA nonexempt employee. It is important to be on time and attentive during any required meetings. If for some reason an employee is unable to attend any required meeting, it is the employee's responsibility to notify their supervisor, to review the meeting with their supervisor, and to read any minutes of the meeting if they are provided. Most meetings are an appropriate opportunity for employees to provide input and feedback. Employees are encouraged to avail themselves of such opportunities. Feedback and input are neither appropriate nor productive when it is given in the hallways after meetings.

From time to time, supervisors will schedule program meetings. It is to the employees' advantage to be at these meetings. They give employees a chance to receive information on events, to review problems and possible solutions, and to make suggestions about their program or their job. Employee attendance at any such meetings is mandatory. Failure to attend may involve adverse consequences.

Effective 9/1/2009

OPEN DOOR POLICY

Normally, employees are expected to use the grievance guidelines outlined earlier in this handbook to resolve a problem. However, if the problem or complaint is of a personal nature, or a very delicate matter, the employee may meet first with any member of management, including the Executive Director or the Business Manager in the absence of the executive director, to discuss it. That person will decide if the employee should first discuss the problem with their immediate supervisor. If appropriate, the employee will be directed to use the grievance guidelines. If the complaint, suggestion, or question is of such a nature that resolution would be hampered by the grievance guidelines, the management person contacted will take the appropriate action. All staff members are encouraged to provide input and suggestions concerning the overall operation of this agency by following the proper channels of communication. Employees should initially bring comments to their immediate supervisor. In those cases where that may be inappropriate, employees may approach the executive director. It is the policy of this agency to operate in an "open door" manner. All staff input is considered and can be presented without fear of personal recrimination on the staff member or their position.

Effective 4/24/2011

OUTSIDE EMPLOYMENT

Outside Employment Requirements

If an employee chooses to hold a second job, part time or full time, or if an employee intends to engage in a business enterprise of his or her own, we must know about it.

1. Employees are required to provide written notification if they have any outside employment and whenever there is any change in any outside employment.
2. Employment with this agency is considered to be primary and must take any precedence over any other employment.
3. Before accepting any outside employment, it would be a good idea to discuss the matter with the employee's supervisor.

Outside Employment Prohibitions

1. NO employee may take an outside job, either for pay or as a donation of his or her personal time, with a work contract customer of this agency.
2. Employees may NOT do work on their own if it competes in any way with the sales of products, work or employment we provide for our individuals and work contractors.
3. Employees are NOT permitted to engage in outside employment while scheduled to be at work with this agency.
4. Employees are NOT permitted to engage in outside employment while on any type of approved leave except for Paid Time Off and then only with specific acknowledgment and approval of Paid Time Off use for outside employment purposes.

Effective 4/24/2011

PARKING

Employees should use the parking areas designated for employees. Employees should remember to lock their car every day and park within the specified areas. Courtesy and common sense in parking will avoid accidents, personal injuries, damage to personal vehicles and to the vehicles of other employees. Should an employee damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information, to the supervisor and business manager. This agency does not assume any liability for any loss or damages employees may sustain.

For CRA sites, employees are not allowed to park on the grass. This will result in potential citations and fines from the city/county and those fines will be passed on to the employee.

Effective 9/1/2009

PART TIME EMPLOYMENT

An employee who is regularly scheduled to work less than a regular forty (40) hour workweek is considered a part time employee. Employees who on occasion may work over forty (40) hours in a work week due to an emergency or for fill in coverage when necessary are not considered full time employees. Part time employees are not eligible for any benefits described in this handbook unless specified, except as granted on occasion, or to the extent required by provision of state and federal laws. For example, individuals who are not full-time employees may be eligible to participate in the retirement plan after having worked the minimum number of hours during a year to become eligible.

Effective 4/24/2011

PAYCHECKS

All employees are paid by electronic deposit and must authorize the business office to make direct deposits of their paycheck to their account on a regular basis. This saves time and expense for everyone and is extremely convenient when the employee is not in work status on payday.

All full time FLSA exempt employees are paid on a bi-weekly basis or twenty-six (26) times during the year. A full-time employee's bi-weekly pay amount is determined by dividing the employee's annual salary amount by 26. An hourly pay rate is determined by dividing the annual salary amount by 2080 hours (52 weeks x 40 hours per week = 2080 hours per year). Hourly pay amounts are used when necessary to calculate leave without pay, Paid Time Off benefits, etc. Direct deposit is issued on the Friday following the two-week pay period for these employees. Monthly premiums deducted from full-time employees in this category will be divided between the two paychecks received during the month. Such premiums will not be deducted during a month where a third paycheck occurs.

All full time FLSA nonexempt and all part time employees (regular or temporary) are paid hour for hour for each hour worked on a bi-weekly basis. Pay at the scheduled payday is determined solely by the number of hours worked during that reporting period and is calculated according to the amount of time reported on Netchex and approved by the supervisor. The timecards must be approved in Netchex no later than noon on the Monday that immediately follows the two-week pay period. Employees who do not approve timecards by this deadline may not receive their pay until the next scheduled payday. Direct deposit is issued on the Friday following the two-week pay period for these employees. Monthly premiums deducted from full time employees in this category will be divided between the two paychecks received during the month. Such premiums will not be deducted during a month where a third paycheck occurs.

Effective 9/1/2009

PAYROLL DEDUCTIONS

This agency is required by law to make certain deductions from each employee's paycheck each time one is prepared. These deductions will be itemized on the check stub. Deductions from each employee's paycheck include mandatory and voluntary deductions. These include:

Mandatory Deductions

All mandatory deductions are made without written authorization of the employee.

- * Federal, state and local income taxes. The amount of these deductions depends on earnings and on the information furnished on the W-4 form regarding the number of dependents/exemptions claimed. Any change in name, address, telephone number, marital status or number of exemptions must be reported in Netchex immediately, to ensure proper credit for tax purposes. The W-2 form received for each year indicates precisely how much of the earnings were deducted for these purposes.
- * Contribution to Social Security as required by law. The United States Government operates a system of contributory insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of their weekly wages to the trust fund from which benefits are paid. This agency is required to deduct this amount from each paycheck an employee receives. In addition, this agency matches employee contributions dollar for dollar, thereby paying one-half of the cost of Social Security benefits.
- * Any other mandatory deductions to be made from paychecks, such as court ordered attachments, will be explained whenever we are ordered to make such deductions.
- * An employee's paycheck may be garnished for alimony, child support, delinquent loans, or for some other reason, by court order. We hope employees will manage their financial affairs so that we will not be obligated to execute any court ordered wage assignment or garnishment against wages. However, whenever court ordered deductions are to be taken from a paycheck, the employee will be notified.
- * According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for dismissal.

Voluntary Deductions

Voluntary deductions are made only with the written authorization of the employee.

- * Medical, dental or other elective insurance premiums
- * Sums designated for deferred compensation into 401k
- * Hope Haven of NEGA contributions

Effective 9/1/2009

PERFORMANCE MANAGEMENT PROCESS

The performance of each employee will be appraised by the immediate supervisor at regularly established intervals. The term performance management process is meant to be all inclusive of the “Performance Management Plan” and other procedures consistent with its implementation. Periodic written performance management appraisals will be given. The primary purpose of the performance management system is to provide feedback to each employee. Supervisors are continuously evaluating employee job performance. Day-to-day interaction between employees and their supervisor should give employees a sense of how their supervisor perceives their performance. Performance management reviews will be conducted on all eligible employees annually on their anniversary date of each year to consider pay for performance increases. Employees may be reviewed more frequently. A review may also be conducted at any time and in the event of a promotion, any performance concerns, or a change in duties and responsibilities. Performance management appraisals may be used as a basis for decisions concerning promotions, pay increases, and disciplinary actions. Performance management appraisals must be completed prior to pay for performance approvals being granted. They may also be used as an objective basis in helping to determine the order of layoffs or demotions that may be required by budgetary constraints. If an employee should ever have any questions about their performance management appraisal, they should first discuss them with their supervisor. Employees must sign and date their performance management appraisal after all of the comments have been noted. The employee's signature acknowledges that the performance management appraisal has been reviewed by the employee and does not necessarily indicate that the employee agrees with the performance management appraisal. Should an employee need further discussion after talking with their supervisor, then they should talk to the executive director. During formal performance management reviews, supervisors will consider the following things, among others:

- Attendance, initiative and effort
- Employee's knowledge of their work
- Completion of job and individual responsibilities and actual performance
- Attitude and willingness
- The quality and quantity of work
- Adherence to the terms and conditions of employment

The primary reason for performance management reviews is to identify strengths and weaknesses in order to reinforce good habits and develop ways to improve in weaker areas. This review also serves to make an employee aware of and to document how their job performance compares to the goals and description of their job. This is a good time to discuss the employee's interests and future goals. Supervisors are interested in helping employees to progress and grow in order to achieve personal as well as work-related goals - perhaps they can recommend further training or additional opportunities. In addition to individual job performance management reviews, we periodically conduct a review of job descriptions to ensure that we are fully aware of any changes in the duties and responsibilities of each position, and that such changes are recognized and adequately compensated. The performance management rating for each job or individual responsibility and for terms and conditions is reflected by the following rating system:

- **Did Not Meet Expectations** - Employee did not meet established performance expectations. In order for employee to perform at expected level, improvement is needed.
- **Needs Improvement** - Employee did not meet expected level of performance but demonstrated an attempt to improve or made significant improvements after being counseled. To meet expectations, however, additional improvement is needed.
- **Partially Meets Expectations** - Employee partially meets expected level of performance, however, additional improvement is needed.
- **Meets Expectations** - Employee met all or most of the established performance expectations. Employee is performing at the expected level.

- **Exceeds Expectations** - Employee met all and exceeded most of the established performance expectations. This rating is used only to recognize performance that is clearly above expectations.

Effective 4/24/2011

PERSONNEL FILES

Keeping personnel files up to date is important and critical to employees with regard to pay, deductions, benefits and other matters. If an employee has a change in any of the following items or documentation to be provided, they must make the changes in Netchex or notify the business manager or Executive Director, as soon as possible:

1. Legal name
2. Home address, home telephone or cell phone
3. Person to call in case of emergency or any other emergency information
4. Number of dependents
5. Marital status
6. Any change of beneficiary designation
7. Driving record, status of driver's license or personal vehicle liability insurance coverage
8. Any change in criminal history record including any convictions and arrests subsequent to hire
9. Exemptions on your W-4 tax form
10. Applicable professional licenses
11. Any other eligibility information
12. Participation and attendance in any training or continuing education activity including CPR, first aid, defensive driving, CPI or any other required certification

Coverage or benefits that an employee and their family may receive under any benefits package could be negatively affected if the information in their personnel file is incorrect. Since we refer to personnel files when we need to make decisions in connection with promotions, transfers, layoffs, benefits eligibility, etc., employees must make sure their personnel file includes current and up to date information about themselves including completion of educational or training courses, degrees, outside civic activities, and sometimes areas of interest and skills that may not be part of the current position here. Any employee who has any type of licensure must maintain a copy of their current license on file and must notify this agency of any change in their licensure status. Individuals who contract with this agency must also maintain a copy of any applicable professional liability insurance on file.

Employees must acknowledge that it is a policy of this agency that all required information be provided and that such information may be distributed to other individuals as established by other policy and procedure or regulatory or statutory authority (e.g., home telephone numbers for administrative contact even if the number is unlisted).

Effective 4/24/2011

PERSONNEL FILES - ACCESS

It is the policy of this agency to assure that information in personnel records shall be maintained in such a manner so as to safeguard the confidentiality of the contents and to assure that access is restricted only to the appropriate administrative individuals. The on-site employee files are the property of this agency and may be accessed only by the appropriately authorized management staff. Employees may request to review a document in their personnel file but may be denied access for any reason.

1. Security - employee records shall be maintained in a locked and secure manner at all times. This includes being relocked after being accessed for any reason. Only the Human Resource Specialist, Records Coordinator, Business Manager, and Executive Director may have or keep keys to access employee records.
2. Administrative Access - Employee personnel records may additionally be accessed by staff as specified:
 - 2.1. The agency Human Resources Specialist and Records Coordinator have the primary responsibility to maintain employee files current with applicable requirements and therefore have access to all employee records.
 - 2.2. The Executive Director may access any employee file at any time.
 - 2.3. The supervisor of an employee may review the files of any employee whom they directly supervise on a need to know basis for the functions of their position responsibility.
 - 2.4. The Business Manager may access and review employee records for the purpose of employee benefits, salary and for other necessary related purposes on a need to know basis.
 - 2.5. Employee files may never leave the immediate administrative area where they are located unless specific permission is given by the Executive Director or the Business Manager in the Absence of the Executive Director.
 - 2.6. Under permission of the Executive Director or the Business Manager in the Absence of the Executive Director, certain regulatory authorities may review personnel files on a need to know basis for the functions of their responsibilities which may include but is not necessarily limited to accreditation, DCH licensure or DBHDD requirements.
3. Unauthorized Access or Release - Employees may be subject to appropriate disciplinary action up to and including dismissal for unauthorized access to or the release of or breach of confidentiality of employee records, files, or other related information for any reason not provided by law, policy and procedure or applicable regulatory authority.
4. Employees have access to their Self-Service portal in Netchex at all times and can view and make changes to particular items in their employee file. This even extends to access after employment is terminated.

Effective 4/24/2011

PHYSICAL HEALTH, REQUIRED ANNUAL INFORMATION

Employees must annually provide a satisfactory tuberculosis (TB) screening or a TB symptom screening if a TB test is not appropriate. This agency has arrangements with local health departments and local industrial medicine companies to provide TB screening to employees at no cost. Employees may elect to use their own private medical care professional at their own cost. If at any time it is indicated that an employee's health or physical status is having a negative impact upon an individual's ability to adequately perform their position responsibilities, they may be required to provide other documentation regarding their physical health status as necessary to indicate that the employee has good health, does/does not have any restrictions or limitations in order to fulfill their position responsibilities, has adequate physical condition and ability to perform their job responsibilities, is free of communicable or infectious disease or any other appropriate determination as may be necessary.

Effective 9/1/2009

POLICIES & PROCEDURES

Any published policy and procedure by which this agency operates is applicable to and must be adhered to by all employees and personnel working within the program. It is also necessary to assure that policies and procedures manuals are maintained in a uniform and consistent manner and are available for all employees and other appropriate individuals as necessary for review.

PROCEDURES

1. The agency's Records Coordinator is responsible for filing new policies and procedures appropriately in the manual(s) and insuring that appropriate employees have been given copies for review, as appropriate to their specific job responsibilities.
2. An acknowledgment is kept on file for employees in order to document review of a policy and procedure as applicable and necessary. Acknowledgments may be used to cover a specific policy and procedure or to cover all policies and procedures in effect up through the specified date (such as new employees).
3. Policies and procedures manuals are located in areas to allow maximum accessibility. Copies of the Policies and Procedures Manual will be assigned to each facility, supervisor, or program coordinator as appropriate. The following list shall initially indicate the availability of Policies and Procedures manuals:

P&P MANUAL LOCATIONS

Front Office

ACCESSIBILITY FOR

Individuals Receiving Services
 Families
 General Public
 Board of Directors
 Staff
 Trainees
 Volunteers
 Students

4. A policies and procedures manual shall always be made available to all staff and these locations are made known to all employees and available to them for their review as appropriate. Staff will always be informed of new, modified, or deleted policies and procedures as changes occur and as applicable. Manuals shall also be available for public review by any and all other appropriate individuals as necessary.
5. New staff will review policies and procedures as a part of their orientation to this agency. Particular attention will be given to those items which are pertinent to job responsibilities either before the first official day of work, prior to having any direct care contact responsibility whenever specified, or as soon as possible thereafter, but not later than 30 days. The orientation checklist indicates the employee's review as appropriate.
6. Policies and procedures are also kept on sharepoint.

Any published policies and procedures by which this agency operates are applicable to and must be adhered to by all employees and personnel, trainees, interns and volunteers working within the program. Everyone must have a policies and procedures acknowledgment statement signed and placed in his or her personnel file. This statement acknowledges and provides that:

1. The employee has had ample time and adequate opportunity to thoroughly examine the policies and procedures manual and any related attachments, documents, and forms in their entirety.
2. The employee understands that the policies and procedures are subject to change at the sole discretion of this agency at any time and that the current policies and procedures replace (supersede) all other previous policies and procedures.

3. This agency, at its option, may change, delete, suspend or discontinue any part or parts of policies and procedures at any time without prior notice and such changes shall apply to existing as well as future employees.
4. All questions, concerns, clarifications or specific items have been explained to the employee completely and to their satisfaction and understanding.
5. In addition to being responsible for consulting the policies and procedures manual, the employee also further acknowledges that it is additionally their responsibility to consult and discuss with their supervisor and the executive director any issues or concerns regarding any policies and procedures or if they need further clarification of any related item.
6. The employee specifically acknowledges the availability and locations of policies and procedures manuals as indicated in Policies and Procedure #2100 and acknowledge that they should always consult a manual at any time that they are unsure of the appropriate policies and procedures to follow in any applicable situation.
7. The employee further understands that it is their responsibility to adhere to the requirements and intent of the policies and procedures manual in the future and that failure to do so may result in adverse action up to and including dismissal from this agency.
8. The employee understands that their employment is terminable at will, either by themselves or this agency, regardless of the length of their employment or the granting of benefits of any kind, including but not limited to retirement benefits which provide for vesting based upon length of employment. The employee also agrees that their employment is terminable at will, so that both this agency and the employee remains free to end the work relationship and that there is no guarantee of employment made to any staff member, either expressly or implied, in any policies and procedures.
9. The employee further understands that no contract of employment has been expressed or implied by any policies and procedures, and that no circumstances arising out of their employment will alter their at will employment relationship with this agency.
10. The employee understands that should the content of any policies and procedures be changed in any way, this agency may require an additional signature from them to indicate that they are aware of and understand any new policies or procedures.
11. No one other than the Board of Directors or executive director may alter or modify any of the policies and procedures in the manual.
12. No statement or promise by a supervisor, manager, or department head may be interpreted as a change in a policies and procedures nor will it constitute an agreement with an employee.
13. Should any provision in the policies and procedures manual be found to be unenforceable and invalid, such finding does not invalidate the entire policies and procedures manual, but only the subject provision.

Effective 2/22/2011

POLITICAL ACTIVITY

As a citizen of the United States and the state of Georgia employees are encouraged to register and to vote in elections. Employees may also promote and encourage other persons to exercise their right to vote. As an employee of this agency, individuals are allowed to seek and serve in elective or appointive office of a political subdivision, political party, or political organization if that office is not full time and does not conflict with the performance of their official duties and responsibilities and is not otherwise prohibited by law. Employees who intend to seek and hold office are required to notify the executive director of their intent. It is the employee's personal responsibility to ascertain eligibility for appointment or election to a public office, to notify the executive director, and to assure that no conflict exists. Employment with this agency is always considered to have priority over any outside activity including any political office or activity. The employee should seek advice before accepting such appointment or taking any action to further one's candidacy for public office, political party or an office in a political organization. Doing so will eliminate misunderstandings and keep the channels of communication between the employee and the agency open. The executive director and/or the Board of Directors will have final determination in deciding whether a conflict exists.

Specifically, as an employee of this agency, individuals MAY do the following:

- * Register and vote in any election.
- * Promote and encourage other persons to exercise their right to vote.
- * Express a personal opinion privately and publicly on political candidates and issues, provided that and public expressions do not conflict with any rules, regulations or laws.
- * Display a political picture, badge or button as long as such display is not under color of employee's position while on duty.
- * Display a political bumper sticker on a privately-owned vehicle.
- * Offer for or hold any elective or appointive office of a political subdivision of the state, political party, or political organization provided the office is not full time, does not conflict with the performance of an employee's official duties, and is not otherwise prohibited by law.
- * Participate in the non-partisan activities of a civic, community, social, professional, or similar organization.
- * Be a member of a political party or other political organization and participate in its activities to the extent permitted by federal and state law and/or rules and regulations.
- * Attend partisan and non-partisan political meetings and rallies as a spectator.
- * Sign a petition for specific legislative action or to place a candidate's name on an election ballot.
- * Be active in connection with such questions as constitutional amendments, referenda, approval of municipal ordinances or other questions or issues of a similar character.
- * Serve as a non-partisan paid worker at the polls in an election.
- * Participate fully in public affairs in a manner, which does not materially compromise their efficiency or integrity as an employee, or the neutrality, efficiency or integrity of this agency.
- * Write a PERSONAL letter to a newspaper or other publication expressing a personal view on public issues.
- * Contribute to a governmental program for financing federal, state or local elections as permitted by federal or state law.
- * Direct, manage, control, participate in, contribute to and accept contributions for an employee's own campaign for any office permitted by laws, rules and regulations.

An employee must resign from this agency or be removed from their position if the employee becomes a candidate for:

- * Full time elective public office of a political subdivision of this state or any other state;
- * Full time elective office of a political party or political organization;

- * Elective state office of this state or any other state;
- * Elective civil office of the federal government.

Employees are protected by federal and state laws from political influence. At the same time, these laws limit political activities. As an employee of this agency, individuals MAY NOT do the following:

- * Be a candidate for nomination, election or appointment to any:
 - Fulltime elective public office of a political subdivision of the state or any other state;
 - Fulltime elective office of a political party or political organization;
 - Elective state office of this state or any other state;
 - Elective civil office of the federal government.
- * Direct, manage control or participate in a political campaign except as provided.
- * Serve as a watcher, challenger, or other similar partisan worker at the polls in any election.
- * Seek, use or attempt to use any coercive political pressure to secure personally or for any other person an appointment, promotion, increase in pay or any other advantage.
- * Use or promise to use, directly or indirectly, any official authority or influence, whether possessed or anticipated, to influence the political action of any other person or to affect the results of a nomination, campaign or election to any public office, political party office, or an office of a political organization.
- * Pay or promise to pay any assessment, subscription or contribution for any political organization or purpose, or solicit or take part in soliciting any such assessment, subscription or contribution except as permitted.
- * Directly or indirectly coerce, attempt to coerce, command or advise any employee to pay, lend or otherwise contribute anything of value to any person, committee, organization or agency for political purposes.
- * Participate in any form of political activity while on duty or under color of office or position.
- * Engage in any political activity in violation of federal or state law.
- * Personally, and knowingly endorse a candidate other than oneself or oppose a candidate other than one's opponent in an election for public office or political party in a political advertisement, broadcast, campaign literature or similar means of mass communications.
- * Address a convention, caucus, rally or other similar gathering in support of a candidate other than oneself or in opposition to a candidate other than one's opponent for public office or political party office.
- * Circulate a recall petition.
- * Transport any political campaign literature or matter, or engage in soliciting votes, or transport persons soliciting votes in any election or primary while traveling in a vehicle upon which the state is paying transportation mileage.

In addition to the prohibitions of these rules, an employee whose principal employment is in connection with an activity financed in whole or in part by loans or grants made by the United States or a federal agency is covered by the Federal Hatch Political Activities Act. An employee as a matter of federal law MAY NOT:

- * Use official authority or influence for the purpose of interfering with or affecting the result of an election or nomination for office.
- * Directly or indirectly coerce, attempt to coerce, command or advice a state or local officer or employee to pay, lend or contribute anything of value to a party, committee, organization, agency person for political purposes.
- * Be a candidate for public elective office in a partisan election.

If an employee violates any of the rules and regulations regarding political activity, they may have to forfeit their position or be subject to disciplinary action. The areas listed do not cover every possible action that might be considered to be political activity. If an employee has any questions

regarding political activities, contact the supervisor or the executive director.

Effective 9/1/2009

PRIVILEGED INFORMATION

In some situations, an employee may have access to plans or programs of significant interest. Individuals in this situation can not use privileged information to their own financial or other advantage, or provide friends, relatives and acquaintances with any financial advantage or disclose privileged information to relatives, friends, acquaintances or any other person. If an employee's interest is in conflict with any plan or activity, such situations must be immediately reported to the executive director. The release of any information, financial or otherwise, is not authorized to any person who does not have a legitimate need to know. All individuals are expected to continue to not disclose confidential or privileged information after they leave this agency as an employee.

Effective 9/1/2009

PROGRESSIVE DISCIPLINE

This agency uses progressive discipline when appropriate to ensure that employees comply with performance standards and codes of ethical conduct. Except in cases of repeated willful or flagrant violations of these standards, a supervisor will generally not resort to formal disciplinary measures until informal attempts to correct the problem have failed. If a supervisor finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice and only for cause. Disciplinary actions are given on several levels, including oral and written reprimands, disciplinary probation, suspension and termination. The frequency and/or severity of misconduct determines which level of disciplinary action is required. Disciplinary actions need not be taken in any specific order but should be based on the seriousness of the offense. Whenever possible, supervisors will coach employees to hopefully develop and improve their skills or performance. Depending on the severity of the performance an employee may receive multiple coachings on the same topic before receiving a formal reprimand. Progressive discipline is not required for all offenses. This agency reserves the right to terminate employees for commission of serious infractions, regardless of progressive discipline guidelines or counseling.

EMPLOYEES MUST NOTE THAT EMPLOYMENT WITH THIS AGENCY IS "AT-WILL" WHICH MEANS THAT EMPLOYMENT CAN BE TERMINATED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME, AT THE OPTION OF EITHER THIS AGENCY OR THE EMPLOYEE, EXCEPT AS MAY BE OTHERWISE PROVIDED BY LAW. THE ESTABLISHMENT OF PROGRESSIVE DISCIPLINE IS NOT IN ANY WAY INTENDED TO SUPERSEDE OR TO IMPLY OR COMMUNICATE THAT ANY OTHER RELATIONSHIP EXISTS BETWEEN THE EMPLOYEE AND THIS AGENCY OTHER THAN EMPLOYMENT AT-WILL.

Effective 4/24/2011

PROPERTY, PERSONAL

Due to the strict liability guidelines of our insurance carrier, under no circumstances are employees allowed to keep personal equipment or vehicles on agency property where damage or fire could result. Employees are responsible for their personal property. Employees must understand that this agency cannot assume any responsibility for loss or damage to personal property including clothing of any employee. Individuals may be requested to pay for costs of deliberate or intentional damage to property.

Effective 9/1/2009

PROPERTY, STATE OF GEORGIA OR HOPE HAVEN

State property and agency property such as vehicles, equipment, materials, etc., should be used only for official business. Employees should not use or allow state property or agency property to be used for any other purpose. The personal, negligent use, or destruction of agency or state property is specifically prohibited. Property includes but is not necessarily limited to telephones, vehicles, equipment, and supplies of all kinds. It is each employee's responsibility to understand the vehicles or equipment needed to use to perform their duties. Good care of any vehicles or equipment that employees use during the course of their employment, as well as the conservative use of supplies, will benefit the employee and us. If anyone finds that a vehicle or equipment is not working properly or in any way appears unsafe, please notify the supervisor immediately so that repairs or adjustments may be made. Under no circumstances should anyone start or operate equipment or vehicles deemed unsafe, nor should anyone adjust or modify any safeguards provided. Any property or equipment issued to an employee must be returned to us at the time of the employee's dismissal or resignation, or whenever it is requested by a supervisor or a member of management. Employees are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from an employee's paycheck, and they may be required to sign a wage deduction authorization for this purpose.

Effective 9/1/2009

REASONABLE ACCOMODATIONS

We routinely identify, review, decide and document on an ongoing informal basis how any and all reasonable accommodations can be provided. These ways may include use of our accessibility plan, CQI-RM activities and service plan procedures. Please discuss any issues related to reasonable accommodations with the executive director.

Effective 9/1/2009

RELATIONSHIPS WITH INDIVIDUALS

The following guidelines are written with the relationship between employees and individuals in mind. These guidelines apply to all employees. Conduct between any employee and an individual should be of a strictly professional nature. There is a difference between being a service provider (employee) and a confidant. A confidant is usually a trusted friend, relative, significant other, or other closely regarded person to whom one feels comfortable relating confidential, often intimate or personal material. The confidant relationship is a mutual relationship with emotional ties existing between the two parties involved. In contrast, service providers, though they hear intimate, confidential, personal and perhaps painful material from individuals must maintain their emotional distance in order to maintain objectivity. If professional boundaries are violated, the employee's role as a service provider is impaired, often to the individual's detriment. The most obvious example of such a breach, which may be termed undue familiarity, is a sexual or romantic relationship between a service provider and individual. These relations are grossly exploitative and are never acceptable under any circumstances. Individuals involved with service providers in such situations would experience such relationships as painful and destructive. The penalties for any employee in such relationships may include but would not necessarily be limited to immediate dismissal, loss of licensure if applicable, and criminal prosecution. Such relationships are specifically prohibited by this agency and by Georgia law.

Individuals receiving services may also make poor decisions and attempt to initiate inappropriate or unacceptable choices. Preventative planning and disclosure are effective in maintaining appropriate and acceptable relationships and avoiding potential problems. Employees should plan and assure that all activities take place in environments that are healthy, safe and consistent with individual needs. Employees should always request further direction from their supervisor and the executive director when planning activities. This helps to protect the employee and gives the employee the opportunity to verify good judgment. Disclosure is an important way to minimize the appearance of inappropriateness and impropriety. Employees must immediately disclose any information and situations for additional review to their supervisor and the executive director. Disclosure is always advisable, especially when in doubt as to the appropriate course of action or when an individual receiving service places an employee in a difficult, inappropriate or unacceptable situation.

There may also be other forms of "undue familiarity" that are not so blatant but still may be inappropriate. The boundaries for professional appropriateness should always be in the best interest of the individual being served and must never be open to question or suspicion on the employee's part. To enable employees to avoid potential inappropriate situations and assure protection of the employee and the individual receiving services, the following guidelines are provided for all employees. These guidelines are not all-inclusive but are merely meant to serve as examples of what is appropriate and what is not appropriate. Employees are expected to seek supervisory direction at any time that additional guidance is needed.

Inappropriate and Unacceptable

The following guidelines regarding inappropriate and unacceptable settings include but are not necessarily be limited to:

1. Employees should never see individuals personally or privately outside of programmatically acceptable settings.
2. Private individual meetings in restaurants, motels, and in homes are not acceptable.
3. Individuals should not be taken to an employee's home for any reason unless prior approval is specifically provided due to specific individual needs and situations.

Appropriate and Acceptable

Appropriate and acceptable settings may include but are not necessarily be limited to:

1. Any times within the normal program setting including community activities as established by an individual's individualized service plan and consistent with agency services and policies and procedures.
2. In agency facilities as part of regular programmatic functions and position responsibilities.
3. At doctors' offices, dentist's offices, hospitals and other professional settings as a part of providing services.
4. In individual and group activities, which are a part of the program with individuals, receiving services.
5. Home visits if structured in advance as part of the regular program or in cases of emergency unscheduled visits, which are necessary for programmatic coordination, are also acceptable, but must be documented.
6. Other predetermined alternative program settings.

Other Considerations

1. Do not loan individual's money or assume financial responsibility for an individual or make a habit of giving money or paying for items. This undermines the individual's learning of money management skills. If finances are an issue, consult the individual's ID team to determine the most appropriate way to address this need.
2. Do not enter into business dealing with individuals for any reason. If an employee enters into any business dealing with an individual, it should only be in their capacity as an agent of this agency.
3. Be careful with self-disclosure. Do not discuss personal problems with individuals.
4. Do not contact individuals after hours or outside of the work setting for any reason except in an official capacity as an employee.
5. Do not encourage individuals to call you at home except for programmatically necessary reasons. This should be for an unusual exception rather than a common occurrence. Never give out the phone numbers of other staff for any reason. If you feel that it is absolutely necessary for an individual to talk with another employee, you should contact that employee and let them initiate the contact with the individuals receiving services.
6. Mistreatment of individuals in any form is a matter of concern at all supervisory levels and will not be tolerated.
7. Procuring illegal drugs for individuals is strictly prohibited.
8. Employees are prohibited from receiving gifts or favors from individuals, friends, relatives, or acquaintances of individuals. Anything, especially monetary gifts or items of financial value are specifically prohibited. Small gifts or "tokens" of appreciation may be accepted within reason (e.g., baked goods, cards, drawings, or similar items that are of little or no financial consequence). In such instances, hurt feelings from refusing such items may be worse than a sense of obligation that might arise from accepting. For the record, such items should however be disclosed as an activity note entry in the individual's record.
9. Employees may not gamble or trade with, buy or borrow from, or sell, lend goods or money to individuals.
10. Employees are strictly prohibited from using relationships with current or former individuals to take unfair advantage of current or former individuals or their relatives, friends, or personal acquaintances.

It is possible to be a warm, empathetic, caring service provider for individuals without violating acceptable boundaries. Once these boundaries are violated, even if genuinely in the attempt to help or care for someone, boundaries may then be blurred, become less objective, and hurt effectiveness

as a service provider. Violation of "undue familiarity" between any employee and an individual may result in disciplinary action up to dismissal. Should anyone have any questions regarding a particular situation, please consult a supervisor and the executive director.

Effective 9/1/2009

RELATIONSHIPS WITH NON-EMPLOYEES

Employees must be alert in conducting business with non-employees to avoid even the appearance of misconduct, personal or financial gain or conflict of interest. Employees are prohibited from accepting personal favors or benefits under circumstances that may be reasonably construed as influencing or giving the appearance of influencing the employee's official activities. Such favors and benefits may not be accepted by the employee on behalf of other individuals. Employees are prohibited from involvement in official activities in which an individual/applicant/recipient of DBHDD services or financial assistance is a relative, in-law, or personal acquaintance when the relationship creates a conflict or perception of conflict of interest. Employees are required to report such circumstances to their supervisor to avoid the appearance of giving unjustified preference. Employees are required to discuss any such circumstances if there are any questions concerning relatives, in-laws, or acquaintances in regard to this policy. Employees must conduct themselves in a courteous and positive manner toward individuals, other employees and businesses.

Effective 9/1/2009

RELEASE OF INFORMATION AND REFERENCES

It is the policy of this agency to establish that references regarding employees be provided only when an employee has specifically signed a release permitting this agency to give a reference. It is further the policy of this agency to provide for a release of employee information or verification of employment for an employee upon a written request or otherwise as required by law.

Effective 4/24/2011

RESIGNATION

Employees who voluntarily resign from their positions are required to give at least two weeks including a minimum of ten (10) working days notice in writing of their intent to resign. The written resignation must be signed, dated with the date of submission and shall also include the effective date of the resignation or separation date (last working day). At the option of this agency, employees may be required to discontinue their work immediately, in lieu of work during the notice period. Employees who resign without any written notice shall be indicated as "resigned - no reason given" for unemployment purposes. Employees who terminate from employment for any reason may receive pay, which may be due to them, with the following qualifications:

- * Separation date (last working day) for all employees is the last day of actual work or approved leave from work schedule. Final pay received by an employee will not be construed to extend his or her employment with this agency beyond the separation date.
- * Employees will be paid for all unused Paid Time Off if their resignation has been submitted prior to ten (10) working days before the last day of employment.
- * A physician's certification for the use of Paid Time Off may be required if an employee requests to use Paid Time Off after they have submitted a resignation provided that the resignation was given with adequate notice. The physician's certification, if required, must be provided by the employee to the Executive Director no later than the employee's last working day in order to have the Paid Time Off applied toward time worked.
- * Paid Time Off may not be used for any purpose and is automatically forfeited if an employee submits a resignation with an effective separation date that is less than ten (10) working days.
- * Employees who are dismissed after committing a criminal offense against this agency, for failure to perform position responsibilities or for other gross violations of policy and procedure, may not receive pay for their accrued Paid Time Off.
- * Failure to return agency-issued equipment, keys, materials or any other items will result in delay in payment of final pay until all property is returned.
- * Employees will be advised of their rights under the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA). This act entitles employees and their dependents to continue coverage under Hope Haven's health insurance plan-- at their own expense, but at group rates--for 18 months after they leave.

Effective 4/24/2011

RESTRAINT, CHEMICAL

Chemical restraint may never be used under any circumstance. Chemical restraint is defined as a medication that is not a standard treatment for the consumer's medical or psychiatric condition, is used to control behavior, or is used to restrict the consumer's freedom of movement. Examples of chemical restraint may also include the use of over the counter medications such as Benadryl for the purpose of decreasing an individual's activity level during regular waking hours or the use of an antipsychotic medication for a person who is not psychotic but simply 'pacing' or mildly agitated.

Effective 9/1/2009

RESTRAINT, MECHANICAL

Physical restraint (also known as mechanical restraint) may be used only in programs designated as crisis stabilization programs for adults, children or youth. Since there is no crisis stabilization program provided by this agency, there is no appropriate use of mechanical restraint within this agency. Mechanical restraint for this purpose should not be confused with the appropriate use of adaptive supports or medical devices that may be used in any service, support, care and treatment environment when such use is defined by a physician's order.

Effective 9/1/2009

RESTRAINT, PERSONAL

Personal restraint (also known as manual hold or manual restraint) may be used in all settings except residential settings that are licensed as a personal care home. Circumstances of use must represent an emergency safety intervention of last resort affecting the safety of the individual or of others. Brief handholding or support for the purpose of providing safe crossing, safety or stabilization does not constitute a personal hold.

It is the policy of this agency to follow the procedures established by the *Guidelines for Supporting Adults with challenging Behaviors in community Settings, A Resource Manual for Georgia's Community Programs* applicable to providers under contract with DBHDD.

1. There is only **ONE** emergency safety intervention of last resort that may be used within community settings, and that is personal (manual) restraint.
 - 1.1. The definition of personal (manual) restraint is “The application of physical force, *without the use of any device*, for the purpose of restricting the free movement of a person’s body. Personal restraint *does not include* briefly holding a person without undue force in order to calm or comfort the person or holding the person’s hand to safely escort the person from one place to another.”
 - 1.2. Personal or manual restraint IS permitted within all community settings associated with the Division of DBHDD **EXCEPT** in homes operated under a Personal Care Home license. Personal Care Home rules **DO NOT** permit the use of any safety intervention of last resort.
 - 1.3. The use of personal or manual restraint as an emergency safety intervention of last resort is incorporated into this crisis plan or safety plan as specified.
2. Processes for documentation and debriefing after the use of an emergency safety intervention:
 - 2.1. Conducting an emergency safety intervention of last resort is an emotional, scary and potentially traumatic time for the individual and for staff.
 - 2.2. Debriefing of the individual AND of staff involved should occur as soon as possible within the first 24 hours.
 - 2.3. Staff that were not involved in conducting the emergency safety intervention should ideally conduct the debriefing.
 - 2.4. The following are potential issues to explore with the person:
 - 2.4.1. What the person remembers happening prior to their becoming angry, destructive or self injurious.
 - 2.4.2. Whether the person remembers sensory changes prior to the emergency safety intervention being used.
 - 2.4.3. What thoughts the person has about why the emergency safety intervention was used.
 - 2.4.4. How the person felt while the emergency safety intervention was in use.
 - 2.4.5. How the person felt after being released from the emergency safety intervention.
 - 2.4.6. The antecedent to the target behavior that led to the brief manual hold
 - 2.4.7. Was there something the person did that was helpful in gaining personal control?
 - 2.4.8. Was there something the staff did that was helpful in the person gaining personal control?
 - 2.4.9. What changes could be made to assist the person in future instances when the person might lose control?
 - 2.5. The person’s responses shall be documented with pertinent intervention information incorporated within the person’s plan of care.
 - 2.6. The staff members involved in the emergency safety intervention episode shall be interviewed immediately after the episode to determine the following information. The identified leader of the episode shall conduct the critique of the seclusion or restraint episode.
 - 2.6.1. What physical cues were present that indicated escalation of the person’s behaviors?

- 2.6.2. What interventions were conducted, by what staff member and in what order as the events unfolded leading up to use of the emergency safety intervention?
- 2.6.3. What was the person's response to each intervention conducted?
- 2.6.4. Could alternate interventions result in a different outcome other than having to use an emergency safety intervention?
- 2.6.5. What did the staff involved do well?
- 2.6.6. What could staff do differently in the future that might avoid reaching the point of using a safety intervention?
- 2.6.7. What recommendations shall be documented within the person's plan of care for use in future situations?
3. Training of staff in the use of personal or manual restraint must be done using procedures and techniques taught by nationally benchmarked emergency safety intervention training programs. This agency accepts the training as provided by Mandt System® or by the Nonviolent Crisis Intervention Training Program of the Crisis Prevention Institute. Staff utilizing personal restraint as prescribed by either system must have current training and/or refresher training in the physical aspect of that system. There are other emergency safety interventions of last resort, **HOWEVER NONE are permitted under any circumstance.**
4. The use of medication to modify behavior or for the purpose of chemical restraint is **NEVER** permitted.
5. **Brief Manual Holds (Less than 10 Seconds - not to be confused with emergency safety interventions or brief manual restraint).**
 - 5.1. The brief manual hold procedure consists of manually holding or physically guiding an individual to interrupt or prevent inappropriate behavior.
 - 5.2. Each hold must last less than 10 seconds.
 - 5.3. When using brief manual hold, the staff must bear in mind that **NO mechanical devices can be employed** to implement the brief manual hold. In addition, brief manual hold involves guidance up to a maximum of 9 seconds. Behavior requiring contact 10 seconds, or more is considered a *manual restraint*.
 - 5.4. When utilizing brief manual hold, certain factors, listed below, must be considered.
 - 5.4.1. When the functional assessment of the target behavior suggests that physical contact is maintaining the behavior as a form of social reinforcement, then brief manual hold should not be used.
 - 5.4.2. The brief manual hold(s) to be used in the positive behavioral support plan must be sufficiently described so that staff will know how to implement them correctly. Using the term "manual hold" by itself is too general and could result in inconsistent program application.
 - 5.4.3. Brief manual holds may not be used as punishment or as a substitute for activities or active treatment.
 - 5.4.4. Only the minimum number of persons and pressure necessary to control the individual's behavior are to be used during the implementation of a brief manual hold.
 - 5.4.5. Only staff members who have received in-service training and demonstrated competence in specific brief manual holds may be assigned the responsibility of implementing the specific brief manual hold.
 - 5.4.6. Brief manual hold procedures are designed and utilized in such a manner as to minimize and prevent physical discomfort and injury to the individual.
6. The special requirements for the use of brief manual holds are as follows:
 - 6.1. Every use of a brief manual hold must be made a part of the individual's record. The following items must be documented in the record:
 - 6.1.1. The antecedent to the target behavior that led to the brief manual hold.
 - 6.1.2. The behavior that led to the brief manual hold.

6.1.3. Date and time of application and release from the brief manual hold.

6.2. Review of programs using brief manual holds is the responsibility of the positive behavioral support plan author and must be documented in the record at least every month.

All employees must review the policy and procedure regarding behavioral supports and specific procedures to be utilized when dealing with individual behaviors prior to having any direct contact with individuals. Specific training for approved behavioral intervention strategies is available from administrative staff and should be obtained at the earliest possible time for employees who have not had this training. Under no circumstances is physical or corporal punishment ever to be administered to individuals served. Whenever it becomes necessary to use personal restraint, all staff members involved should submit a GER immediately but no later than 24 hours.

Personal restraint is also not to be confused with "coaching" or using physical guidance, which is the process of physically moving an individual or parts of an individual's body to a designated location or through a range of motions as a means of demonstrating desired behavior.

Effective 9/1/2009

RETIREMENT BENEFITS & PLAN

The only benefit that an employee is eligible to receive upon retirement is the benefits that are provided for as elected by that employee in our 401(k)-retirement plan. Employees are not eligible for any other benefits from this agency upon retirement except as may be required by law.

Eligibility:

- Employees are eligible to participate in the retirement plan if they are age 21 or older, work at least 1,000 hours during the plan year, and have completed 1 year of service.
- Employees may elect to make contributions through payroll deduction.
- Employer contributions, if any, will be determined at year-end.
- Employees are vested in the retirement plan on the following graded schedule:
 - 0-1 Years – 0%
 - 2 Years - 20%
 - 3 Years - 40%
 - 4 Years - 60%
 - 5 Years - 80%
 - 6 Years - 100%

Additional details are available through the business office. Retirement plan professionals from the Synovus Bank are also available to assist employees with any questions or issues they may have regarding their participation the plan including but not necessarily limited to eligibility, enrollment, employee contributions, the vesting schedule, investment options, etc.

Hope Haven contributes a match of up to 5% toward the employee's retirement contribution.

Statement of Employee Retirement Income Security Act (ERISA) Rights

As a participant in the retirement plan, employees are entitled to examine the plan documents and the annual report and plan description filed with the U.S. Department of Labor. The company administering the retirement plan on a periodic basis will provide employees with specific information regarding their participation in the plan.

Effective 3/22/2011

Updated: 2024

SAFETY

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all agency activities. We want to protect employees and individuals receiving services against injury and illness, as well as minimize the potential loss of production. Please report all injuries (no matter how slight) to a supervisor and the business manager immediately, as well as anything that needs repair or is a safety hazard. Please report any maintenance needs to your supervisor and the business manager. Below are some general safety rules that all employees are expected to follow. Supervisors may post other safety procedures in each department or work area.

1. All employs should use proper lifting techniques and adaptive equipment when available.
2. Avoid overloading electrical outlets with too many appliances or machines.
3. Use flammable items, such as cleaning fluids, with caution.
4. Walk - don't run.
5. Use stairs one at a time.
6. Report to a supervisor and the business manager if you or a co-worker becomes ill or is injured.
7. Ask for assistance when lifting heavy objects or moving heavy furniture.
8. Smoke only in designated smoking areas.
9. Keep cabinet doors and file and desk drawers closed when not in use.
10. Sit firmly and squarely in chairs that roll or tilt.
11. Wear or use appropriate safety equipment as required in your work.
12. Avoid "horseplay" or practical jokes.
13. Wear appropriate personal protective equipment, like shoes, hats, gloves, goggles, spats, hearing protectors, etc., in designated areas or when working on an operation which requires their use.
14. Keep work areas clean and orderly, and the aisles clear.
15. Stack materials only to safe heights.
16. Watch out for the safety of fellow employees.
17. Use the right tool for the job and use it correctly.
18. Operate motorized equipment only if authorized by your immediate supervisor.
19. Employees may be required to follow other safety requirements at community sites utilized for individuals receiving services.

Remember, failure to adhere to these rules will be considered serious infractions of safety rules and may result in disciplinary action up to and including dismissal.

The employee must provide replacement for mandatory personal protective equipment which has been purposely destroyed or lost. This agency will continue to provide a clean, safe and healthy place to work and we will provide the best equipment possible. Employees are expected to work safely, to observe all safety rules and to keep the premises clean and neat. Remember that carelessly endangering yourself or others may lead to disciplinary action, including possible dismissal.

Effective 9/1/2009

SALARY AND PAY RAISES

It is this agency's desire to pay wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable with individual and agency performance and in compliance with all applicable statutory requirements. Agency employees will be carried directly on our payroll. No person may be paid directly out of petty cash or any other such fund for work performed. The only exception to this policy is where a contract relationship exists with a bona fide contractor. A comprehensive salary schedule exists for all positions as established by the pay scale recommended by the state for similar programs and positions. All salaries are gross salaries and are subject to mandatory and voluntary deductions. An individual's pay within the provided pay scale range will depend on their sustained performance over time. On the anniversary each year, eligible employees will have a performance management assessment completed by their supervisor. During that review, significant performance events that occurred throughout the year will be discussed. Wage and salary increases are based on pay for performance merit alone, not length-of-service or the cost-of-living. Having a compensation review does not necessarily mean that an employee will be given an increase. Any wage or salary increases will appear in the pay period ending after the dates they are granted and are always contingent upon adequate funding. The overall performance rating will influence the wage/salary adjustment. Through individual performance, employees have significant impact on their pay.

- Salary ranges for any job classification may be increased (or decreased in times of financial difficulty). Salary ranges will generally be determined by comparable positions and pay grades as recommended by and commensurate with the most currently available pay scale suggested by the state.
- This agency reserves the right to establish any salary or hourly pay rate according to what is determined to be acceptable without regard to any scale or recommendation of the state or otherwise.
- The recommended target salary in conjunction with proportional percentages thereof of the established position pay grade will generally be considered for starting pay unless training and experience, budgetary constraints or other circumstances warrant other consideration as determined by the executive director.
- Salary increases are based on merit and performance as indicated in the written performance evaluation. The fulfillment of a certain period of time in a position never, in itself, justifies a salary increase.
- Salary increases depend upon this agency's ability to meet its budget. However, employees must understand that income is not entirely dependent upon the agency itself, since the sources of income include government funds and other private sources. Therefore, changes by these sources will affect this agency's ability to provide raises.

Effective 4/24/2011

SALARY - DETERMINATION OF HOURLY PAY – FLSA EXEMPT

The hourly pay rates for full time FLSA exempt employees are determined by dividing the employee's annual wage by the number of hours in a calendar work year. The annual hours in the calendar work year equals 2080 (52 weeks in a calendar year X 40 hours per work week = 2080 hours). The hourly pay calculation is utilized but is not necessarily limited to determination of hourly amounts when pay is for less than a 40-hour work week, determining Paid Time Off payment when leaving this agency, etc.

Effective 4/24/2011

SECURITY

Maintaining the security of our facilities and vehicles is every employee's responsibility. Develop habits that ensure security as a matter of course. Employees are expected to:

1. Always keep cash properly secured. If an employee is aware that cash is insecurely stored, immediately inform the person responsible.
2. Know the location of all alarms and fire extinguishers and familiarize themselves with the proper procedure for using them, should the need arise.
3. If an employee is the last person to leave any of the agency's premises that person should make sure that all entrances are properly locked and secured and that the alarm system is turned on.
4. Only authorized staff are allowed to be at the main center alone or to turn on and turn off the alarm system.
5. Avoid being alone at the main center after hours.

Effective 9/1/2009

SECURITY CHECKS

This agency may exercise its right to inspect all packages and parcels entering and leaving our premises at any time for any reason with any individual.

Effective 9/1/2009

SEPARATION FROM EMPLOYMENT

Separation from employment is defined as a voluntary or involuntary termination of an employee.

Voluntary separation includes:

- Resignation;
- Presumptive resignation (abandonment of position) which occurs when an employee is absent from any duty for three consecutive days without proper notification or authorization (communication with their supervisor) or has three consecutive days of unexcused absences; an individual in such situations is automatically considered to have resigned from their job;
- Failure to return from a leave of absence;
- Forfeiture of a position due to failure to secure and maintain a license or certificate required by law or regulatory authority;
- Political activities in violation as specified;
- False statements on an application for employment;

Involuntary separation includes:

- Termination of an employee as a result of an adverse action.

Other separations from employment include retirement or death of an employee.

Effective 4/24/2011

SEXUAL HARASSMENT

This agency intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, and visual - will not be tolerated. This agency will not tolerate sexual harassment in any form.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited to words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature. Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly. This means that the following behaviors are grounds for disciplinary action, including termination:

- * Unwelcome sexual advances
- * Requests for sexual acts or favors
- * Insulting or degrading sexual remarks or conduct directed against another individual
- * Threats, demands or suggestions that an employee's work is contingent upon toleration of or acquiescence to sexual advances
- * Retaliation against employees for complaining about such behaviors
- * Any other unwelcome statements or actions based on sex that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance, or create an intimidating, hostile or offensive working environment

Reporting

Any incidents of harassment must be immediately reported to the Executive Director or Business Manager in the absence of the executive director. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action or possible discharge. This agency will also take any additional action necessary to appropriately remedy the situation. This agency prohibits retaliation against anyone for having raised such a complaint in good faith or cooperating with an investigation of a complaint. No adverse employment action will be taken for any employee making a good faith report of alleged harassment. Any person who has a complaint of sexual harassment against a superior, a co-worker, a vendor or a person we serve should bring the problem to the attention of this agency. Complaints may be raised with the employee's supervisor, the executive director or the President of the Board of Directors.

Complaints will be investigated and handled as confidentially as possible in the manner as described below. Complaints of sexual harassment will be investigated as promptly as possible. The allegations of the complaint and the identity of the persons involved shall remain confidential in as much as is practicable, in order to conduct a full and impartial investigation, remedy violations, monitor compliance and administer the policy. The investigation will include, but will not be limited to, discussion with both parties and witnesses. Where appropriate, a report shall be forwarded to the appropriate individuals with recommendations concerning remedial action, if necessary. The appropriate individuals will review the recommendation, determine the corrective action, if any, notify all parties of its decision and implement that decision.

Responsibility

All employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to the Executive Director or Business Manager in the absence of the executive director. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants this agency to do so. This agency accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences.

Effective 9/1/2009

SMOKING

Effective July 1, 2005, the Georgia Smokefree Air Act bans smoking in all enclosed public places and ALL enclosed areas within places of employment. This agency offers a smoke-free work environment for all employees and individuals. No smoking is allowed inside any building or inside any site where individuals are served. There are designated smoking areas on the grounds on the outside of each facility operated by this agency. Smokers are responsible for keeping the area clean and free of smoking debris. There are a variety of places appropriate for smokers to enjoy a short break. Excessive use or abuse of smoking privileges may result in the termination of such privileges. Always be courteous and concerned about the needs of fellow employees and others. The wishes and preferences of non-smokers will take precedence over those of employees who smoke. Employees and individuals are always requested to smoke outside of our buildings and never inside, which is a restricted area. Please remember to conform to other agencies and businesses smoking policies when at their site.

Effective 9/1/2009

SOLICITATIONS & DISTRIBUTIONS

To avoid disruption of Agency operations, interference with work and inconvenience to other employees, the following rules apply to solicitation and distribution of literature on Agency property.

Outsiders

Persons not employed by the Agency may not solicit or distribute literature on Agency property at any time, for any purpose.

Employees of Hope Haven

Employees of the Agency may not solicit or distribute literature during working time for any purpose. Working time does not include break periods or mealtimes, or other periods during the workday when employees are not properly engaged in performing their work tasks. Working time includes the working time of both the employee doing the soliciting or distributing and the employee to whom the soliciting and distributing is directed.

Employees may not solicit or distribute literature at any time for any purpose in working areas including offices, corridors in office areas and conference rooms. Working areas are all areas where employees are performing work, except cafeterias, employee lounges, and parking areas.

Employees shall refrain from any personal fundraising transactions with the person served.

Effective 9/1/2009

STANDARDS OF CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. Some people have problems with "rules" and "authority figures," and past experience may have justified these thoughts and feelings; however, at this agency, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, employees have a responsibility to this agency and to fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict individual rights, but rather to be certain that employees understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization is a better place to work for everyone. Employees are required to observe high moral and ethical standards in official relationships and job-related conduct. Written guidelines, which are explicit in covering all phases of an employee's conduct, are not possible. This agency reserves the right to take appropriate disciplinary action, to decline to appoint or promote an applicant/employee, and to reassign an employee in order to avoid or eliminate the appearance of conflict of interest based upon employer/employee or employee/individual relationships.

Conflict of Interest

Employees are also requested to review and consider Policy and Procedure #5101 "Conflict of Interest" for specific requirements regarding conflict of interest and applicable requirements in relation to outside employment, gifts, gratuities and personal beliefs.

1. Outside Employment

There is no absolute prohibition on outside employment. There are some outside employment situations that could result in a conflict of interest with an employee's position.

- 1.1. Any employee is prohibited by policy, statute, and by regulation from engaging in outside activities that could present a conflict of interest.
- 1.2. All employees are prohibited from engaging in other employment during periods of paid time off or unpaid leave of absence.
- 1.3. Employees must make their supervisor and the Executive Director aware of any involvement they have with outside employment and discuss with them any related questions they may have.
- 1.4. Any individuals engaged in outside employment must report such outside employment as required in Policy and Procedure #5101.

2. Gifts, Money, Gratuities

Employees are not to accept gifts, money, gratuities, free trips, personal property or other items from an outside person or organization as an inducement to provide services. Employees should always disclose the receipt of any gift or gratuity to their supervisor and the Executive Director or the Business Manager in the absence of the Executive Director in order to determine appropriateness and further action if needed.

3. Personal Beliefs

Personal beliefs, values and commitments are a conflict of interest when they prevent employees or other individuals from fulfilling their job responsibilities, use agency time and facilities for furthering them, or continue attempting to convince others of their personal beliefs after they have been asked to stop.

Use of Privileged Information

In some situations, an employee may have access to plans or programs of significant interest. Employees who are in such situations cannot use privileged information to their own financial advantage or provide friends and acquaintances with any financial advantage.

Use of Agency or State Property

State property and the property of this agency such as vehicles, equipment, materials, etc., should be used only for official business. Employees should not use or allow State property or the property of this agency to be used for any other purpose. If an employee finds it necessary to make or receive personal telephone calls on the job, they should make sure that they are brief and infrequent. Under no circumstances, should telephones be used for personal long-distance telephone calls, which will be billed to the program (see also Policy and Procedure #5145 regarding Personal Phone Calls).

Relationships with Fellow Employees

Employees must always maintain appropriate and positive working professional relationships with fellow employees.

1. Questions often arise concerning so-called “flower funds” or gifts for fellow volunteers/trainees, employees or supervisors. This is not specifically prohibited. Participation, however, must be totally voluntary and in keeping with the spirit of the occasion and must be afforded to all participating employees and not just a particular group unless prior approval is obtained from the Executive Director.
2. Employees should respect the rights and views of their colleagues, and treat them with fairness, courtesy and good faith.
3. Employees are expected to extend respect and cooperation to colleagues of all professions.
4. Employees will treat staff and community members fairly, as they have the right to make their concerns known.
5. If an employee knows that a colleague has violated ethical standards, the employee must bring this to the colleague’s attention when practicable. If this fails or is not appropriate, the employee must report the activity to their supervisor and the Executive Director or to the Business Manager in the absence of the Executive Director.

Service Delivery

Conduct between any staff member and person served should be of a strictly professional nature. Employees should also refer to Policy and Procedure #1130 regarding personal relationships with individuals receiving services.

1. Employees shall provide services to individuals receiving services in a manner consistent with a high standard of conduct and code of ethics.
2. Supports and services shall be provided as a public trust in a manner that requires integrity, compassion, and respect for individual differences and choices. Employees will have total commitment to provide the highest quality of service to those who seek our professional assistance.
3. Supports and services shall be designed to meet the needs of the individual with emphasis on promoting choice, inclusion, growth and development. Employees must objectively solicit, honor and respect the unique needs, values and choices of the persons being served.
4. Employees shall respect and protect the dignity, privacy and the rights of confidentiality of individuals receiving services. Employees must make full disclosure about any limitations on their ability to guarantee confidentiality.
5. Employees will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.

6. Employees shall encourage and advocate for the protection of the individual and the community against unethical and/or illegal practices or actions by other individuals or organizations providing supports. Advocacy for individuals receiving services shall have the highest priority with all employees and shall include but is not necessarily limited to advocacy in service plan development and implementation, advocacy with other service providers and individuals involved with the individual receiving services, support for participation in advocacy efforts such as “People First”, use of external resources such as the Georgia Advocacy Office when indicated and other such similar activities.
7. Employees shall not discriminate because of race, color, religion, age, sex, sexual orientation, disability, or national ancestry, and shall work to eliminate or prevent such discrimination in providing supports.
8. Employees must seek to prevent, report and shall promptly respond to signs of abuse or exploitation. Employees shall never engage in sexual, physical or mental abuse.
9. Employees will evidence a genuine interest in all persons served and dedicate themselves to the best interests of the person served and helping them help themselves.
10. Employees will treat all individuals receiving services fairly, as they have the right to make their concerns known.
11. Employees shall always give preference to professional responsibility over any personal interest. When a real or potential conflict of interest arises, the employee not only acts in the best interest of the individual receiving services, but also provides full disclosure.
12. Employees shall advocate for standards that promote outcomes of quality.
13. Employees must communicate fully and honestly in the performance of their responsibilities and provide sufficient information to enable individuals receiving services and others to make their own informed decisions to the best of their ability.
14. Employees shall be accountable for statements made with respect to individuals with disabilities and shall distinguish clearly, where appropriate, statements and actions made as an individual and those made as a representative of this agency.

Relationships with Persons Served

The following guidelines are written with the relationship between employees and persons served in mind. These guidelines apply to all employees. Conduct between any employee and a person receiving services should be of a strictly professional nature. There is a difference between being a service provider (employee) and a confidant. A confidant is usually a trusted friend, relative, significant other, or other closely regarded person to whom one feels comfortable relating confidential, often intimate or personal material. The confidant relationship is a mutual relationship with emotional ties existing between the two parties involved. In contrast, service providers, though they hear intimate, confidential, personal and perhaps painful material from persons served must maintain their emotional distance in order to maintain objectivity. If professional boundaries are violated, the employee’s role as a service provider is impaired, often to the detriment of the person served. The most obvious example of such a breach, which may be termed undue familiarity, is a sexual or romantic relationship between a service provider and person receiving services. These relations are grossly exploitative and are never acceptable under any circumstances. Persons served involved with service providers in such situations would experience such relationships as painful and destructive. The penalties for any employee in such relationships may include but would not necessarily be limited to immediate dismissal, loss of licensure if applicable, and criminal prosecution. Such relationships are specifically prohibited by this agency and by Georgia law.

Individuals receiving services may also make poor decisions and attempt to initiate inappropriate or unacceptable choices. Preventative planning and disclosure are effective in maintaining

appropriate and acceptable relationships and avoiding potential problems. Employees should plan and assure that all activities take place in environments that are healthy, safe and consistent with individual needs. Employees should always request further direction from their supervisor and the Business Manager or the Executive Director when planning activities. This helps to protect the employee and gives the employee the opportunity to verify good judgment. Disclosure is an important way to minimize the appearance of inappropriateness and impropriety. Employees must immediately disclose any information and situations for additional review to their supervisor and the Business Manager or the Executive Director. Disclosure is always advisable, especially when in doubt as to the appropriate course of action or when an individual receiving service places an employee in a difficult, inappropriate or unacceptable situation.

There may also be other forms of "undue familiarity" that are not so blatant but still may be inappropriate. The boundaries for professional appropriateness should always be in the best interest of the individual being served and must never be open to question or suspicion on the employee's part. It is always the responsibility of the employee to set and assure appropriate boundaries. To enable employees to avoid potential inappropriate situations and assure protection of the employee and the individual receiving services, the following guidelines are provided for all employees. These guidelines are not all-inclusive but are merely meant to serve as examples of what is appropriate and what is not appropriate. Employees are expected to seek supervisory direction at any time that additional guidance is needed.

Inappropriate and Unacceptable

The following guidelines regarding inappropriate and unacceptable settings include but are not necessarily limited to:

1. Employees should never see individual receiving services personally or privately outside of programmatically acceptable settings unless authorized in advance by an administrative staff.
2. All meetings with individuals receiving services should always be in an employee's official capacity and should never be for private or non-work-related purposes.
3. Persons served should not be taken to an employee's home for any reason unless prior approval is specifically provided due to specific individual needs and situations.

Appropriate and Acceptable

Appropriate and acceptable settings may include but are not necessarily be limited to:

1. Any times within the normal program setting including community activities as established by a person's individualized service plan and consistent with agency services and policies and procedures.
2. In agency facilities as part of regular programmatic functions and position responsibilities.
3. At doctors' offices, dentists' offices, hospitals and other professional settings as a part of providing services.
4. In individual and group activities, which are a part of the program with individuals receiving services.
5. Home visits if structured in advance as part of the regular program or in cases of emergency unscheduled visits, which are necessary for programmatic coordination, are also acceptable, but must be documented.
6. Other predetermined alternative program settings.

Other Considerations

1. Do not loan money to persons receiving services or assume financial responsibility for an individual or make a habit of giving money or paying for items. This undermines the person served learning of money management skills. If finances are an issue, consult the individual's

ID team to determine the most appropriate way to address this need.

2. Do not enter into business dealing with persons receiving services for any reason. If an employee enters into any business dealing with a person served, it should only be in their capacity as an agent of this agency.
3. Contact the program supervisor or other administrative staff for the correct and appropriate guidance when asked to witness any document for an individual receiving service. This may include but is not necessarily limited to releases of information, powers of attorney, guardianship, advance directives or any other document that has implications for legal, medical, financial or other significant impact upon a person served. It is important to assure that the interest and rights of the person served are given the greatest consideration.
3. Be careful with self-disclosure. Do not discuss personal problems with individuals receiving services.
4. Do not contact persons served after hours or outside of the work setting for any reason except in an official capacity as an employee.
5. Do not encourage persons served to call you at home except for programmatically necessary reasons. This should be for an unusual exception rather than a common occurrence. Never give out the phone numbers of other staff for any reason. If you feel that it is absolutely necessary for a person served to talk with another employee, you should contact that employee and let them initiate the contact with the individuals receiving services.
6. Mistreatment of individuals receiving services in any form is a matter of concern at all supervisory levels and will not be tolerated.
7. Procuring illegal drugs for persons receiving services is strictly prohibited.
8. Employees are prohibited from receiving gifts or favors from persons served, friends, relatives, or acquaintances. Anything, especially monetary gifts or items of financial value are specifically prohibited. Small gifts or “tokens” of appreciation may be accepted within reason (e.g., baked goods, cards, drawings, or similar items that are of little or no financial consequence). In such instances, hurt feelings from refusing such items may be worse than a sense of obligation that might arise from accepting. For the record, such items should however be disclosed as an activity note entry in the individual’s record.
9. Employees may not gamble or trade with, buy or borrow from, or sell, lend goods or money to individuals receiving services.
10. Employees are strictly prohibited from using relationships with current or former persons served to take unfair advantage of current or former persons served or their relatives, friends, or personal acquaintances.

It is possible to be a warm, empathetic, caring service provider for persons served without violating acceptable boundaries. Once these boundaries are violated, even if genuinely in the attempt to help or care for someone, boundaries may then be blurred, become less objective, and hurt effectiveness as a service provider. Violation of "undue familiarity" between any employee and person served may result in disciplinary action up to dismissal. Should anyone have any questions regarding a particular situation, please consult a supervisor and the Executive Director.

Political Activity

There are a number of permissible and impermissible political activities that employees must acknowledge and follow. Employees should refer to Policy and Procedure #5115 regarding Political Activity.

Business Practices

Employees shall maintain the highest ethical standards in regard to all business practices including but not limited to:

1. All business will be conducted honestly. Hope Haven will bill only for services provided and shall pay fully all debts it owes.
2. Employees shall assure that adequate documentation is provided in a timely manner to fully support all activities reported for reimbursement.
3. Any form of waste, fraud or abuse or similar wrongdoing in regard to business practices will not be tolerated and will result in disciplinary action up to and including dismissal and possible criminal prosecution.

See administrative procedures regarding reporting and investigating on page 7.

Human Resources

Employees shall maintain the highest ethical standards in regard to human resources including but not limited to:

1. All human resource activities shall be provided in a manner to assure there is no discrimination because of race, color, religion, age, sex, disability, genetic information or national ancestry, and shall work to eliminate or prevent such discrimination.
2. Human resources functions shall occur in a manner that treats all individuals fairly and ensures adherence to this code of ethics.
3. Employees will accurately represent their education, training, experience and competencies as they relate to their profession and in all applications and other documents provided for their personnel records.
4. Employees will provide all required documentation for their personnel records that are timely, complete and accurate.
5. Employees will maintain all required training within the necessary timeframes and maintain any professional qualifications as may be applicable to the employee's position requirements.
6. If serving as a supervisor, an employee will make certain that the qualifications of persons that they supervise are honestly represented.
7. If an employee has the responsibility for employing and evaluating staff performance, the employee will do so in a responsible, fair, considerate and equitable manner.

Property, Personal

Due to the strict liability guidelines of our insurance carrier, under no circumstances are employees allowed to keep personal equipment or vehicles on agency property where damage or fire could result. Employees are responsible for their personal property. Employees must understand that this agency cannot assume any responsibility for loss or damage to personal property including clothing of any employee. Persons served may be requested to pay for costs of deliberate or intentional damage to property.

Property, Individuals Served

Under no circumstances are employees allowed to keep any belongings or personal property of individuals receiving services. Agency Policy & Procedure #3300, Management and Protection of Personal Needs Spending Accounts also provides specific requirements regarding the appropriate protection, management, use and documentation of personal needs spending, possessions, valuables and other items for persons served. It is strictly prohibited, and is punishable by termination, for any employee, agent or representative of this agency to be listed or designated, either directly or indirectly, as a beneficiary, payee or other recipient of any funds of any individual receiving services, including but not limited to, any insurance, burial or trust benefits. Each employee has a personal responsibility to understand and acknowledge this policy and procedure.

Marketing

Employees shall maintain the highest ethical standards in regard to marketing practices including

but not limited to:

1. Employees will accurately represent services provided by this agency.
2. Employees will abide by agency policies related to public statements and confidentiality.
3. Employees shall publicize all activities accurately and will not denigrate other providers.
4. Employees shall be accountable for statements made with respect to individuals with disabilities and shall distinguish clearly, where appropriate, statements and actions made as an individual and those made as a representative of this agency.
5. Employees will correct, when possible, misleading or inaccurate information and representations made by others concerning any services provided by this agency.
6. Employees will forward any content intended for social media to the Marketing Coordinator for publication. Employees may then share the agency social media pages but not post directly to their personal pages.

Professional Responsibilities

Employees are expected to exhibit professional demeanor in the performance of all responsibilities. These include but are not necessarily limited to:

1. Employees shall always give preference to professional responsibility over any personal interest. When a real or potential conflict of interest arises, the employee not only acts in the best interest of the individual receiving services, but also provides full disclosure.
2. Employees shall advocate for standards that promote outcomes of quality.
3. Employees must communicate fully and honestly in the performance of their responsibilities and provide sufficient information to enable individuals receiving services and others to make their own informed decisions to the best of their ability.
4. Employees will not assume professional responsibility for the individuals served by a colleague without appropriate consultation with that colleague.
5. If an employee replaces a colleague or is replaced, the employee will act with consideration for the interest, character and reputation of the other professional.
6. Employees will not permit fellow employees to present themselves as competent or perform services beyond their training and/or level of experience.
7. Employees will correct, when possible, misleading or inaccurate information and representations made by others concerning their qualifications or services.
8. Employees will have total commitment to provide the highest quality of service to those who seek our professional assistance.
9. Employees are expected to continually assess their personal strengths, limitations, biases and effectiveness.
10. Employees will strive to become and remain proficient in professional practice and the performance of professional functions.
11. Employees will act in accordance with standards of professional integrity.
12. Employees are expected to not advise on problems outside the bounds of their ability or competence and are expected to seek assistance for any problem that impairs their performance.
13. Employees will not use their professional relationship to further their own interests.
14. Employees are expected to seek assistance for any problem that impairs their performance.
15. Employees shall contribute ideas, findings, concepts, understanding, knowledge, and practice to the body of supports in the community and develop continuing education and expanded knowledge of the best practice's services in the field of disabilities.
16. Employees shall assume responsibility and accountability for personal competence in employment performance based on the professional standards of their respective field, continually striving to increase professional knowledge and skills to apply them on the job.
17. Employees will strive to become and remain proficient in professional practice and the

performance of professional functions.

18. Employees shall exercise professional judgment within the limits of their qualifications and collaborate with others, seek counsel, or make referrals as appropriate.

Other General Standards of Conduct - Code of Ethics

Employees are additionally expected to follow a number of other general standards of conduct or code of ethics. These include but are not necessarily limited to:

1. Employees will not discriminate against or refuse professional services to anyone on the basis of race, color, creed, age, sex, religion, disability, genetic information or nationality.
2. Employees will maintain a professional attitude, which upholds confidentiality toward individuals served, colleagues, applicants and the nonprofit.
3. Upon termination as an employee from this agency, the employee will maintain person served and co-worker confidentiality, and will hold as confidential any information obtained concerning this agency.
4. Employees will not exploit the trust of the public or co-workers and shall make every effort to avoid relationships that could impair professional judgment.
5. Employees will not engage in or condone any form of harassment or discrimination.
6. If an employee sees a person served by a colleague during a temporary absence or emergency, the employee is expected to serve that individual with the same consideration afforded any individual.
7. Any form of waste, fraud or abuse or similar wrongdoing will not be tolerated and will result in disciplinary action up to and including dismissal and possible criminal prosecution. Employees who report suspected waste, fraud or abuse in good faith will have no reprisal for making such reports.
8. Employees must understand that this agency has a corporate responsibility to ensure advocacy efforts for individuals receiving services.
9. Employees must understand that this agency and its employees have a responsibility to demonstrate corporate citizenship. Corporate citizenship is demonstrated through compliance with all federal, state and local laws, adhering to ethical business practices, advocating for individuals receiving services and supporting this community to help address the needs of individuals receiving services.
10. Employees must acknowledge and understand that any violation of any part this code or policy and procedure may be grounds for adverse action up to and including dismissal.

False Claims Act

The Deficit Reduction Act (DRA) of 2005 requires that employees learn, understand and acknowledge information about the act, administrative remedies for false claims and statements, applicable state laws regarding false claims and statements, and whistleblower protections under such laws with respect to the role of such laws in preventing and detecting fraud, waste and abuse. The term FCA (for False Claims Act) is also used interchangeably with regard to this act.

What Does the FCA Include? Submitting, causing to be submitted, or conspiring to submit:

- A claim for payment to the government (or using a false record in support of a claim);
- When the claim is false or fraudulent; and
- When the defendant acted “knowingly.”
- What constitutes “knowingly?” – Acts in deliberate ignorance or reckless disregard of the truth or falsity of a claim, not simple negligence or mistake.

What May Be Considered “False” About A Claim?

- Any data in the claim, such as dates of service, code, eligibility;
- Services were not medically necessary; and
- Services not provided in accordance with commonly accepted standards of care.

What Constitutes “Knowingly?”

Acts in deliberate ignorance or reckless disregard of the truth or falsity of a claim, not simple negligence or mistake.

How Does This Apply to Employees?

Employees are in violation of this law and are considered to have made a false claim when they submit or conspire to submit a claim based upon false records or information to support a claim and knows that a claim is false or fraudulent. In other words, when an employee acts knowingly either in deliberate ignorance or reckless disregard of the truth or falsity in making a claim. This specifically applies to any and all records that support or are submitted for billing purposes for services provided including but not necessarily limited to entries in the records of individuals receiving services, T-logs, billing tickets, or any other document used to document billing for any reason.

FCA Administrative Procedures

1. Employees must acknowledge and understand that any violation of this code or policy and procedure may be grounds for adverse action up to and including dismissal.
2. In order to make sure employees are educated about these standards of conduct and code of ethics, all employees shall be required to review this policy and procedure and sign and acknowledge the agency’s “Standards of Conduct and Code of Ethics Form” (Form #5100A). These standards of conduct and code of ethics will also be made available to board members, stakeholders and other interested individuals upon request.
3. Employees have a responsibility and obligation to report any suspected violations of any known standard of conduct or code of ethics. Failure of any employee to do so will further result in consideration of adverse action up to and including dismissal for that employee. Employees who report suspected violations in good faith will have no reprisal for making such reports.
4. Any allegation of violations of standards of conduct and code of ethics shall be immediately reported to the executive director. The Executive Director will investigate any allegations. The Executive Director will authorize appropriate disciplinary action depending upon substantiation of the allegation and the severity of the violation.
5. Investigations will be initiated within one week and any actions as a result of an investigation will be completed as soon as may be practicable.
 - 5.1. In cases of minor infractions or violations not requiring the involvement of legal counsel or the Regional Office, every attempt will be made to complete an investigation and implement any appropriate action within two weeks from the initial date of the allegation.
 - 5.2. In cases of major infractions or violations, including waste, fraud and abuse, requiring the involvement of legal counsel or the Regional Office, every attempt will be made whenever possible, to complete an investigation and implement any appropriate action within 30 days from the initial date of the allegation. However, it should be noted that the time frames may be much longer and exceed the targeted time frames depending upon the severity of the violation and the involvement of legal counsel, Regional Office or other appropriate entity.

Effective 7/21/2010

SUGGESTIONS

We encourage all employees to bring forward their suggestions and good ideas about how our agency can be made a better place to work, our services improved, and our service to individuals enhanced. When anyone sees an opportunity for improvement, please talk it over with the immediate supervisor. He or she can help you bring your idea to the attention of the people in the agency that will be responsible for possibly implementing it. All suggestions are valued and listened to. When a suggestion from an employee has particular merit, we will provide for special recognition of the individual(s) who had the idea.

Ask any of our employees who have worked with us for a long time and they will probably tell you of the many changes and improvements that have come about since they first joined us. We believe the person doing a job is in the best position to think of ways of doing it more easily, more efficiently, and more effectively. If anyone thinks of a better way of doing their job or the job of a fellow employee, discuss it with a supervisor, who will welcome the suggestions and ideas. Remember, there may be areas that can be improved. These could be in service, production methods, equipment, communications, safety, ways to reduce costs, losses, or waste, or other improvements anyone may see a need for. Please give us the benefit of your unique experience and thoughts. Your contributions, as well as those of others, could expand our services to others! Also, make sure to document any innovations and money-saving efforts and have them placed in your personnel file when appropriate (include dates, detailed descriptions of your contributions, estimates from the accounting department regarding cost savings or profits generated, etc.) - these may favorably affect your wage, salary or promotion reviews.

Effective 9/1/2009

SUPERVISORS

Each employee's immediate supervisor is the person on the management team who is closest to that employee and their work. Each employee's day-to-day contact with their supervisor gives them a chance to receive guidance and counsel regarding their assignments and the progress the employee makes on their job. Each employee's supervisor can show the employee how their work fits into the overall picture, teaches the employee how to do things, explain the "hows" and "whys," and encourage the employee when things look a little tough. Each employee's supervisor is in complete charge of his or her assigned staff and program. He or she is responsible for the efficient operation of their assigned staff and program. Each employee's supervisor has authority to recommend adverse action, to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline. This may be accomplished by the supervisor personally or through designees as appropriate. Remember, supervisors usually know most of the answers, and, if not, know where to get them. Most supervisors probably started in a job much like the employee and can guide and help them. Each employee's supervisor wants everyone to succeed. Please get to know each supervisor, and when you need help or have questions, complaints, problems or suggestions, contact a supervisor first. He or she is interested in everyone's success and the overall success of this agency.

Supervisors are human. They have many responsibilities and need everyone's cooperation, assistance, and loyalty. They want to help each employee - that's their job - so please ask, and please be willing to meet your supervisor halfway. If he or she cannot help you or answer your question, your question will be referred to someone who can. Employees can expect to be treated fairly and with respect. Like this agency, supervisors have a direct interest in each employee. He or she wants each employee to consider him or her as his or her advisor, friend and mentor. Go to your supervisor for information about your job, pay, or other matters of agency policy. Please don't overburden supervisors with questions that can be answered by reading this handbook or by checking bulletin boards. Do feel free to ask for clarification of regulations or responsibilities. Any problem that hinders the efficient completion of anyone's responsibilities should be taken up with their supervisor.

Effective 9/1/2009

SURVEILLANCE IN THE WORKPLACE

All employees should understand that in order to promote the safety of employees, individuals receiving services and visitors, as well as the security of our facilities, we may conduct video surveillance of any portion of our premises at any time, the only exception being private areas of restrooms, showers, and dressing rooms, and that video cameras will be positioned in appropriate places within and around our buildings and used in order to help promote the safety and security of people and property. Any video cameras used for surveillance will be clearly visible. Additional surveillance in any of our workplaces may also include but is not necessarily limited to any place where an employee is working, computer surveillance (surveillance of the input, output or other use of a computer by an employee) and tracking surveillance (surveillance by means of an electronic device the primary purpose of which is to monitor or record geographical location or movement). Surveillance may be carried out at any time during work, continuous and ongoing.

Effective 9/1/2009

TELEPHONE USAGE

Employees are discouraged from making or receiving personal calls on agency telephones - they must not interfere with your work. If anyone finds it necessary to make or receive personal telephone calls on the job, they should make sure that they are brief and infrequent. Employees are permitted to make limited local area calls on agency telephones for essential personal business during periods when not responsible for individuals. The front desk will screen all calls and a message will be taken except in cases of emergencies so that individuals may return a call when convenient to their schedule after individuals have left and individual work responsibilities have been fulfilled. Emergency calls regarding illness or injury to family members, changed family plans, or calls for similar reasons may be made when necessary. Please do not abuse this privilege. Under no circumstances should telephones be used for personal long-distance telephone calls, which will be billed to the program.

Effective 9/1/2009

TELEPHONES - CELL PHONES

Employees may not use cell phones during the time they have any responsibility for the direct care or supervision of individuals receiving services. Cell phone use may be further curtailed or restricted if in the opinion of the supervisor it interferes in any way with an employee's work. Calls should be kept as short as possible. Other specific considerations regarding the use of cell phones include but are not limited to:

- Employees may only use cell phones while driving if the use includes "hands-free" access. If "hands-free" access is not available, the employee must wait until they are able to pull off the road and safely use the cell phone while not driving.
- **Alternative use of cell phones or similar electronic devices while driving is strictly prohibited including but not necessarily limited to texting, retrieving text messages, taking notes or looking up information while driving, engaging in any behavior that could risk the safety of anyone.**
- Agency cell phones may never be used for personal purposes. Should any employee incur any expense on an agency cell phone as the result of personal use such expenses will be deducted from the employee's pay.
- Employees must adhere to all applicable laws regarding cell phone use while driving.
- Employees may not use Bluetooth or hands-free cell phone devices while in any agency facility or engaged in the supervision of an individual receiving services.

Employees who violate any provision of these requirements will be subject to disciplinary action up to and including dismissal and such expenses will be deducted from the employee's pay.

Effective 9/1/2009

THEFT

Internal theft is a serious problem for any agency. Although taking small items of property may seem inconsequential, the cumulative effect can be very large. Stealing from the agency is like stealing from yourself. Losses from theft immediately affect our ability to increase salaries and can jeopardize the efficiency and costs of the agency. Property theft of any type will not be tolerated by this agency. We consider property theft to be the unauthorized use of agency services or facilities or the taking of any agency property for personal use. No item purchased or supplied by this agency should ever be removed from agency premises without express authorization of the immediate supervisor. This rule applies to all agency property including raw materials used in contract work, tools, equipment, computers, and etc. Each employee's supervisor can give detailed instructions on the circumstances in which he or she can authorize anyone to borrow agency equipment or property. A checkout procedure would be used, and if an employee fails to return any item removed on schedule, the value of the items will be charged against that employee's paycheck and they may be subject to disciplinary action for theft. Unauthorized possession or removal of agency property is a very serious offense. Employees violating this policy will be subjected to discipline up to and including possible dismissal and prosecution. This agency will consider the dollar value of the item(s) taken and the employee's past work record in setting penalties. If an employee is dismissed because of unauthorized possession or removal of agency property, the reason for that employee's dismissal may be provided to any future employer that contacts us. Referrals to criminal authorities will be made on a case-by-case basis according to the seriousness of the theft.

Effective 9/1/2009

TIME RECORDS

By law, this agency is obligated to keep accurate records of the time worked by FLSA nonexempt employees. This is done through the correct use of the agency's electronic time recording system. The employee's time record is the only way the business office knows how many hours are worked and how much to pay the employee. All FLSA nonexempt employees have a primary responsibility to assure that a true and accurate record of all of his or her time worked is maintained. The electronic time recording system indicates when the employee began work and when the employee ended their work period.

1. Employees assigned to work at the main center must log into the electronic system on an onsite computer and not by phone.
2. Employees assigned to work outside of the main center must log into the electronic system by phone or an agency assigned device. When logging in by phone, the specific phone designated by the employee's supervisor must be utilized. Any exception to not using the designated phone must be approved by the employee's supervisor.
3. Employees are expected to correctly log in and out when arriving and leaving for each scheduled work period and for brief absences like a doctor's or dentist's appointment.
4. In the event that the electronic log in system becomes unavailable for use, the employee is expected to notify their supervisor and provide a true and accurate written record of the correct time worked on the hourly employee time sheet.
5. Employees may be subject to disciplinary action up to and including dismissal for:
 - 5.1. Not providing a true and accurate record of time worked,
 - 5.2. Falsifying time worked,
 - 5.3. Logging in early or late to accumulate pay for time not worked,
 - 5.4. Intentionally failing to log in or out in order to accumulate pay for time not worked,
 - 5.5. Not directly logging in to the system while working at the main center or logging in by phone in order to accumulate pay for time not worked,
 - 5.6. Intentionally logging in or out through an unauthorized phone in order to accumulate pay for time not worked,
 - 5.7. No one may record hours worked for another employee's record, tampering with another employee's time record is cause for disciplinary action, including possible dismissal, of both employees, do not alter another person's record, or influence anyone else to alter your record for yourself.

In the event of an error in recording time, the employee should report the matter to their supervisor and the business office immediately. If an employee forgets to log in or out or makes an error, their supervisor must acknowledge the correction. As provided by FLSA, this agency records employee's starting and stopping time to the nearest minute. Employees are not permitted to be at work or to log in before their scheduled starting time nor after their scheduled quitting time without their supervisor's approval. Employees must note any variation on their time record from their actual work schedule. These must be correct and submitted within the necessary time frame in order to assure accurate pay. Failure to so may result in delayed or inaccurate pay.

An individual is considered tardy when they have arrived more than 5 minutes late as scheduled for work. Tardiness which occurs five (5) or more times within any given three-month period of time is considered to be excessive. Other factors, like the degree of lateness, may be considered. Employees should be aware that excessive tardiness or leaving early may lead to disciplinary action, up to and including possible dismissal. Adherence to the work schedule in terms of tardiness or leaving early will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, pay for performance increases, etc.

Effective 4/24/2011

TRAFFIC VIOLATIONS

(See also the specific section in this handbook regarding Driver History, Requirements and Guidelines)

If an employee is authorized to operate an agency/state vehicle in the course of their assigned work, or if an employee operates their own vehicle in performing their job, the employee will be considered completely responsible for any accidents, fines or traffic violations incurred. Every employee must follow the state transportation manual on what to say and do (and what not to say and do) in the event of a vehicular accident. The business manager can give more specific information if needed.

All employees are required to maintain a current and valid driver's permit/license and evidence of personal vehicle liability insurance as a basic term and condition of employment. Employees must present and maintain a valid driver's license and a driving record acceptable to our insurer (see also driver history, qualifications and responsibilities section). This agency obtains initially and annually thereafter a motor vehicle report (MVR) from the Georgia Department of Public Safety in order to verify that each employee's driver history will allow that employee to transport individuals or operate our vehicles. Any changes in an employee's driving record as the result of any traffic violation must be reported to the business office immediately. Failure to do so may result in disciplinary action, including possible dismissal. A poor or inadequate safe driver history as indicated on an employee's MVR that affects their ability to utilize agency vehicles or their own vehicle as a part of their job responsibilities may result in adverse action up to and including possible dismissal. Specific criteria for acceptable and unacceptable driver history are provided in the driver history and guidelines section.

Effective 9/1/2009

TRAVEL

Employees may be required to travel on official business. If an employee conducts business using their personal vehicle, the employee will be reimbursed at the established rate. Any travel expenses incurred in anyone's capacity as an employee are to be reported on the travel expense form in accordance with the rules and regulations for travel reimbursement. Allowable reimbursement rates for mileage on personal vehicles, meals, and other such expenses are periodically established and published. Specific information regarding these rates can be obtained from the business office. Employees must have their supervisor's written authorization prior to incurring an expense related to any training or travel out of the area on behalf of this agency since any travel requiring expenses beyond regular reimbursement for mileage on personal vehicles requires prior approval. Authorization can be obtained by submitting a request for training and travel form that indicates all other anticipated expenses. These expenses cannot be reimbursed without prior approval. Although an employee's supervisor or the business office may assist in making certain travel/training arrangements, each employee must understand that they are always ultimately responsible for their own arrangements unless it is otherwise specifically indicated.

To be reimbursed for all authorized travel expenses, employees must submit an employee travel expense statement accompanied by receipts as may be appropriate and approved by their supervisor. Travel expense statements should be regularly submitted (at least on a monthly basis). Reimbursement will usually be provided in the next available paycheck if the reimbursement request has been submitted early enough for processing prior to that payroll, otherwise, reimbursement will be included the following paycheck. Any intentional falsification, misrepresentation or misreporting of any expense statements would result in termination from employment.

Employees are always requested to take all possible steps necessary to reduce costs and minimize travel expenses. For example, employees should plan all travel in order to take the least number of trips possible and use the shortest route(s) to incur the least amount of mileage. Travel expense reimbursements are contingent upon and require a timely submission of receipts for processing prior to payroll, fully completed and correct vouchers, supervisory review and approval and will be run according to routine business office schedule

Effective 1/1/2011

TRAINING REQUIREMENTS

It is each employee's responsibility to see that all minimum training requirements are completed, maintained and that all required documentation is provided for their personnel file. This agency provides all required training at no cost to the employee. While this agency facilitates and monitors training requirements, each employee is personally responsible for seeing that all requirements are met, kept current, and that adequate documentation is provided. This agency may consider reimbursement to cover the costs of required training when it becomes necessary to obtain required training outside of the agency in order to facilitate this requirement. However, an employee's failure to attend required training as scheduled and/or provided by this agency may result in that employee having to subsequently pay for the training and/or make his or her own arrangements. Employees must specifically understand and acknowledge that failure to attend required training, maintain minimum training requirements or provide required documentation of training PRIOR to expiration may result in the employee not being scheduled for work and/or adverse action up to and including dismissal. Employees who are unable to perform any job responsibilities at any time as a result of failure to maintain any training requirements or to competently exhibit or perform position responsibilities authorized by completion of required training may be subject to adverse action up to and including termination of employment.

These training requirements minimally include but are not necessarily limited to first aid, CPR/AED, Approved Behavior Intervention Training, defensive driving training, SSAM (Supervision of Self-Administration of Medications), Proxy Caregiving training and successful PCA exam completion and annual competency-based training as required by various regulatory authorities. All employees providing direct support are required to maintain this training on a continuous basis as a part of their position responsibilities and fail to do so may be subject to adverse action up to and including termination of employment. Additional training requirements may also include direct support responsibilities specific to assigned individuals receiving services and may include but are not necessarily limited to such examples as, use of EpiPen, lifting, use of specialized equipment such as vehicle lifts, and etc.

Minimum Training Requirements for All Employees Providing Direct Support Services

(All of these items must be completed PRIOR to providing ANY direct support responsibilities alone)

1. First Aid Certification - certification is good for 3 years
2. Cardiopulmonary Resuscitation/ Automated External Defibrillator Certification (CPR/AED) - certification is good for 1 year
3. Behavior Intervention Training – within 60 days of hire OR PRIOR to having any direct support responsibility with individuals in need of behavioral supports
Certification is good for 1 year, then annual refresher review is required
4. Supervision of Self-Administration of Medications (SSAM) & Proxy Caregiving training
Training regarding SSAM protocol and Proxy Caregiving, reporting and documentation requirements - training is good for 1 year
5. Defensive Driver Training - certification is good for 3 years
6. Annual competency-based training as required by various regulatory authorities – training must be renewed annually

Other Training Requirements

7. Health Risk Screening Tool (HRST) – DBHDD training required for all CRA Assistant Managers and Case Coordinators prior to completing a HRST

Effective 5/25/2010

TUBERCULOSIS

All employees providing services directly to individuals receiving services are considered to be at risk of exposure to tuberculosis. Employees must annually provide a satisfactory tuberculosis (TB) screening or a TB symptom screening if a TB test is not appropriate. This agency has arrangements with local health departments and local industrial medicine companies to provide TB screening to employees at no cost. The cost for this service is paid for by this agency and provided to employees for free. Employees may elect to use their own private medical care professional at their own cost. Employees are personally responsible for scheduling and keeping the necessary appointments in order to obtain this screening and for assuring that documentation of the results are provided to this agency.

Effective 9/1/2009

UNACCEPTABLE ACTIVITIES

(See also basic Terms and Conditions of Employment)

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Employee avoidance of these activities will be to their benefit as well as the benefit of this agency. If anyone has any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see your supervisor for an explanation. Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to this agency's efforts to operate.
- Willful violation of security or safety rules or failure to observe safety rules or safety practices; failure to wear required safety equipment; tampering with equipment or safety equipment.
- Negligence or any careless action, which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on agency premises except medications prescribed by a physician which do not impair work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on agency property or while on duty.
- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on agency premises or when representing this agency; fighting or horseplay or provoking a fight on agency property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by the employee's supervisor pertaining to their work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises - at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of property, or the property of fellow employees, individuals, customers, suppliers, or visitors in any manner.
- Theft of agency property or the property of fellow employees; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.
- Dishonesty; willful falsification or misrepresentation on any required documentation including but not necessarily limited to the records of individuals receiving services, billing records and any other agency form, report or record.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by this agency; alteration of agency records or other agency documents.
- Violating the non-disclosure agreement; giving confidential or proprietary information to competitors or other organizations or to unauthorized employees; breach of confidentiality of personnel, individual or other information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on agency property.
- Conducting a lottery or gambling on agency premises.

Occurrences of any of the following activities, as well as violations of any rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive, and, notwithstanding this list, all employees remain employed at will.

- Unsatisfactory or careless work; failure to meet production or quality standards as explained to an employee by their supervisor; mistakes due to carelessness or failure to get necessary instructions.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of the supervisor; stopping work before time specified for such purposes.
- Sleeping on the job, loitering or loafing during working hours.
- Excessive use of an agency telephone for personal calls.
- Leaving assigned work area during work hours without the permission of supervisor, except to use the rest room.
- Smoking in restricted areas or at non-designated times, as specified by rules.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on any bulletin board on agency property without appropriate permission.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Using agency merchandise for resale or profit.
- Obscene or abusive language toward any supervisor, employee, individual or customer; indifference or rudeness towards a customer, individual or fellow employee; any disorderly/antagonistic conduct on agency premises.
- Speeding or careless driving of any vehicle.
- Failure to immediately report damage to, or an accident involving agency equipment.
- Unauthorized solicitation during working hours and in work areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee, individual or business.
- Failure to maintain a neat and clean appearance in terms of the standards established by appropriate dress; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Eating food and beverages in undesignated areas or stealing food from another employee or person receiving services.
- Failure to use the specified time system; alteration of an employee's own time record or records or attendance documents; punching or altering another employee's time record or records or causing someone to alter your time records.
- Failure to follow or comply with the basic terms and conditions of employment.

Effective 4/24/2011

UNIVERSAL PRECAUTIONS

All employees must be familiar with the standing operating procedures for universal precaution and infection control. Employees must always adhere to the following:

- * Since it cannot be determined which individuals may be infective, the technique of "Universal Precautions" will always be employed. This technique presumes that anyone may be infective, and that all contacts with an individual's blood or other body fluids must be managed by procedures designed to limit the possibility of spread of any infection.
- * Treat all blood and body fluids or other such similar substances as potentially infectious.
- * Gloves will be worn by employees any time there may be the possibility of contact with any body secretions or excretions or a mucus membrane including the mouth.
- * Gloves will also be worn when handling items or equipment soiled with blood or other secretions or excretions.
- * Gloves will be worn to protect any broken skin surfaces of the employee when performing any tasks with potential exposure. Employees who have exudative lesions or weeping dermatitis will refrain from direct care of individuals and equipment until condition resolves.
- * Disposable apron gowns will be worn when there is sustained direct contact with bloody secretions or in situations in which other body fluids (such as urine or feces) are expected.
- * Employees will always wash hands after removing gloves or aprons using proper hand washing technique.
- * Pocket facemasks with a one-way valve will be used in the event mouth-to-mouth resuscitation is needed.
- * Safety kits are provided to include a facemask, gloves, disinfectant, alcohol swabs, and bandages.
- * These procedures will also be followed for any unplanned emergency events. Each employee will know the available locations of safety kits.
- * The suggested disinfectant to be used is a solution of sodium hypochlorite (household bleach). The recommended strength is 1/2 to 1 cup of sodium hypochlorite per gallon of water. This solution should be prepared fresh each time it is to be used. Approved commercial disinfectant products may be substituted.
- * Spilled blood or other body fluids should be cleaned up thoroughly with soap and water and then a disinfectant applied to the area. Do not rinse.
- * Surfaces, such as tabletops, should be kept clean and washed daily with detergent and warm water and then have disinfectant applied.
- * All dishes and utensils shall be washed with hot, soapy water with a solution of 2 tablespoons of bleach per gallon of water (as required by USDA guidelines), followed by thorough rinsing before and after each use. The dishwasher can also be utilized for dish washing, as long as the final rinse water temperature is at least 180oF.
- * No special procedures need to be observed for laundering clothing or linens with detergent and hot water, although all blood or other such contaminated items should be handled with appropriate precautions (i.e., gloves). As with dishes, washing with soap and hot water followed by thorough rinsing is required. When available, the washing machine and dryer can be used.
- * There is no evidence that food handlers pose a health risk to others. Transmission of hepatitis B by food has not been documented. Food handlers that are HBsAg carriers should be educated about hepatitis B transmission, the need for attention to good personal hygiene measures, and avoidance of hand injuries. Developmentally disabled individuals who are carriers of the hepatitis B virus, tuberculosis or any other communicable disease and who cannot be educated in the appropriate precautionary personal hygiene guidelines should not assist in preparing or serving food even if a part of training activities until appropriate technique can be demonstrated by that individual.

- * Copies of all immunization and testing records shall be maintained in each individual record as appropriate and as required. HIV confidential information such as test results or reports based on these issues will be maintained in a file separate from the individual record.
- * All exposures to blood or body fluids must be reported immediately to the supervisor.
- * All infectious diseases of staff and individuals must be reported immediately to the employee's supervisor and executive director. Reportable diseases (those notifiable under Georgia Statute OCGA 31-12-2) shall be reported to the District Epidemiology Office by the executive director.
- * Employees will always wear gloves or any other necessary protective items when assisting an individual with any hygiene needs or skills training or function involving a potential for infection, providing any first aid for cuts, nosebleeds, or injuries, and when cleaning contaminated areas, etc.
- * Sharp items (e.g. needles) should be considered as potentially infective and be handled with extraordinary care.
- * Wear gloves when changing soiled individuals. Again, disposable aprons are required if there is a sustained contact with body fluids.
- * Always use disposable items (e.g., diapers, cotton swabs, aprons, tablecloths, and wipes).
- * Since hand washing is the keystone of good hygiene and infection control, hand-washing facilities are always readily available. Susceptible persons who come into close contact with individuals should observe scrupulous hand washing with plenty of soap and hot water. Hand washing is required even after gloves are used. Breaks in gloves may go unnoticed and repetition reinforces the behavior. It is especially important to scrub for at least 15 seconds.
- Hand washing is indicated before and after performing hygiene or similar procedures, before and after touching or caring for bleeding or weeping wounds, after becoming contaminated with blood or body fluids, secretions or excretions or handling items which have been soiled with blood, excrement, or serum or saliva, after touching inanimate sources that are likely to be contaminated with blood or body fluids, before and after eating, handling food, or smoking and whenever in doubt about the necessity to do so.
- Wash for at least 15 seconds under running hot water with soap and friction and be sure to clean nails and nail beds well during washing. Bar soap is acceptable as long as it is elevated out of water.
- * In dealing with spills of blood or body fluids on environmental surfaces, wear gloves, wipe up large spills with paper towels and wash and clean contaminated area with a detergent followed by disinfectant. Blood and other body fluids may be flushed down any toilet connected to a sanitary sewer (all toilets at agency facilities are connected to city sewerage). Use a disinfectant detergent to clean mattresses, pillows, linens and other such items. Dispose of soiled supplies. Always routinely wash hands after removal of gloves.

Effective 9/1/2009

VEHICLES, TRANSPORTATION EMERGENCY PROCEDURES

It is the policy of this agency to establish and provide uniform procedures to follow in the event of vehicle emergencies.

PROCEDURES

1. Transportation emergency procedures must be kept in State and agency owned vehicles at all times (see appendix #4212A).
2. Immediate concerns when there is a vehicle accident:
 - 2.1. ASSIST THOSE WHO ARE INJURED - Get help, if needed, from any available source. Be careful in handling the injured, leave it for professionals to do unless an individual need to be removed from a fire, a roadway or for other equally pressing reasons.
 - 2.2. GUARD AGAINST FIRE - by removing everyone away from a vehicle if any fire danger exists and use a fire extinguisher when necessary.
 - 2.3. PROTECT THE SCENE OF THE ACCIDENT - Use warning devices or other means to prevent other motorists from crashing into those vehicles already involved.
 - 2.4. NOTIFY EMERGENCY PERSONNEL – CALL 911 - Notify the nearest police station, sheriff's office or state trooper immediately if anyone is injured, killed, or there is property damage. This must be done regardless of where the accident happened on State Property or on Private Property.
3. Use cell phone to immediately notify anyone as specified in this policy and procedure.
4. Get case number from Investigating Officer.
5. Make note of the names all persons involved in the accident or emergency and identify the driver of the agency vehicle, other employees, individuals receiving services, driver and passengers in the other vehicle. To the extent possible describe individual injuries. █
6. Make a record of date, time and location (e.g. Highway, Jones Road at intersection of Wrong Way Street or distance from identifiable map location). █
7. Record weather and road conditions (e.g. wet, dry, ice or oil slick) and light conditions (e.g. bright sun, hazy, foggy, dark, raining, snowing). █
8. Immediately contact the Business Manager, Executive Director or Program Coordinator and any other appropriate administrative staff. █
9. Complete an agency GER report for any emergency whether the vehicle involved was a personal or agency vehicle. █
10. All agency employees must complete a Worker's Compensation Report of Injury for any injuries received no matter how minor. █
11. All agency employees must complete a drug screen following any vehicle accident for Worker's Compensation purposes. █

Effective 3/22/2011

VEHICLES, GENERAL SAFETY REQUIREMENTS

(See also Driver History Requirements & Guidelines section)

It is the policy of this agency to assure the safe operation of vehicles when using any vehicle, including those owned by the state, this agency or personal vehicles when operated as a part of any job responsibility or during working hours. The operation of any vehicle in an unsafe manner or condition is prohibited.

1. These requirements are applicable to the use of any vehicle of any type regardless of its ownership whether it is owned by the state, this agency or are a personal vehicle of any type.
2. The operation of vehicles owned by the state of Georgia, this agency or by any employee of this agency shall be within any and all applicable requirements as specified in the Transportation Manual of the Georgia Department of DBHDD and any subsequent revisions, memorandum or similar authority thereof. It is the specific responsibility of each employee to have complete familiarity with agency policies and procedures, the Transportation Manual of the Georgia Department of DBHDD and any other applicable regulatory authority regarding the use of state, agency or personal vehicles.
3. All drivers (including occasional vehicle operators) must be legally licensed by the state of Georgia, or the state of the driver's legal residence, if not a Georgia resident, with the class of license appropriate to the vehicle to be operated.
4. Driving under the influence of alcohol, drugs, or medicine (including legally prescribed medication which may alter or impair driving ability) is strictly prohibited and may result in immediate disciplinary action up to and including immediate dismissal.
5. Smoking in any state or agency vehicle is prohibited at all times and smoking in any personal vehicle is prohibited at any time that an individual, individual family member or representative, or other non-smoking person is in a personal vehicle when it is being operated for agency purposes.
6. Each driver must be clean in appearance.
7. At no time shall drivers eat or consume any beverage while in the vehicle or while involved in consumer assistance.
8. At no time may drivers wear any type of headphones while on duty.
9. The driver and ALL passengers will wear seat belts at all times with only one passenger per seat belt and an approved infant or childcare seat or other specially adapted seating appropriate to the age and size of child must be utilized for transporting children. The driver shall ensure that all occupants of the vehicle have been securely seated with a seat belt or an approved passenger restraint for infants and young children before the vehicle is started and operated in any way. Passengers will be seated at all times while a vehicle is in motion. Failure to follow this requirement at any time may result in disciplinary action up to and including dismissal.
10. The driver shall assume responsibility for children and for adults who cannot be routinely left unsupervised from time and place of pick-up until delivered to other responsible person/destination. Minors, children or adults who require supervision cannot be left at home or at any pickup point if an appropriate individual is not available to receive them.
11. Drivers, while on board, must assist the passengers in the process of being seated, including the fastening of the seat belts.
12. Each driver must be courteous, patient and helpful to all passengers.
13. Drivers must exit the vehicle to open and close vehicle doors when passengers enter or exit the vehicle and provide assistance as necessary to or from the main door of the destination when required.
14. Passenger occupancy will not exceed vehicle manufacturer's approved seating capacity.
15. Vehicles will be parked or stopped so that individuals receiving services will not have to cross streets.
2. Drivers shall confirm, prior to vehicle departure, that the delivered passengers are safely inside their destinations.

3. Individuals receiving services or other passengers will not be left unattended in a vehicle at any time.
4. Drivers must provide support and oral directions to passengers. Such assistance shall also apply to the movement of wheelchairs and mobility limited persons as they enter or exit the vehicle using the wheelchair lift. Such assistance shall also include stowage by the driver of mobility aids and folding chairs.
5. Do not fuel a vehicle until the engine has been stopped, and the emergency brake applied. Passengers cannot be on board any vehicle while refueling.
6. Motor will be turned off, key removed, emergency brake set, and all doors shall be locked when driver leaves vehicle.
7. When parked in direct sunlight, drivers should leave a small space for air seepage at the top of one or more windows to prevent glass explosion from overheated air in the vehicle interior.
8. Vehicle interior and exterior will be free of hazardous debris or unsecured items and interior vehicle equipment will be secured at all times.
9. Name of an emergency contact person, phone number, drug reactions and current medication of passengers will be on state and agency vehicles, where applicable.
10. When transporting mobility-impaired individuals, safe physical arrangements will be available and followed for passengers in wheelchairs and such vehicles shall be accessible.
11. Passenger windows will not be opened more than 50%.
12. Drivers must complete first aid training and CPR training as specified by DBHDD and at every time interval thereafter as specified by the training certification, unless another assigned staff with this type training is riding on the vehicle at all times.
13. Drivers must complete any other required training such as defensive driving, preventive maintenance and basic vehicle repair as required and available.
14. Drivers must have the ability to operate all required vehicle equipment (emergency exits, fire extinguishers, wheelchair lifts, etc.).
15. At no time are consumers allowed to operate vehicles or wheelchair lifts.
16. Drivers must complete all required records and documentation in the operation of any agency or state vehicle. Failure to do so may result in disciplinary action up to and including dismissal.
17. All drivers must have successfully completed training in general orientation, consumer service, courtesy, and sensitivity awareness.

Effective 9/1/2009

VEHICLES, AUTHORIZED USE OF

1. Vehicles owned by, titled to, or otherwise controlled by the state of Georgia are authorized for use in performance of all essential agency travel and transportation duties. For the purposes of these procedures with regard to the use of state vehicles, agency business shall be considered the same as official state business.
2. Use is not authorized for unofficial travel duties or tasks, the transport of unauthorized persons or items, or the performance of tasks outside the rated capabilities of the vehicle.
3. When in doubt, the deciding criteria must be based on the performance of the travel task under consideration, which should serve the interests of this agency's contract with the state of Georgia and would be defensible in the event of public criticism or questions by appropriate authority.
4. Most uses of state vehicles for individual purposes are appropriate. The transportation of individuals and individuals' family members or their representatives is permissible as long as such use provides that:
 - 4.1. The transportation is provided directly for the benefit of an individual or individual family member or their representative in order to access needed services and supports or;
 - 4.2. The transportation is a normal and routine part of the services offered and provided by this agency such as transportation.
5. If a situation arises that an individual or individual family member needs transportation outside the routine and normal delivery of services, pre-authorization should be obtained from the business manager or the executive director.

Effective 9/1/2009

VEHICLES, UNAUTHORIZED USE OF

1. Any unauthorized use of state or agency vehicles will result in immediate disciplinary action. Such action may include but is not necessarily limited to suspension of privileges to operate state or agency vehicles, and in some cases, dismissal.
2. Employees should further acknowledge that they might not be covered by agency or state liability insurance when engaging in unauthorized use of state vehicles.
3. Such unauthorized use that is specifically prohibited includes but is not necessarily limited to:
 - 3.1. Travel or task performance of a personal nature having no connection with the accomplishment of official business or beyond the stated capabilities of the vehicle.
 - 3.2. Transport of families, friends, associates, or other persons who are not employees of this agency, the state or serving the interest of the state.
 - 3.3. Transport of hitchhikers.
 - 3.4. Transport of items or cargo having no relation to conduct of official business.
 - 3.5. Transport of acids, explosives, weapons, ammunition, highly flammable material or any related material not appropriate for transport except in an emergency situation.
 - 3.6. Transport of any related material not legal for transport.
 - 3.7. Transport of any item, equipment, or cargo projecting from the side, front, or rear of the vehicles in such a manner as to constitute a hazard to safe driving, to pedestrians or to other vehicles.
 - 3.8. Extending the length of dispatch beyond that required to complete the official business purpose of the trip.
 - 3.9. Transportation between place of residence and place of employment, other than as an authorized use by the business manager or the executive director. Parking vehicles at employee's place of residence during non-working hours other than as an authorized use by the business manager or the executive director.
 - 3.10. Sporting events including hunting and fishing except planned/supervised individual related activities.
 - 3.11. Transport of employees from headquarters to restaurants, cafes, drugstores, and other places for the purpose of obtaining meals or other refreshments except for planned/supervised individual activities.
 - 3.12. Loan of vehicles for use in non-state authorized functions.
 - 3.13. Parking vehicles in designated Handicap Parking spaces when not transporting clients.
4. In order to reduce the frequency of accidents, employees may not utilize a drive through facility while transporting individuals receiving services in a state or agency vehicle. This includes but is not necessarily limited to fast-food establishments, banks, dry-cleaners, drug stores, etc.
5. The use of any agency owned vehicles should generally follow the same use as specified for state owned vehicles. However, agency owned vehicles might also be otherwise used for additional purposes as provided and approved by the business manager or the executive director.

Effective 9/1/2009

VEHICLES, USE OF FOR COMMUNITY ACTIVITIES

1. All drivers who operate vehicles owned by, titled to or otherwise controlled by DBHDD, this agency or their personal vehicle at any time as a part of their job responsibility must understand and acknowledge that they are primarily responsible for the proper care and safety of individuals receiving services at all times and must assure that they are properly transported. Individuals receiving services shall never be left unattended in any vehicle at any time for any reason.
2. The primary purpose of all community activities is to meet the needs and outcomes for individuals receiving services. No employee may engage in personal business at any time during community activities. Adequate supervision and direction for the individuals receiving services must be the goal and focus of the employee during community activities. Employees may not use state, agency or personal vehicles for personal use while transporting individuals receiving services for community outings.
3. Employees must normally use their personal vehicle when transporting individuals receiving services for community outings in groups of three or less. State or agency vehicles may be used only when transporting four or more individuals receiving services at a time or when necessary due to physical limitations or accessibility requirements of individuals receiving services.
4. Use of personal vehicles for community activities is required of all direct support employees and for specified administrative staff and is considered to be a term and condition of employment. It is the responsibility of each employee to maintain evidence of personal vehicle liability insurance on file with this agency. This includes submitting evidence of continued coverage prior to the expiration date of the current coverage. Adequate evidence is defined as a copy of a current insurance card issued by a licensed insurance agent that specifies motor vehicle liability coverage and includes the employee's name on the card with an expiration date. It is each employee's responsibility to communicate work responsibility requirements in regard to use of their personal vehicle to their insurance carrier.
5. Employees must also understand and acknowledge that their personal vehicle liability insurance has primary coverage in the event of an accident. This agency maintains excess liability coverage for claims that may exceed individual coverage.

Effective 9/1/2009

VEHICLES, PERSONAL

All employees who have any direct support responsibilities, including administrative staff with routine responsibility for transporting individuals receiving services are required to use their personal vehicles when needed as a part of their position responsibilities and as a basic term and condition of employment. Contingent upon adequate funds, employees will be reimbursed for mileage at the rate established by this agency when using their personal vehicle for official agency business. It is the responsibility of each employee to maintain evidence of personal vehicle liability insurance on file with this agency. This includes submitting evidence of continued coverage prior to the expiration date of the current coverage. Adequate evidence is defined as a copy of a current insurance card issued by a licensed insurance agent that specifies motor vehicle liability coverage and includes the employee's name on the card with an expiration date. It is each employee's responsibility to communicate work responsibility requirements in regard to use of their personal vehicle to their insurance carrier. Failure to maintain adequate evidence on file may result in disciplinary action, up to and including possible immediate dismissal. An employee must immediately report any changes in their coverage prior to utilizing their personal vehicle for any agency purpose. While this agency may monitor this requirement, it is still the responsibility of each employee to see that this requirement is met, kept current, that adequate evidence is provided, and that any changes are immediately reported to the business manager. Employees must also understand and acknowledge that their personal vehicle liability insurance has primary coverage in the event of an accident. This agency maintains excess liability coverage for claims that may exceed individual coverage.

Effective 9/1/2009

VEHICLES, REPORTING ACCIDENTS

1. All vehicle accidents must be reported to the Executive Director or the business manager in the absence of the Executive Director. There are no exceptions.
2. The business manager will follow the most currently established and disseminated procedures from the Georgia Department of DBHDD for reporting accidents involving state vehicles and the agency's designated insurance carrier procedures for agency owned vehicles.
3. The appropriate law enforcement office(s) must always be notified in order to assure that an appropriate motor vehicle accident report be completed and filed with their jurisdiction.
 - 3.1. A copy of the police report can usually be picked up by the next day but in any case, it should be obtained as soon as it is available.
 - 3.2. If the police do not complete the motor vehicle accident report because the accident occurred on private property, then it will be the business manager and the vehicle operator's responsibility to ensure that appropriate reports and/or forms are completed.
4. The business manager will examine all applicable reports to make certain that they are complete and correct. If the driver is incapacitated and cannot prepare the reports, the business manager or other administrative staff will complete the reports.
5. The business manager shall make sure that all appropriate follow up activities are completed with regard to reporting to the Georgia Department of DBHDD, Transportation Services, the Regional Office, other applicable insurance carriers, etc.

Effective 9/1/2009

VIOLATIONS OF POLICIES

Employees are expected to abide by the policies in this handbook. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual's personnel file. A partial list of causes for possible disciplinary action is presented under the "Unacceptable Activities," "Standards of Conduct," and in the "Basic Terms and Conditions of Employment" sections of this handbook. This list and these sections are not to be considered all-inclusive.

Effective 9/1/2009

VISITORS

Our insurance coverage and good common sense prohibits unescorted and unauthorized visitors in our facilities. While visitors are welcome at any time at the main center, they are not permitted on premises without prior checking in with the front office when entering any facility. If anyone is expecting visitors, please notify your supervisor and ask the visitors to appropriately check in when they arrive. Visitors at other sites operated by this agency including CLAs must also have appropriate identification if they are visiting in an official capacity. Family and friends of individuals living in CLAs are allowed to visit when they individual permits. If this conflicts with expectations of cooperative living, staff will make arrangements.

Relatives and friends of employees may briefly visit an employee's work site for a short period of time for incidental purposes as long as:

1. Prior supervisory approval is obtained;
2. The presence of the individual in no way interferes with the employee's job responsibilities especially with regard to providing direct support coverage and supervising and attending to individuals receiving services or other programmatically necessary activities.

Minor children should never be at an employee's work site during regularly scheduled work that would result in that employee being the only adult responsible for that child. In other words, a child, step child, foster child, niece or nephew, other family member, minor or anyone who is considered to be a dependent or relative of an employee must always be accompanied by another adult while on agency premises so that the employee can devote their full responsibilities to their job. Employees cannot have responsibility for dependents or for another child (non-individual) while at work. This agency cannot and does not accept any responsibility for dependents of employees while the employee is at work. Children are allowed to attend agency sponsored extracurricular events (such as potluck dinners) as long as they do not require supervision to the extent that their attendance would interfere with the employee's assigned responsibilities during such events.

Effective 9/1/2009

VOTING

All employees are encouraged to vote. If necessary, an employee may be permitted to leave for voting purposes. We encourage everyone to exercise his or her voting privileges in local, state, and national elections. However, since the polls are open for long periods, employees are encouraged to vote before or after regular working hours. However, employees will not be granted administrative leave for voting. If it should be necessary, an employee may take up to two hours of leave from work to vote in a governmental election or referendum. Employees are expected to notify their supervisor and obtain prior approval in advance of the time necessary to vote. Employees will not be paid for such time. Personal leave time, if available, may be used for this purpose.

Effective 9/1/2009

WEAPONS, CARRYING OF

An employee of this agency is never authorized and is expressly forbidden to carry any weapon or other such dangerous implement of any type while at work. An employee violating this policy will be subject to disciplinary measures, including possible dismissal.

Effective 9/1/2009

WORK SCHEDULE / WORK WEEK

Work schedules are defined in the employee's "Work Schedule" form. Employees should be at their assigned work area ready for work, on time. This agency's main center hours of operation are from 8:00 A.M. until 4:00 P.M., Monday through Friday. The CLAs and some CLS sites operate 24 hours a day, 365 days per year. Employees are expected to comply with their work schedule unless otherwise specified in their "Work Schedule" form or by their supervisor. Part time employees may be required to work beyond the designated work schedule up to a weekly average of thirty-nine (39) hours in order to adequately fulfill their duties. Any employee finding that they are unable to report to work on time or are unable to report to work for a full day must inform their supervisor at a minimum of 15 minutes of the beginning of their scheduled work time. Good and sufficient reason must be provided for any tardiness or absence. Since budgetary constraints are usually not adequate enough to routinely cover overtime costs for FLSA nonexempt employees, these employees should attempt to shorten their workday or adjust their work schedule within the workweek in order to avoid the accumulation of overtime. FLSA exempt employees will be given compensatory time for approved overtime only on a need indicated basis for unusual circumstances.

The normal workweek consists of a forty-hour work period over a seven-day week completed according to the specified work schedule. Employees' scheduled work hours will be given to them by their supervisor. An employee will be notified promptly whenever a change is necessary. Unless otherwise provided for specific situations in writing, the workweek for all employees begins on Sunday morning at 12:01 A.M. and ends on the following Saturday night at 12:00 P.M. midnight.

Absence or Lateness

From time to time, it may be necessary for an employee to be absent from work. This agency is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside of work hours may arise. Sick and personal leave have been provided for this purpose. If an employee is unable to report to work, or if an employee will arrive late, please contact the supervisor immediately. Employees should give their supervisor as much time as possible to arrange for someone else to cover their position until they arrive. If an employee knows in advance that they will need to be absent, they are required to request this time off directly from their supervisor. The employee's supervisor will determine when will be the most suitable time for them to be absent from their work. When an employee calls in to inform of an unexpected absence or late arrival, they should ask for their supervisor directly. For late arrivals, employees should indicate when they expect to arrive for work. Notifying the Administrative Assistant or a fellow employee is not sufficient. If an employee is unable to call in themselves because of an illness, emergency or for some other reason, they should be sure to have someone call and speak to the appropriate individual on their behalf. If the supervisor is not available when the employee calls, they may leave the information with another appropriate administrative staff person. Absence from work for three (3) consecutive days without notifying the employee's supervisor or the appropriate administrative person will be considered a voluntary resignation.

Attendance

Employees are expected to be at their assigned workstation and ready to work at the beginning of their scheduled work hours, and employees are expected to remain at their workstation until the end of their scheduled work hours, except for times their supervisor approves otherwise. When an employee's work takes them away from their workstation, they must let their supervisor know where they are going and how long they expect to be gone. Be aware that excessive time off could lead to disciplinary action.

Excessive Absenteeism

Employees should be aware that excessive absenteeism might lead to disciplinary action, including possible dismissal. Each employee's attendance record will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, pay for performance increases, etc.

Excessive Tardiness

Tardiness or leaving early is as detrimental to the program as excessive absences. A tardiness pattern carries the same weight as an excessive absence pattern. As provided by FLSA, this agency records nonexempt employee's starting and stopping time minute for minute. A nonexempt employee is considered tardy when they have arrived more than 10 minutes late for work. Tardiness which occurs five (5) or more times within any given three-month period of time is considered to be excessive. Other factors, like the degree of lateness, may be considered. Employees should be aware that excessive tardiness or leaving early might lead to disciplinary action, including possible dismissal. A record of tardiness and the reason is maintained by the business office. Adherence to the work schedule in terms of tardiness or leaving early will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, pay for performance increases, etc.

- * No employee shall be eligible for any pay for performance increase that has exhibited a record of excessive tardiness during a performance management review period.
- * Employees may have their paycheck docked for the amount time that they are tardy.

Effective 4/26/2011

WORKERS' COMPENSATION

Federal law ("OSHA") requires that we keep records of all illnesses and accidents which occur during the workday. The state workers' compensation laws also require that you report any illness or injury on the job, no matter how slight. If an employee hurts him or herself or becomes ill, please contact the supervisor for assistance. If an employee fails to report an injury, that employee may jeopardize their right to collect workers' compensation payments as well as health benefits. OSHA also provides for everyone's right to know about any health hazards, which might be present on the job. Should an employee have any questions or concerns, they should contact their supervisor or the executive director for more information. We have made arrangements with local medical resources to provide medical treatment for workers' compensation purposes. These resources are posted throughout ALL of our facilities. Employees must utilize a posted facility to obtain appropriate coverage. All claims are handled by the business manager and must be communicated through that individual. Experience has shown that one of our greatest risks for workers' compensation claims has been back injury due to incorrect lifting. Therefore, all employees should use proper lifting techniques. Failure to follow this required procedure may result in adverse action up to and including possible dismissal. A copy of the Georgia State Board of Workers' Compensation Employee Handbook is included as an appendix to this handbook. Please carefully review this appendix for more specific information regarding your rights, responsibilities, additional questions and answers, medical benefit questions, disability benefit questions, questions about specific injuries, and questions regarding time limits/filing claims.

Effective 9/1/2009

SECTION 3

INFORMATION APPLICABLE TO FULL TIME EMPLOYEES

**(THE SUBSEQUENT ITEMS IN THIS SECTION ARE LISTED IN ALPHABETICAL ORDER AND ARE NOT NECESSARILY
IN ORDER OF IMPORTANCE)**

BENEFITS ELIGIBILITY

If you are a full-time employee (an employee who regularly works a permanently scheduled workweek of 40 or more hours) you will enjoy all of the benefits described in this section as soon as you meet the eligibility requirements for each particular benefit. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.

Effective 9/1/2009

COBRA

In the event that you leave this agency as an employee, you should request from the business office information on how you can continue any insurance coverage or any other benefits if applicable that you currently enjoy as an employee who is eligible for continuation.

Effective 9/1/2009

DENTAL INSURANCE

This agency offers group dental insurance for those eligible full-time employees who desire coverage for themselves and/or their families. The cost of the premium is paid by the employee and is divided between two monthly paychecks. The premium is deducted on a pre-tax basis for additional savings. This agency carefully reviews the dental coverage and plans available. We select the plan we feel provides the best coverage for the most economical cost for our employees. Refer to the literature provided by our dental insurance company for details on dental coverage. Employees are eligible to enroll in the plan upon the start of employment, during the open enrollment period each year or upon the occurrence of a qualifying event. The business office should be contacted for further information.

Effective 9/1/2009

DISABILITY- LONG TERM

If an eligible employee becomes disabled and unable to work for a prolonged period of time, benefits may be available under our long-term disability plan. This plan is intended to provide salary continuation paid at a percentage of the employee's base salary. Medical documentation, to the satisfaction of the insurance company may be required for all periods of time during which long-term disability benefits are requested.

Effective 9/1/2009

HEALTH INSURANCE

This agency is interested in the health and well being of its employees. A comprehensive health insurance program is available for full time employees. We provide group insurance underwritten by a recognized insurance carrier. The health care plan coverage is available to full time employees at beginning of the first of the month following sixty days of employment. Quotes are solicited each year in order to obtain the best possible coverage at the most economical rate. The options available depend upon the response to the coverage quotations that are received. This agency pays a portion of the premium depending upon the fiscal resources available. The portion of the premium costing employees is divided between two paychecks monthly and is deducted from pay on a pre-tax basis in order to realize additional savings. Employees are eligible to enroll in the plan upon the start of employment, during the open enrollment period each year or upon the occurrence of a qualifying event. The business office should be contacted for further information. Employees typically choose their options during the open enrollment period each year. The option chosen by the employee is irrevocable until the next open enrollment becomes available. A more detailed description is provided in separate health care plan handouts. In the event of an employee's termination of employment or loss of eligibility to remain covered under our group health insurance program, employees and their eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at their own expense as required by COBRA. Consult the business office for further details.

Effective 9/1/2009

HOLIDAYS – PAID TIME OFF

This agency creates a holiday schedule each year and distributes to staff.

Eligibility for Holidays

1. Only full-time employees are eligible for paid time off for holidays if their position does not require them to be at work on the holiday. Part time employees are not eligible for paid time off for holidays.
 - 1.1. In order to qualify for paid time off for holidays, the full-time employee must be in pay status the scheduled workday immediately before and after the day the holiday is observed.
 - 1.2. A full-time employee who terminates before observance of a holiday has not earned that holiday and is not eligible for payment for any holiday that has not been observed.
 - 1.3. Only excused absences or approved leave will be considered exceptions to this policy. Individuals who are on an unpaid leave of absence are not eligible to receive holiday leave.
2. For individuals not scheduled to work on weekends, if a holiday falls on a Saturday, paid time off will usually be observed on the preceding Friday; if a holiday falls on a Sunday, paid time off will usually be observed on the following Monday. The Executive Director will determine and establish the actual day for paid time off in these instances.
3. Holidays are not accumulated until they are observed.
4. An employee is not entitled to either holiday pay or paid holiday time off if the employee is scheduled or requested to work during a holiday and the employee refuses to do so.

Holiday Pay

1. Full time employees whose work schedule requires them to be at work on a holiday are not entitled to paid time off but are entitled to eight hours of holiday pay.
2. Part time employees whose work schedule requires them to work at any time during the 24-hour period of five designated holidays (12:01 a.m. until 11:59 p.m.) are entitled to one and one-half times ($1\frac{1}{2}$) their normal hourly pay rate for the amount of time worked during that period. These holidays are determined each year and distributed to staff.

Other Holiday Procedures

1. An employee will automatically be placed on unauthorized leave without pay if they fail to report to work on a holiday when they are required to work unless:
 - 1.1. The employee obtains prior supervisory approval AND
 - 1.2. If an employee requests absence due to illness, the employee provides a physician's excuse to verify illness upon return to work.
 - 1.3. Failure to obtain prior supervisory approval and provide a physician's excuse for illness may also result in disciplinary action up to and including dismissal.
2. Employees will be notified as practicable in the event that any holidays or other days are observed otherwise.
3. Holidays are not considered a day worked for purposes of calculating overtime unless work is actually performed.
4. It should be noted that holidays might be changed for other administrative purposes with or without notice.
5. Employees may take time off to observe personal religious holidays if they have an adequate annual or personal leave balance, for this purpose, otherwise the time off is without pay. Employees must notify their supervisor at least ten business days in advance for this purpose.

LEAVE - PTO

This agency provides a generous leave schedule, which we believe, is important to all full-time employees. The use of any leave is discretionary, except as may be required by law, and is always contingent upon prior appropriate supervisory or administrative approval. The supervisor must always give primary consideration to the needs of individuals first and other factors such as program coverage, workloads, deadlines, priorities and leave requested by others prior to approving leave. It is the responsibility of the employee to plan the use of leave well in advance and to notify their supervisor as soon as possible to assure uninterrupted services and workflow while the employee is away. Paid time off is not accrued by part time employees. Paid Time Off must be requested in advance and submitted in Netchex. An employee may use Paid Time Off for illnesses, vacations or any other time off for personal business. Requests are granted upon approval of the supervisor and subject to the need for program coverage. Requests may be withdrawn for approval due to any changes in circumstances that may require or necessitate an employee to be at work such as a need for coverage, etc. Employees must acknowledge that they should not make any reservations, buy plane tickets, etc. prior to obtaining approval or do so at their own risk. Employees should request PTO in Netchex and also have a conversation with their supervisor about needing the time off.

Effective 9/1/2009

LEAVE - DONATED

A leave donation program has been established to permit employees to assist other employees within this agency who will be absent from work for an extended period due to a serious catastrophic personal illness or disability or the illness or disability of a qualifying family member. Eligible full-time employees (recipients) may request that other full-time employees (donors) donate their annual, sick or personal leave for use by the recipient as sick leave. The donation of leave is voluntary and may only be credited to full time employees who are eligible to accumulate leave. Employees must request and be approved for appropriate leave during the extended absence in order to be considered for participation in the leave donation program. All types of donated leave (annual, personal and sick leave) may be credited to a recipient's Paid Time Off balance. Donated leave may only be used by recipients for absences that qualify for sick leave. The identity of donors is confidential and will not be provided by individuals administering the donation process to the recipient or to any other individual unless necessary to administer the donation or required by law.

Eligible Recipients for Donated Leave

All criteria listed below must be met for an employee to be eligible to solicit and use leave donations.

1. The employee must be a full-time employee entitled to earn and use leave.
2. The employee must have been continuously employed by this agency in position entitled to earn and use leave for at least twelve (12) months immediately preceding the request to solicit leave donations.
3. The employee must either be in pay status or on approved leave without pay in order to solicit leave donations.
4. In order to use leave donations, the employee must have exhausted all annual, personal, sick and forfeited leave and all available compensatory time.
5. The employee can ONLY use donated leave while absent for the specific Paid Time Off purpose for which the donations were solicited (i.e., due to personal illness or disability or for the necessary care due to the illness or disability of a spouse, child, parent, brother, sister or any other appropriate person residing in the employee's household).
6. The employee is NOT eligible to solicit or use leave donations if the employee was undergoing disciplinary or other corrective action for leave abuse or misuse in the twelve (12) month period preceding the request.
7. The employee is NOT eligible to solicit or use leave donations for an absence due to a job-related injury or illness for which Workers' Compensation benefits may be received or a disability incurred while committing a felony or assault.
8. The employee CANNOT solicit leave donations after returning to work in order to retroactively cover a period of absence. Due to the nature of intermittent leave, leave donations are also not appropriate to cover intermittent absences from work.

Eligible Donors

Donors must meet all criteria listed below in order to be eligible to donate leave to an employee.

1. The donor must be an agency employee.
2. The donor must have been continuously employed for at least twelve (12) months by this agency in a position entitled to earn and use leave.
3. The donor must have a balance of at least forty (40) hours of Paid Time Off after donation, if donating Paid Time Off.
4. The donor must have a balance of at least forty (40) hours of Paid Time Off after donation, if donating sick leave.

Requests and Solicitations for Donated Leave

1. An eligible employee may request to solicit leave donations at any time that they determine the need exists prior to the anticipation of being on leave without pay due to a serious catastrophic personal illness or disability or the illness or disability of a qualifying family member.
2. A request must be submitted to the Executive Director by the employee (or the employee's designee if the employee is unable to personally submit the request).
 - 2.1. The request must describe the reason for soliciting donated leave.
 - 2.2. A medical statement supporting the need for absence may be required with the request.
3. The Executive Director will review the request with the executive director for approval. Approval of a request to solicit leave donations is at the discretion of the executive director. When reviewing the request, consideration will be given to:
 - 3.1. Reason for absence and request;
 - 3.2. Employee's years of service;
 - 3.3. Employee's documented performance, behavior and attendance records; and,
 - 3.4. Needs of the organization.
4. If the request to solicit leave donations is determined inappropriate, the Associate Executive Director will notify the employee of the denial.
5. If the request is determined appropriate, the Associate Executive Director will post or circulate a solicitation to include the name of the individual for whom the request is being made, the reason the leave donation is requested and the deadline to receive leave donations. The Associate Executive Director is responsible for receiving leave donations.
6. The maximum amount of leave donation hours that an employee may receive shall be no more than the total amount of hours necessary to cover work time:
 - 6.1. Beginning with the start of the employee being placed on leave without pay due to the exhaustion of all available leave and
 - 6.2. Ending when the employee becomes eligible and has coverage under long-term disability.
7. Multiple donations may be permitted for the same recipient; however, no recipient will be credited with more than 1,040 hours of donated leave in any consecutive two (2) calendar year period.

Making Donations

1. Leave can be donated only in response to a specific solicitation.
2. Leave donations must be made in whole eight (8) hour increments.
3. A donor can donate any amount of personal leave.
4. A donor can donate any amount of Paid Time Off, as long as the donor has at least 40 hours of Paid Time Off after donation.
5. A donor can donate up to 120 hours of Paid Time Off in a calendar year, as long as the donor has at least 40 hours of Paid Time Off after donation.
6. A donation cannot be made from a forfeited leave balance.
7. No exceptions to the leave donation limits are made for employees who are leaving employment and wish to donate Paid Time Off that would otherwise be lost. Departing employees may only donate up to a maximum of 120 hours of Paid Time Off in a calendar year, and a balance of 40 hours of Paid Time Off must remain after donation.
8. A donor must complete a LEAVE DONATION AUTHORIZATION Form to:
 - 8.1. Authorize the deduction of leave from an accrued balance;
 - 8.2. Identify the recipient; and,
 - 8.3. Specify the type and amount of leave to be donated.
9. This completed form must be submitted to the administrative staff that maintains leave records. They will:

- 9.1. Certify the donor's leave balance(s);
- 9.2. Make appropriate adjustments to the donor and recipient's leave balance(s) on the leave record.

Crediting Donated Leave

1. All types of leave donations, up to the maximum total; will be credited only as Paid Time Off to a recipient in the order received, and on an as-needed basis.
2. Donations received after the maximum has been reached or after the posted deadline will not be accepted and will be returned to the appropriate donor(s).
3. While using donated leave, the recipient will accrue annual and Paid Time Off if in pay status for the required number of hours in a pay period. This newly accrued leave must be used prior to continuing to use donated leave.
4. The recipient will be advised in writing of the amount of leave donated.
5. Leave donated in excess of what is needed by the recipient will be returned to the donor(s). Once a recipient has returned to duty, no previously donated leave may be retained for the recipient's use.

Return to Work from Donated Leave

1. If an employee was receiving donated leave due to personal illness or disability, the employee may be required to submit a return-to work statement from the attending health care provider prior to returning to work.
2. This statement must certify that the essential functions of the position can be performed with or without reasonable accommodation.
3. Employees who do not provide a "required" statement may possibly not be allowed to return to work.

Prohibited Activity Regarding Donated Leave

1. No employee will threaten, coerce or attempt to threaten or coerce another employee for the purpose of interfering with rights involving the donation, receipt or use of leave. Such prohibited acts will include, but not be limited to, promising to confer or conferring a benefit such as appointment, promotion or salary increase, or making a threat to engage in, or engaging in an act of retaliation against an employee for any reason.
2. Any employee who violates this section will be subject to disciplinary action up to and including dismissal.

Effective 9/1/2009

LEAVE – FUNERAL (BEREAVEMENT)

Funeral (bereavement) leave may be taken by employees for up to five (5) days (from Paid Time Off balance) to attend the funeral and take care of personal matters related to the death of a member of an employee's immediate family provided such use results in employee still having a minimum balance of forty (40) hours or more of Paid Time Off AFTER such use.

- * IMMEDIATE FAMILY MEMBER for purposes of regular bereavement leave is defined as employee's spouse, child, parent, brother, sister or person who resides in employee's household.

Funeral (Bereavement) leave may be taken by employees for up to three (3) days (from Paid Time Off balance) to attend the funeral and take care of personal matters related to the death of a member of an employee's extended family provided such use results in employee still having a minimum balance of forty (40) hours or more of Paid Time Off AFTER such use.

- * EXPANDED FAMILY MEMBER DEFINITION to also include immediate family plus employee's parent, employee's sibling or employee's child who does not reside in employee's household, grandparent, spouse's parent, spouse's grandparent, spouse's sibling, employee's aunt, or employee's uncle.

With supervisor's approval, employees may take up to one full day without pay to attend funerals of other relatives and friends or if you prefer, when approved by your supervisor, unused personal leave or Paid Time Off may be used for this purpose. The use of Paid Time Off for funerals or bereavement may not be retroactive, postponed or split.

Effective 9/1/2009

LEAVE – SICK (PTO)

Paid Time Off provides time off with pay for periods of illness or incapacity resulting from injury. If another person can attend to the needs of an ill family member, the employee is expected to fulfill their duties as an employee first.

Appropriate Use of Paid Time Off Defined

- * APPROPRIATE USE OF PAID TIME OFF includes employee's personal illness, hospitalization, dental treatment or medical care, visiting doctors, dentists or other practitioners in their offices, routine dental and medical care of employee's immediate family member, absences due to illness, accident or death in the employee's immediate family, or tending to a serious illness suffered by a member of the employee's immediate family.
- * IMMEDIATE FAMILY MEMBER for purposes of use of Paid Time Off is defined as employee's spouse, child, parent, brother, sister or any other person who resides in employee's household and is recognized by law as a legal dependent of the employee.
- * EXPANDED USE of Paid Time Off for immediate family purposes may be expanded provided:
 1. Such use results in employee still having a minimum balance of one hundred and twenty (120) hours or more of Paid Time Off AFTER such use.
 2. EXPANDED FAMILY MEMBER DEFINITION to also include immediate family plus employee's parent or employee's child who does not reside in employee's household.

Accumulation of Sick Leave

- * Employees accumulate 10 hours per month regardless of number of years of service.
- * Maximum accrual cap for Paid Time Off is 720 hours (90 workdays). Accrued Paid Time Off over this amount is forfeited as it is accumulated. Forfeited Paid Time Off may be restored in cases of serious health condition or circumstance at the discretion of the executive director. Employees are not entitled to benefit from or be compensated for forfeited Paid Time Off upon termination of employment.
- * All accrued Paid Time Off is **forfeited and divested** at the time an employee is separated from employment. Employees are not entitled to benefit from or be compensated for forfeited Paid Time Off upon termination of employment.

Reporting Sick Leave

Each employee is personally responsible for notifying their supervisor at the beginning of each workday when illness prevents their attendance at work. Employees at the main center may satisfy this requirement by using the voicemail system.

Misuse of Sick Leave

Misuse of Paid Time Off is defined as excessive or chronic absenteeism. This may be indicated by a failure to accumulate a minimum Paid Time Off balance of forty (40) hours or more during an annual work evaluation period, frequent absences on Mondays or Fridays or failure or refusal to provide a physician's certification when requested.

Medical Documentation Required for Use of Sick Leave

A physician's certification for the use of Paid Time Off may be required at any time particularly when in the opinion of employee's supervisor or other authorized administrative staff member that employee has misused or abused sick leave. When an extended length of absence due to illness is required, supervisors must be kept advised if the absence is expected to continue for a period longer than originally anticipated.

- * A doctor's statement may be required to support a Paid Time Off request at any time particularly if the employee is absent because of illness for three (3) or more successive

days.

- * If an employee is absent five (5) or more days because of illness, they may be required to provide written documentation from a doctor that they are able to resume normal work duties before they will be allowed to return to work.
- * The employee will be responsible for any charges made by their doctor for this documentation.
- * In the event of an illness or injury covered by workers' compensation or for reasons covered by the Family and Medical and Leave Act, this Paid Time Off policy may not apply, but will defer to any statutory requirements as applicable or appropriate.

Consequences for Misuse of Sick Leave

Employees must be aware that excessive absenteeism may lead to disciplinary action up to and including possible dismissal. An employee's attendance record will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, pay for performance increases, etc. Once an employee has used all of their earned sick leave, the time will be counted against their earned Paid Time Off time. Thereafter, unless specifically excepted, any time off will be without pay.

Effective 9/1/2009

LEAVE – PERSONAL (PTO)

Personal leave is provided to encourage employees to accumulate an adequate Paid Time Off balance beyond what is minimally acceptable and to allow for the use of leave beyond the provisions of sick and Paid Time Off for employees who judiciously use their leave. Employees who are taking a disability leave of absence or who are going on an unpaid required military leave of absence may apply their personal leave at the time the leave commences if they wish. Personal leave does not apply if personal leave is requested as a result of self-inflicted injury, illegal substance abuse or alcohol abuse, or illness or injury incurred while in the act of committing a felony. In the event of an illness or injury that is covered by workers' compensation insurance, this personal leave policy will not apply.

Requesting Use of Personal Leave

- * Requests for personal leave are granted upon prior approval of the supervisor and subject to the need for program coverage.
- * Personal leave requests should be made in no less than 8-hour increments.
- * Normally, employees must give a minimum of 24-hour advance notice of any request to use personal leave.

Appropriate Use of Personal Leave

- * The purpose and use of personal leave time may be used to accomplish personal business that cannot be accomplished during time other than the normal working hours.
- * However, employees may elect to use personal leave for any reason as long as the request is made in advance and submitted in writing on the leave request form.
- * Personal leave also provides some flexibility for employees for diverse cultural or religious needs not provided in the traditional holiday schedule.

Effective 9/1/2009

LEAVE OF ABSENCE - INSURANCE PREMIUM PAYMENT

This agency will continue to pay its share of health insurance premiums for employee coverage as required by FMLA, USERRA, and for applicable state law based on the length of the leave and subject to the terms, conditions and limitations of the applicable insurance plan. While an employee is on any other type of unpaid leave of absence, they will be responsible for paying the total premiums for their coverage while on leave. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow the coverage to be reinstated.

Effective 9/1/2009

LIFE INSURANCE, GROUP TERM

Regular full-time employees are covered by group life insurance. This agency provides the group term life insurance coverage at no cost to the employee as long as financial resources allow. The amount of coverage is dependent upon the employee's annual salary. This insurance is payable in the event of an employee's death from any cause, at any time or place, while they are insured. Employees should consult with the business office for specific information regarding coverage amount. Payment will be made to a beneficiary, as designated by the employee.

Effective 9/1/2009

TERMINAL LEAVE

Terminal leave is accrued Paid Time Off for which payment is due to an employee or employee's estate upon separation from employment including death, retirement, resignation, or dismissal. Generally, accrued terminal leave will be paid at the end of the pay period following the effective date of termination unless otherwise prohibited by budgetary constraint. The maximum amount of terminal leave for which an employee may receive pay is 45 days or the cap allowed in the PTO policy. Employees who are dismissed after committing a criminal offense against this agency, or for other gross violations of policy and procedure, may not receive pay for their accrued Paid Time Off. The payment is always up to the discretion of the executive director.

Effective 9/1/2009

APPENDIX A

GEORGIA STATE BOARD OF WORKERS' COMPENSATION