

Community Connections provides individualized customer guided supports that encourage independence, community belonging and quality of life



PERSONNEL POLICIES & PROCEDURES

Revised January 2012

COMMUNITY CONNECTIONS PERSONNEL POLICIES AND PROCEDURES Introduction

The following are general operating policies and procedures that apply to all personnel. The purpose of these policies and procedures is to contribute to fair and uniform treatment of all employees. They are not a substitute for good judgment and discretion and do not set forth resolutions to all conceivable personnel situations. Ultimately, all personnel decisions must be based on the particular facts and circumstances of the individual case. Therefore, these policies and procedures are not intended to serve as a contract of employment or as the basis for any sort of agreement with employees. Rather, Community Connections reserves the right to revise these policies and procedures from time to time and to take any action deemed to be in the best interest of the agency. Based on Alaska State Law, Community Connections is an at-will agency. As such, the employee and Community Connections enter into an employment relationship based on mutual consent and either may terminate the employment relationship at any time, with or without reason. All personnel shall review a copy of these policies and procedures at the time of hire and of any revisions thereafter. Policy manuals will be available for reference at any time. Current copies will be placed at each Community Connections office site and on the company web site at www.comconnections.org.

Community Connections, at its discretion may change, delete, suspend or discontinue any part or parts of the policies and procedures in this manual at any time without prior notice. Any such action will apply to existing as well as future employees. No statement of promise by a supervisor or manager may be interpreted as a change in policy nor will it constitute an agreement with an employee contrary to any policy specified in this manual. Future updates will be mailed to employees and posted on the company web site @ www.comconnections.org. It is the employee's responsibility to read these updates and seek clarification from their supervisor as appropriate. Your consent is understood.

The format of this manual is as follows:

Purpose Describes:

- Why the organization has this policy

Policy Describes:

- What the "rules" are
- How employees are expected to act under certain conditions

Procedure Describes:

- How policy is implemented
- Where they must go to get particular kinds of information
- What the timelines are for prescribed events

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06/04 revised
01/09 revised
02/11 revised

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1. EMPLOYMENT

A. *Definitions of Employment*

Purpose:

To provide uniformity and equity in applying personnel policies and procedures.

Policy:

The organization maintains standard definitions of employment status and classifies employees for purposes of personnel administration and related payroll transactions according to the following definitions:

Definitions:

Exempt. Employees whose positions meet certain tests established by the Fair Labor Standards Act (FLSA) and state law and who are exempt from overtime pay requirements.

Non-exempt. Employees whose positions do not meet FLSA exemption tests and who are eligible for overtime pay, as required by federal and state law.

Full Time: Employees scheduled to work 30 hours or more per week, as averaged over a month. This is calculated on a monthly basis by considering the number of work days (Mondays through Fridays) in the month and multiplying that by 6 hours. For the first month of work and last month of work, this calculation is based upon the number of work days through the date of hire/termination.

Part Time: Employees scheduled to work less than 30 hours per week or scheduled to work seasonally.

Probationary: Employees who have not completed the probationary period of employment.

Regular: Employees who have satisfactorily completed the probationary period of employment.

Fully Benefited: Employees eligible to receive all benefits, as long as they meet the hourly working requirements of those benefits. The job titles associated with fully benefited include all except CDPCA, Chore, Respite and Supported Living Staff.

Partially Benefited: Employees not eligible to receive health, dental and life insurance, paid leave, jury duty pay, health improvement plan and holiday pay. This class of employees is eligible to receive all other benefits to the extent they meet the hourly working requirements of those benefits. The job titles associated with partially benefited include CDPCA, Chore, Respite and Supported Living Staff. With the approval of the employee and the employer, a partially benefited staff may work intermittently in a job typically classified as fully benefited and still remain in the partially benefited class of employees.

10/5/99 Developed
06/04 revised
01/09 revised

1. EMPLOYMENT

B. *Job Descriptions and Performance Standards*

Purpose:

To provide clear expectations for staff performance.

Policy:

Job descriptions and performance standards shall be maintained for all positions. They will reflect minimum qualifications, supervisor and position(s) supervised. Job descriptions and performance standards shall be available for review by anyone.

Procedure:

Job descriptions and performance standards will be reviewed and revised as appropriate.

10/5/99 Developed
06/04 revised
01/09 reviewed

1. EMPLOYMENT

C. Equal Employment Opportunity

Purpose:

To maintain an employment environment free from illegal discrimination.

Policy:

No person shall be discriminated against in any employment practice because of race, color, national origin, religion, sex, marital status, pregnancy, parenthood, age, veteran status, sexual orientation or disability.

Reference:

Section 503 and 504 Rehabilitation Act of 1973 as amended
38 U.S.C. 4212 Viet Nam Veteran Readjustment Assessment Act
Title VII Civil Rights Act of 1964
Americans with Disabilities Act, 1990, as amended.

10/5/99 Developed
06/04 revised
01/09 reviewed

1. EMPLOYMENT

D. Background Checks and Exclusionary Screening

Purpose:

To meet state and federal requirements and ensure customer safety and peace of mind.

Policy:

Background Checks and Federal Medicaid Exclusionary Screening shall be conducted on all Community Connections employees.

Procedure:

The State of Alaska Background Check Unit (BCU) provides centralized background check support for programs that provide for the health, safety, and welfare of persons who are served by the programs administered by the Department of Health and Social Services (DH&SS) and subject to the statutory requirements of: [AS 47.05.300–47.05.390](#). As such, no employee may provide independent direct care to a customer until they have received a provisional clearance from the BCU.

Community Connections submits the provisional request and fingerprints the employee on their date of hire. It typically takes the State approximately 2-5 days to return a provisional clearance to Community Connections. Upon a positive provisional clearance Community Connections will notify the employee and schedule work as appropriate. The cost of fingerprints and other background check procedures will be paid for by Community Connections.

In the event the State finds, through provisional clearance or FBI fingerprinting background check, that an employee has committed a “barrier crime”, the employee is immediately barred from working directly with customers and may be terminated.

Community Connections will check the Federal Database for Healthcare Exclusions on the date of hire and periodically throughout employment. Should an employee be excluded from participation in a federal or state healthcare program, it may be immediate grounds for termination.

Definitions:

Barrier Crimes: Crimes that would exclude an individual from employment as required by the State of Alaska Department of Health and Social Services

Exclusion: For many years the Congress of the United States has worked diligently to protect the health and welfare of the nation's elderly and poor by implementing legislation to prevent certain individuals and businesses from participating in Federally-funded health care programs. The OIG, under this Congressional mandate, established a program to exclude individuals and entities affected by these various legal authorities, contained in sections 1128 and 1156 of the Social Security Act, and maintains a list of all currently excluded parties called the List of Excluded Individuals/Entities. Bases for exclusion include convictions for program-related fraud and patient abuse, licensing board actions and default on Health Education Assistance Loans.

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01/09 revised
02/11 revised

2. EMPLOYMENT CONTRACT

A. Initial Contract and Changes to Contract

Purpose:

To document agreed upon expectations between employees and supervisors and inform the payroll office regarding rate of pay, exempt status, employee classification (fully or partially benefited) and full time or part time status.

Policy:

There shall be an employment contract between Community Connections and employee that reflects employment status and wage. The contract shall commence on the date of hire and be revised whenever status or wage changes occur.

Procedure:

All contract and contract change terms will be documented on the contract form, signed by both the employee and the supervisor, except in instances of step increases which require only a supervisor's signature. When contract changes happen and an employee signature is unable to be obtained, before the change occurs, the supervisor will clearly document communications with the employee about the contract change and the employee shall sign the contract as soon as practical.

The original of the contract and all subsequent contract changes will reside in the employee's personnel file with a copy kept in payroll records and a copy for the employee.

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01/09 revised

3. CONFLICT OF INTEREST

A. Personal Relationships Between Employees

Purpose:

To protect the integrity of agency information, services and employee efforts, prevent supervisory and morale problems and to reduce the risk of litigation.

Definitions:

- Supervisory Relationship includes primary supervision and all who have oversight and evaluative input.
- A family member is defined as current spouse, children, parents, grandparents, brothers, sisters and in-laws and includes "step" relationships.
- A close personal relationship is defined as one involving a consensual romantic or sexual relationship.

Policy:

It is the policy of the agency that no supervisor will be involved in a close personal relationship with an employee who is a family member or with whom the supervisor has a close personal relationship. This policy applies to all employees without regard to gender or to the sexual orientation of the individuals involved. While all employees are expected to maintain professional relationships, those with supervisory responsibilities bear the responsibility of maintaining appropriate professional relationships with those they supervise, are in the best position to appreciate the effect of relationships prohibited by this policy on the agency, and are in the best position to avoid such relationships.

When a family relationship or close personal relationship is established after employment, it is the responsibility and obligation of the supervisor involved in the relationship to immediately disclose the existence of the relationship to their immediate supervisor and the Executive Director. The Executive Director will inform the other individual of the disclosure and may take steps to verify that a close personal relationship is mutually consensual. Failure of the supervisor involved in the relationship to immediately disclose the relationship may result in disciplinary action up to and including termination of employment.

The relationships described above are discouraged. When they occur,

- 1) either or both individuals will be transferred to another available position or
- 2) the supervisory and evaluation responsibilities will be reassigned or
- 3) either or both of the employees will be terminated as determined by the Executive Director to be in the best interest of the agency.

In any event, should the relationship adversely affect the job performance of either individuals, disciplinary action may be taken against the supervising employee, up to and including termination of employment.

Procedure:

When there is any question regarding this policy or what may define immediate family or a personal relationship, seek clarification from your supervisor.

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10/00 revised
01/09 revised

3. CONFLICT OF INTEREST

B. Outside Employment

Purpose:

To ensure that outside work does not adversely affect the reputation of the agency or employee's work with Community Connections' customers.

Policy:

Agency employees may receive compensation for outside activities as long as these activities are not incompatible or in conflict with their duties at Community Connections.

Definition:

Outside paid activities are incompatible with agency employment when:

1. They require time periods that interfere with the proper efficient discharge of the employees duties.
2. They entail compensation from an outside source for activities which are part of the employee's regular duties.
3. They involve using for private gain the agency's name, prestige, time, facilities, equipment, or supplies.
4. They in any way support a conflict of interest with the employee's Community Connections job responsibilities.

Procedure:

Prior to any outside work commencing, the employee will meet with their supervisor to discuss any concerns regarding potential outside employment, making sure to address items 1-4 above.

4. PERSONNEL FILES

A. Active and Inactive Files

Purpose:

To establish standards by which information contained in personnel records will be managed to achieve accuracy, privacy, and legal compliance.

Policy:

Both active and inactive files are considered confidential. Access is restricted to persons authorized by the Executive Director.

Procedure:

A. Active Files

Personnel records for current employees are confidential and shall be kept in a locked file in the immediate supervisor's office.

B. Inactive Files

Personnel records for former employees are confidential and shall be kept in locked business office files. Personnel records for employees terminated for cause will be kept indefinitely. Personnel records for other former employees may be destroyed after seven years.

C. Employee Review

Employees may review their personnel files twice a year under the direct supervision of their immediate supervisor. A request to review one's personnel file must be in writing. Copies of information in the file may be provided and will be paid for by staff making the request at a cost of 10 cents per copy.

11/16/99 Developed
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06/04 revised
01/09 reviewed

5. STAFF DEVELOPMENT

A. *General Agency and Program Specific Orientations*

Purpose:

To familiarize new employees with agency mission, core values, policies and procedures, and general practices within the agency and program they are hired.

Policy:

All new hires are required to attend the general agency orientation and program specific orientations. Orientation will be documented in the employee's personnel file.

Procedure:

Supervisors are responsible for completing the new hire checklist with new staff on the date of hire. All new staff will be signed up by business office staff for the next available general orientation session. The business office will notify supervisors when staff is signed up. All new staff are required to attend the general agency orientation at the soonest date it is offered. If there are extenuating circumstances and staff are unable to attend they must make other arrangements with their supervisor.

Supervisors are responsible for ensuring that their employees are notified and register for orientation within the required timeline.

Program Directors are responsible for developing the protocol for orientation to their specific program. Program orientation will include at a minimum:

1. Job descriptions, performance standards, and general expectations
2. Program mission, philosophy of services, etc.
3. Overview of services available within the program
4. Overview of performance review practices and timelines
5. Begin introductions to service partners within and outside the agency

Supervisors are responsible for ensuring that their employees receive orientation to the program within the first week of hire.

11/16/99 Developed
04/02 revised
01/09 revised

5. STAFF DEVELOPMENT

B. Training

Purpose:

To assist staff in gaining the knowledge and skills to meet initial and ongoing responsibilities of their job.

Policy:

Training will be arranged as needed and identified in the employee's development plan or according to program need.

Procedure:

All employees will be oriented and trained to their position. As training needs are identified, the supervisor will prepare a staff development plan. This plan will be reviewed and updated annually during the performance review.

Staff may be asked to sign a training agreement that outlines expectations agreed upon with their supervisor.

11/16/99 Developed
01/09 reviewed

5. STAFF DEVELOPMENT

C. *Performance Reviews*

Purpose:

To provide meaningful feedback to employees regarding their job performance.

Policy:

Performance reviews will be conducted regularly and will be documented in the employee's personnel file.

Procedure:

Performance reviews

- Will be conducted annually, with an initial six month review encouraged
- are based on up to date job descriptions
- include a staff pre-evaluation questionnaire
- include multi-level feedback (e.g. customers, peers, supervisor and staff) at least every 3 years or at supervisors discretion. Surveys will be discussed between supervisor and employee prior to the evaluation.
- include both a self-rating and supervisor rating
- include a conference between supervisor and staff being evaluated
- result in a staff development plan as appropriate

11/16/99 Developed
01/09 reviewed
1/12 revised

6. PROBATION

A. Terms of Probation

Purpose:

To provide a period during which both the employee and supervisor may evaluate the suitability of ongoing employment in terms of knowledge, skills, ability and interest.

Policy:

All positions shall have a probationary period of 6 months, unless otherwise documented at the time of employment. Additionally, an employee may be placed on probation as part of a disciplinary action. Termination may occur during the probationary period for any reason with or without cause.

Procedure:

Probation will be assumed to be completed after six months of employment in a particular position unless extended in writing by the supervisor.

If an employee moves from one position within the agency to another, they must complete a 6-month probationary period for the new position. The second probation will not affect benefits or ability to use accrued leave.

When an employee is placed on probation as part of a disciplinary action, the employee will be notified in writing by the supervisor.

The supervisor will notify the business office immediately upon extending or placing an employee on probation.

11/16/99 Developed
10/00 revised
04/02 revised
01/09 revised

7. WORK SCHEDULES

A. Required Work Hours

Purpose:

To provide customers, other agencies, peers, and supervisors with access to staff employed by the agency.

Policy:

Full-time, office based staff hours and days of work are during Community Connections stated office hours unless special arrangements are made with the immediate supervisor.

Direct Service staff will be scheduled to work based upon customer needs and as agreed to by the employee and supervisor.

Procedure:

If a flexible schedule is required for the specific position or due to personal circumstances of an in-office employee, they may discuss exceptions and an alternate plan with their supervisor. The supervisor's program director will meet with the Executive Director to discuss the potential modified work schedule.

7. WORK SCHEDULES

B. Required Documentation for Employees Working Directly with Customers

Purpose:

To maintain true and accurate records and meet State and Federal funding requirements.

Policy:

All staff will complete required documentation in a timely manner. Lack of clear and timely documentation may result in disciplinary action and/or termination.

Procedure:

Staff is required to complete documentation regarding work with customers (case notes, time sheets, etc.) on the day services are rendered. Documentation must be turned in to supervisors according to program guidelines.

8. PAYROLL

A. Wages

Purpose:

To provide fair and adequate compensation for employees.

Policy:

Community Connections will hire employees and provide pay increases at wages based upon the agency's wage scale.

Overtime: All non-exempt employees who work in excess of 8 hours a day or 40 hours a week will be paid at a rate equal to one and a half times the employee's regular rate of pay.

Customer cancelled shifts: The employee will record a minimum one hour of time on their timesheet, or the actual time spent engaging the customer, whichever is longer.

Procedure:

The agency's wage scale will be reviewed and updated regularly by the Executive Director. Considerations will include prevailing wages for specific positions and the program/agency financial health.

Overtime must be approved in advance by the employee's supervisor.

When an employee arrives at a scheduled time and place to begin their shift and the customer is unexpectedly unwilling or unable to participate, the employee will make reasonable attempts to engage the customer in services. "Reasonable attempts" will be defined by the individual supervisor and employee. In the event that the customer continues to be unable or unwilling to participate in services, staff may record a minimum one hour of time as a "customer cancelled shift."

Exempt employee's salary will be prorated for the number of days they have worked in a given period when they do not have enough paid leave to satisfy full time hours for the month. **Deductions from an exempt employee's salary will be made on a daily basis.**

11/16/99 Developed
04/02 revised
06/04 revised
01/09 revised
02/11 revised
05/11 revised procedure

8. PAYROLL

B. Timesheets

Purpose:

To accurately account for hours worked in order to fairly compensate employees for their time and track employee paid and unpaid leave balances.

Policy:

All employees are required to submit signed timesheets accurately recording the month's attendance. Time in and out should be reflected accurately to the quarter hour.

Procedure:

Timesheets are to be submitted on scheduled and published dates or at an earlier time as requested by the employee's supervisor. All time worked must be reflected on the timesheet to the closest quarter hour. The first 7 minutes are rounded down and the next 8 are rounded up. Supervisors are responsible for verifying timesheets for the business office.

11/16/99 Developed
01/09 revised
02/11 revised
05/11 revised procedure

8. PAYROLL

C. *Payroll Advances – Repealed (See notification sent to all employees effective May 1 about new payroll processing. Payroll advances will be allowed according to that notification.)*

11/16/99 Developed
10/00 revised
01/09 revised
05/11 repealed

8. PAYROLL

D. Payday

Purpose:

To inform employees regarding payment of their wages.

Policy:

Payday is on the 15th for the period worked 16th through 31st of the preceding month and the 30th for the period worked 1st through the 15th of the current month. When a payday falls on a weekend or holiday, the payday will be the working day just prior. Employees may choose to be paid either by direct deposit or paycheck. Employees electing direct deposit understand that their payment may not necessarily be deposited in bank accounts by the payday, due to electronic processing requirements.

Procedure:

Employees electing direct deposits will fill out appropriate paperwork.

Employees electing paychecks: For all Ketchikan based employees, paychecks will be available for pickup on payday between 9:00 a.m. and 5:00 p.m. After 5:00 p.m., checks will be mailed to the employee's mailing address on file. All out of Ketchikan based employees will receive their checks via mail. Any employee requested exceptions (e.g. check to be sent to an alternate address or picked up by someone other than the employee) must be made to the business office a minimum of two days prior to payday in writing or verbally as long as the business office confirms the employee's identity.

Any under or overpayment of hours worked or wages paid should be reported to the business office as soon as possible and will be corrected the next pay period.

11/16/99 Developed
10/00 revised
06/04 revised
01/09 revised
05/11 revised

9. WORK RELATED EXPENSES

A. Vehicle Mileage

Purpose:

To reimburse employees for work-related mileage expenses

Policy:

Reimbursement for approved work-related vehicle use will be based on mileage used. Mileage is computed for driving from the place of employment to and from any other place of employment. Mileage reimbursement rate is determined annually by the Executive Director.

Procedure:

Miles driven for work purposes must first be approved by the supervisor. Mileage requests must include information requested on the mileage reimbursement request form. They must be signed by the employee, and signed and coded by the program director or designated supervisor in order for reimbursement to occur. Mileage is paid monthly on the pay day. Reimbursement requests turned in on the last working day of the month will be processed for payment by the next payday (payroll schedule). Requests turned in later than that will be processed the following month.

11/16/99 Developed
10/00 revised
06/04 revised
01/09 revised

9. WORK RELATED EXPENSES

B. Travel Expenses

Purpose:

To reimburse employees for work-related travel expenses.

Policy:

All agency travel requires written pre-authorization by the program director or designee as documented on the travel authorization form. Trips outside the local area (Metlakatla, Prince of Wales, Wrangell, and Petersburg) must also be approved by the Executive Director. Employees must document their trip through receipts, boarding passes, and a final travel recap.

Procedure:

Employees submit a complete travel authorization form to the program director or designee that outlines anticipated expenses. If approved, a check will be distributed to the employee as a travel advance for anticipated expenses. Travel checks will include advance per diem if requested by the employee. Because per-diem is calculated at a flat rate by the business office it is unnecessary for employees to save receipts for meals. All travel advances are considered an advance on payroll until an employee has completed the travel and incurred the expenses.

The travel costs will be reconciled upon completion of the trip by submitting a travel recap within 7 days to the business office. Any expenses not incurred shall be reimbursed to the agency by the employee. Any unexpected expenses incurred by the employee will be reimbursed to employees when receipts are submitted with the travel recap form.

Travel recaps must include the following documentation:

1. Actual departure and return times (these may be different than times projected on travel requests)
2. Original boarding passes from all segments of travel must be attached to recaps
3. Documentation of actual days and amounts paid for lodging including receipts
4. Documentation backed up by original receipts for miscellaneous expenses such as rental car, cab fare, and airport ferry fee

Employees must sign recaps acknowledging that they accurately reflect travel expenses.

10/10/00 Developed
04/02 revised
01/09 revised

9. WORK RELATED EXPENSES

C. Miscellaneous Expenses

Purpose:

To reimburse employees for miscellaneous work-related expenses.

Policy:

All purchases to be reimbursed require pre-authorization by the program director or designee. Any purchases over \$1,000 must also have Executive Director approval. It is the responsibility of the employee to present receipts for any reimbursement. Employees will be responsible for payment of expenses not documented with receipts.

Procedure:

Employees must make a request to the program director or designee prior to making a purchase. If approved a complete, accurate check request form with supporting receipt(s) is signed and turned in to the program director. A reimbursement check will be distributed to the employee as payment for those expenses.

Requests for payment prior to purchase must be submitted on the "Request without Receipts" form and include a completed "Use of Funds Agreement."

Purchase of alcohol is not an allowable expense.

Requests for reimbursement on a timeline other than the typical one established by the business office are considered emergency checks. These are considered exceptions and must be approved by both the program director or designee and Executive Director.

10/10/00 Developed
01/09 revised
09/10 revised

9. Work Related Expenses

D. Cell Phone Reimbursements

Purpose:

To reimburse employees for the business use of their personal cell phones.

Policy:

In instances where the agency requires an employee to maintain a cell phone plan as a condition of employment or the agency recognizes the incidental business use of a personal cell phone, the employee will be reimbursed in part or full the costs of their monthly cell phone plan. Reimbursement amount will be at a level sufficient to meet the business purposes of the cell phone plan.

Procedure:

Employees required to have a cell phone as a condition of their employment or who have incidental business use will discuss the business related needs with their supervisor. A written cell phone reimbursement contract, signed by both the employee and program director and approved by the Executive Director will be completed. Cell phone reimbursement will be paid to the employee in their monthly paycheck.

The business office will develop guidelines for reimbursement rates. A review and update of these guidelines will occur annually.

10. EMPLOYEE BENEFITS

A. Health, Dental and Life Insurance

Purpose:

To provide a competitive benefit and promote the wellness of employees.

Policy:

Fully benefited, full-time staff will receive health, dental and life insurance benefits. Employees shall become eligible on the 1st of the month following 3 full time months of employment, two of which must be consecutive.

Staff who qualify for insurance through Community Connections but have proof of coverage through another source may waive health and/or dental coverage through Community Connections and receive a monthly cash payment (amount determined annually by Executive Director at insurance renewal time).

Definitions:

COBRA: According to Federal Laws, employees losing their health insurance coverage due to termination of employment or a reduction of their hours below the minimum required to be considered full time may elect to continue Community Connection's insurance and pay for health and/or dental coverage themselves.

Procedure:

The business office will provide employees with information about the above benefits and any changes as they occur.

Employees will be given an opportunity to change benefit plans, add dependants, or elect the cash payment option once per year during the open enrollment period and/or at any time their status changes. Examples of allowable status change include loss of other insurance, change of married status, birth, and adoption (allowable status changes are defined by the insurance carrier). For a full listing of allowable status changes, contact the business office.

When a full time, fully benefited employee falls below the minimum required hours to maintain their full time status, employees must take as much paid leave as they have available to make up full time hours. When utilization of an employee's paid leave balance does not bring their hours up to full time status, the employee will lose their benefits for the month or may elect to pay for them through COBRA. When an employee returns to full-time status, they will be eligible to reenroll in coverage according to the carrier's contract terms.

Note: This policy (10.A. Health, Dental and Life Insurance) does not apply to Partially Benefited Employees.

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10/00 revised
04/02 revised
06/04 revised
01/09 revised

10. EMPLOYEE BENEFITS

B. 401K

Purpose:

To provide employees the opportunity to invest in their retirement and to provide a competitive employment benefit

Policy:

The agency will maintain a 401K plan for employee retirement contributions. The company may match the employee contributions at a rate determined annually by the Executive Director.

Procedure:

Employees are eligible to participate in the 401K plan once they've completed 1 year of work and worked at least 1000 hours in the year.

Enrollment and changes to the 401K plan are made on a quarterly basis during the "open enrollment" period. All eligible and participating employees are notified quarterly about this period of time.

10. EMPLOYEE BENEFITS

C. Liability Insurance

Purpose:

To protect customers and staff in the event of an accident or lawsuit.

Policy:

Liability insurance shall be provided for all employees subject to the terms, conditions, and exclusions of the applicable policy.

Procedure:

Questions regarding the agencies liability insurance should be directed to the Executive Director.

11/16/99 Developed
06/04 revised

10. EMPLOYEE BENEFITS

D. Holidays

Purpose: To provide a competitive time-off benefit and to recognize traditional holidays.

Policy:

Fully Benefited, full-time employees are eligible for holiday pay at their regular hourly rate for 8 hours per holiday. Staff shall be paid for 11 holidays. These holidays include:

<u>Holiday</u>	<u>Date Observed</u>
New Year's Day	January 1
Martin Luther King Jr. Birthday	3 rd Monday in January
President's Day	3 rd Monday in February
Seward's Day	Last Monday in March
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Alaska Day	3 rd Monday in October
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

When any of these holidays fall on a Saturday or Sunday, they will be observed on the Friday preceding or Monday following the holiday.

OARS partially benefitted employees working full-time hours within the month of Thanksgiving and/or Christmas will receive holiday pay for those holidays.

Procedure:

Holiday pay will be at 8 hours for full time employees.

When an employee does not maintain their full-time status for any given month, they will not be eligible for holiday pay that month.

Note: This policy (10.D. Holidays) does not apply to Partially Benefited Employees with the exception noted above.

11/16/99 Developed
4/9/02 revised
06/04 revised
01/08 revised
01/09 revised
10/10 revised
02/11 revised

10. EMPLOYEE BENEFITS

E. Paid Personal Leave

Purpose:

To provide a traditional time-off benefit that will provide for a restful break in year-round routine and support the organization's goals in attracting and retaining quality employees.

Policy:

Fully Benefited, full-time employees are eligible for paid personal leave. This leave will accrue for every full time month worked at an hourly rate of 13.3 hours per month for the first year of employment and will be increased each year by .67 hours per month for every year thereafter to a maximum of 20 hours per month.

Paid leave will not accrue during the initial six-month probationary period. Upon completion of 6 months of full-time employment and changing from a probationary employee to a regular employee, accrued leave will be calculated retroactive to date of hire.

Staff may carry over 80 hours of accrued leave each calendar year. All other leave must be used or it will be lost unless otherwise requested by the supervisor in writing and approved by the Executive Director. With the Executive Director's approval, hourly employees may cash out up to 40 hours of paid leave. The Executive Director will factor in customer needs when making the decision to grant leave pay out. Paid Leave cash out will only be granted during the last month of the calendar year and only when an employee is carrying forward the 80 hours allowed.

Employees may elect to donate a portion of their paid leave time to another employee who is not working due to medical leave. This donation must be in writing and must have the approval of the Executive Director.

Hourly employees who provide their supervisor with a 14 calendar day notice prior to termination will be eligible to cash out accrued leave upon separation. Salaried employees who provide their supervisor with a 30 calendar day notice prior to termination will be eligible to cash out accrued leave upon separation. Leave may not be used to satisfy notice. If termination occurs prior to the completion of probation there is no leave to cash out.

The employee's immediate supervisor must approve all leave.

Paid leave has no monetary value unless and until it is used by the employee.

Procedure:

All leave must be pre-approved by the supervisor. Any leave of 3 days or greater must be pre-approved in writing by the employee's supervisor a minimum of two weeks prior to leave time. Leave will be granted on a "first come" basis.

In emergency situations and periods of illness, it is expected that employees will notify their supervisor as soon as they are aware that they must miss a scheduled shift for any reason.

Hourly employees will utilize their available paid leave at 8 hours a day for all days taken off scheduled work. Any exception to this will be considered leave without pay and must be pre-approved by the supervisor.

Maximum number of leave hours used in any payroll period will not exceed the total number of working hours in that pay period (based on a 40 hour work week), factoring out overtime hours worked.

Eligibility for accrued leave will be based on average hours worked each month. If an employee falls below the full time level, their accrued leave balance will be utilized to make them full time. When they do not have enough accrued leave balance to make them full time, the employee will be considered part time for the month and not accrue leave for that month. Employees will be notified by the business office when their hours fall below full time.

Employees wishing to donate hours to another employee out on medical leave may seek guidance from the business office. All donated leave must be approved by the Executive Director.

Employees who have worked 6 months and come off probation but have not worked full time hours for all 6 of those months, will be eligible to begin utilizing paid leave once their total cumulative worked hours equates to 6 months of full time hours.

A previously terminated employee, rehired within 3 months of their last working day, will be reinstated to paid leave at the accrual rate they had prior to their termination.

Upon termination, an hourly employee who has given more than two weeks notice and a salaried employee who has given more than thirty days notice, will be eligible to receive payment for their paid leave balance at their normal wage rate. Employees being terminated by Community Connections will also be eligible to receive pay for their paid leave balance as long as they were not terminated for cause.

Note: This policy (10.E. Paid Personal Leave) does not apply to Partially Benefited Employees.

11/16/99 Developed
10/00 revised
04/02 revised
06/04 revised
01/09 revised
03/10 revised
08/10 revised
05/11 revised procedure

10. EMPLOYEE BENEFITS

F. Jury Duty Pay

Purpose:

To allow employees to fulfill a civic duty without suffering loss of income.

Policy:

Fully benefited, full-time employees will receive wage payment for jury duty service during their regularly scheduled work hours.

Procedure:

Employees will immediately notify their supervisor of receipt of jury duty notice and will keep supervisor apprised of status.

If postponement is an option the employee will discuss the best alternative dates with their supervisor.

Jury duty compensation paid by the state will be surrendered to Community Connections.

Note: This policy (10.E. Jury Duty Pay) does not apply to Partially Benefited Employees.

10/10/00 Developed
04/02 revised
06/04 revised
01/09 revised

10. EMPLOYEE BENEFITS

G. *Personal leaves of Absence Without Pay*

Purpose:

To allow employees to receive extended time away from work.

Policy:

Leave without pay may be authorized for a length of time depending on the employee's position and program/agency status.

Procedure:

All unpaid leave must be pre-approved by the supervisor. Any unpaid leave of 3 days or greater must be pre-approved in writing by the employee's supervisor. In emergency situations, written requests will be made at the earliest possible time. Leave without pay in excess of two weeks duration must be approved in writing by the supervisor, program director and Executive Director.

The Board of Directors considers all Executive Director leave without pay requests.

11/16/99 Developed
10/00 revised
04/02 revised
06/04 revised
01/09 revised

10. EMPLOYEE BENEFITS

H. *Family and Medical Leave Act*

Purpose:

To comply with the Federal Family and Medical Leave Act (“FMLA”).

Policy:

To be eligible for FMLA leave, employees (1) must have been employed by Community Connections for at least 12 months, (2) must have worked at least 1,250 hours during the 12-month period prior to taking leave, and (3) must work at a work site within 75 miles of where Community Connections employs at least 50 people. Employees may be entitled to leave for one of the following reasons:

- Birth of a child or placement for adoption or foster care of a child;
- To care for the employee’s spouse (not domestic partner), child or parent (not parent-in-law) who has a serious health condition; or,
- The employee’s own serious health condition that prevents the employee from performing the employee’s job.

Eligible employees are limited to a total of 12 workweeks of leave during a 12-month period. At any time, eligible employees will be entitled to 12 weeks of leave, less the amount of FMLA leave taken in the immediate preceding 12 months. Employees may take leave on a continuous basis or intermittently or on a reduced leave schedule if it is medically necessary. An employee who takes intermittent or reduced schedule leave may be transferred to an alternative position temporarily if it better accommodates the leave schedule.

Employees may be required to provide medical certification or re-certifications, and leave may be denied for failure to provide medical certifications.

FMLA leave will be unpaid unless covered by paid personal leave. Employees must use available paid personal leave before using unpaid leave, and such paid personal leave will run concurrent with FMLA leave.

Group health benefits will continue during FMLA leave. Employees must continue paying the employee’s share of the costs during the leave according to the same schedule that employees normally pay such costs. Group health benefits may be terminated if any payment during the leave is more than 30 days late; benefits will be restored if the employee returns to work at the end of the leave. If the employee does not return to work at the end of the leave, Community Connections may recover the health plan costs that it paid during the leave, unless the employee did not return due to a serious health condition or circumstance beyond the employee’s control. Employee benefits other than group health benefits will generally be suspended during any period of unpaid FMLA leave.

Upon return from FMLA leave, employees will be entitled to the same job or an equivalent position unless (a) the position was otherwise eliminated during leave or (b) the employee does not provide a fitness for duty certification if Community Connections requests one or (c) the employee is considered a key employee eligible for leave but not guaranteed restoration to their position or an equivalent job.

Employees must notify their supervisor of the reason for the FMLA leave within thirty (30) days prior to the leave if it is foreseeable. If the leave is not foreseeable, employee must so notify their supervisor as soon as reasonably practical. FMLA leave may be delayed or denied if the employee does not provide notice within thirty (30) days.

Procedure:

The above is a summary of Community Connections' FMLA policy. Employees contemplating FMLA leave should discuss the matter with their supervisor.

Supervisors will immediately notify the business office about employee taking or requesting FMLA. All FMLA leave requests will be in writing and submitted to the business office. The business office will track all leave.

11/16/99 Developed
06/04 revised
01/09 revised

10. EMPLOYEE BENEFITS

I. Military Leave of Absence.

Purpose:

To support employee service in the U.S. Armed Forces.

Policy:

Community Connections complies with Uniformed Services Employment & Reemployment Rights Act of 1994 (USERRA). An employee who volunteers or is called to active duty or is required to attend training or field exercises in a branch of the U.S. Armed Forces will be granted a leave of absence according to applicable state and federal law.

Procedure:

To receive military leave, an employee must provide advance notice of military service to their supervisor. Notice may be either written or oral.

At that time, the supervisor, in conjunction with personnel, will review return to work, reemployment requirements and rights of reemployed persons with the employee. These requirements and rights will conform with applicable state and federal laws in place at the time of leave.

Employees covered by a health plan at the time of leave will have the option to continue health coverage through COBRA and pay the full premium under the plan. A person whose health plan was terminated by reason of service in the uniformed services may not be required to complete a waiting period for reinstatement of coverage following reemployment.

10. EMPLOYEE BENEFITS

J. Health Improvement Plan

Purpose:

To support employee participation in activities beneficial for their well-being.

Policy:

On a fiscal year basis, agency leadership will determine whether to offer an employee Health Improvement Plan (HIP) financial incentive and determine the financial incentive amount. For those years that the benefit is offered, eligible employees will be in the fully benefitted class, will have completed one year of employment and be off probation. Full-time employees working an average of 30 hours or more per week will be at one level and part-time employees working an average of 20 hours or more per week at ½ the full-time level.

Procedure:

Employees complete a "Proposal for Using HIP Funds" and submit to their program's director. After review and concurrence that the employee request satisfies the HIP intent, the program director submits the request to the business office for final approval and processing.

The business office will process approved requests through the next payroll run. For prepayment requests, the business office will notify paid employees that they have one month to turn in receipts. After one month, if receipts have not been submitted to substantiate the HIP funding, the funds will be deducted from the employee's next paycheck.

Note: This policy (10.J. Health Improvement Plan) does not apply to Partially Benefited Employees.

01/09 Developed
8/10 Revised

11. AGENCY EQUIPMENT USE

A. General Office Equipment and Furniture

Purpose:

To guide the use of agency equipment and furniture and the employees' responsibilities for equipment maintenance.

Policy:

Office equipment and furniture is provided to aid in the performance of work-related activities. Office equipment and furniture is not for personal use unless the Executive Director has given written approval.

Procedure:

Employees are responsible for obtaining any training necessary to use equipment properly.

The business department will track office equipment and furniture purchasing and location information. When equipment is no longer needed or useable employees will notify the business department. The business department will either redistribute or dispose of the equipment or furniture appropriately.

11/16/99 Developed
06/04 revised
01/09 revised

11. AGENCY EQUIPMENT USE

B. Information Technology Hardware and Software

Purpose:

To maximize the capacity of information technology (IT) hardware and software to enhance the productivity of Community Connections employees while maintaining security of data.

Policy:

IT hardware and software is maintained for Community Connections business related purposes. All information or data processed on agency owned or controlled technology equipment belongs to Community Connections. Only authorized employees shall install or reconfigure information technology hardware and software. The Executive Director or IT System Coordinator will determine which employees are authorized.

Procedure:

Employees are responsible for obtaining any computer or office equipment training necessary to use equipment properly. Training is available from the IT System Coordinator and Admin staff.

All IT hardware and data processed by such equipment must be disposed of in an appropriate manner. As such, it must be returned to the IT System Coordinator or disposed of according to the IT System Coordinator's directions.

Any software used on Community Connection's assets must comply with applicable licensing agreements and copyrights and must be approved by the IT System Coordinator prior to installation. This includes software demos, screen savers, Internet Explorer toolbars, etc.

From time to time the IT System Coordinator will notify employees of security updates to existing software that staff will need to install. When these notifications are sent, employees will install the updates as soon as possible.

Community Connection's equipment will not be used for unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Community Connections or the end user does not have an active license.

Any exceptions to these procedures must be approved by the Executive Director.

Definitions:

IT Hardware: Includes, but is not limited to computers, company phones, cell phones, data storage devices, video conferencing equipment, & personal digital assistant (pda).

IT Software: Includes, but is not limited to computer programs, email servers, DVDs, CDs, audio, & video files.

Confidential Information: Includes, but is not limited to customer information and staff records.

11. AGENCY EQUIPMENT USE

C. Internet Access and Network Use

Purpose:

To maximize the capacity of agency purchased internet service and company networking hardware to enhance services to customers and the productivity of Community Connections employees.

Policy:

Employees are responsible for effective and ethical use of the internet and internal network. The first obligation as a user is to protect Community Connections information assets. The assets that comprise the Community Connections network are business assets and should not be considered personal assets. IT hardware, software, and Internet services have been purchased for agency business use. They are not to be used for personal gain or advancement of individual views. Use of these must not interfere with employee productivity. Personal use of the Internet is acceptable as long as it remains reasonable.

Procedure:

General principles of Network and Internet use for business purposes:

- Material that would be considered inappropriate, offensive, or disrespectful to others will not be accessed or stored.
- Employees will protect the security of confidential information by keeping passwords secure and not sharing accounts with others. Employees should take all necessary steps to prevent unauthorized access to this information, being especially cognizant of passwords and account access when performing work remotely. (Your IT System Coordinator, or authorized agent may require your password information in order to assist you with technical support. This should be the only exception.)
- User level passwords will be changed on a regular schedule enforced by network policy.
- Employees will not connect personal devices to the internal Community Connections network or to any Community Connections IT device without prior approval from the IT System Coordinator or Executive Director. This includes, but is not limited to, cameras, cell phones, laptops, video cameras, and USB drives.
- As a courtesy to others, contact the IT System Coordinator before conducting large file transfers from/to the Internet or between the offices.
- Use only network services you have authorization to access.
- Do not send material classified as confidential via the Internet without prior approval.

Specifically, the Network and Internet should not be used:

- For personal gain or profit
- To represent yourself as someone else
- To provide information about employees or customers to persons or businesses not authorized to possess that information
- When it interferes with your job or the jobs of other employees
- When it interferes with the operation of the Network or Internet for other users

- To execute any form of network monitoring which will intercept data not intended for the employee.
- Remotely access a system you are not authorized to use. Unless you have prior authorization, do not run port or vulnerability discovery programs or try to get into open ports.
- To upload, or download, large files for personal use. This includes, but is not limited to, music files from sites like iTunes, Internet radio, video files from sites like YouTube, programs, and pictures.

Consult with your supervisor or IT System Coordinator if in doubt about any use of the Network or Internet.

11. AGENCY EQUIPMENT USE

D. *Inspection and Monitoring*

Purpose:

To ensure effective security and overall maintenance of agency equipment, software, hardware, and supporting infrastructure.

Policy:

Community Connections may inspect and shall have access to all agency owned equipment and furnishings including computers and any information thereon and may monitor employee internet, network, and e-mail usage at any time. Community Connections reserves the right to audit the networks and system on a periodic basis to ensure compliance with this policy.

Any device approved to connect to agency equipment or the agency networks will be considered part of the infrastructure while physically connected to agency equipment or the agency networks and will also be subject to this policy as needed to ensure the security and overall maintenance of the agency's systems. Unknown or unauthorized devices physically connected to agency equipment or the agency networks are not allowed and may be seized by Community Connections.

11. Agency Equipment Use

E. E-mail Communication

Purpose:

To maximize the capacity of email communication to enhance the productivity of Community Connections employees, to ensure security of assets, and to ensure communications remain free of harassment.

Policy:

E-mail capability is provided to certain employees for the purpose of aiding in work-related communication. Personal e-mail is acceptable as long as usage remains reasonable.

Procedure:

Electronic mail or e-mail is the most commonly used form of communication on the Internet. When communicating outside Community Connections via email, remember:

- No form of chain letter will be sent using Community Connection's assets.
- Do not send e-mail so that it appears to have come from someone else.
- Do not automatically forward your e-mail to a non-Community Connection's e-mail address.
- Do not open email attachments from unsolicited or unknown senders.
- Do not email confidential information without the proper encryption and prior approval.
- Do not use Community Connections email to promote non work-related religious or political viewpoints.

If you have any questions regarding Internet usage, contact your IT System Coordinator.

11. Agency Equipment Use

F. Data Storage and Transfer and Disposal

Purpose:

To ensure confidentiality regarding customer and employee protected information.

Policy:

Community Connections complies with the Health Insurance Portability and Accountability Act. Confidential information will be transferred and stored and disposed of in ways that protects information from unauthorized access. All Community Connections business related confidential information will be stored ONLY on Community Connections owned equipment or facilities unless the information has been formatted to remove any personal identifying information and/or prior approval has been granted by the Executive Director.

Procedure:

- Do not transfer or post sync, or create files that contain any confidential company information via the internet without the proper encryption and/or prior approval. This includes, but is not limited to, email, ftp, p2p, chat programs, web forums, blogs, Facebook, and cloud based services such as Windows Live Sky Drive and Google documents.
- Do not store confidential information on any portable device or media without proper encryption and prior approval. This includes, but is not limited to, CDs, DVDs, USB jump drives, memory sticks, video tapes, and laptops.
- At no time will an employee transfer company confidential information or create any new files containing company confidential information onto any personal electronic device including but not limited to cell phones, pdas, memory sticks, USB jump drives, video cameras, and computers unless the information has been formatted to remove any personal identifying information and/or prior approval has been granted. Hard copies, including but not limited to printed paper, video tapes, and printed pictures containing company confidential information will not leave Community Connections facilities without prior approval.
- Any confidential company information device or storage media that contains confidential company information must be disposed of in an approved manner.

11. Agency Equipment Use

G. Agency Vehicle Drivers

Purpose:

To ensure customer safety while riding in agency vehicles.

Policy:

All employees driving agency vehicles will go through the vehicle orientation process, be approved as an agency driver and follow the procedures for safe driving. Additionally they will sign the driver agreement form.

Procedure:

The following are company procedures for all authorized drivers:

- Company vehicles are to be driven by authorized drivers ONLY, except in emergencies, or in case of repair testing by a mechanic. Other employees and family members are not authorized to drive company vehicles.
- Company vehicles are to be driven for company business ONLY. Personal use of company vehicles is prohibited, unless approved in writing by the Executive Director.
- Any authorized driver who has a driver's license revoked or suspended shall immediately notify their supervisor or manager and discontinue driving duties. Failure to do so may result in disciplinary action, including dismissal.
- Any vehicle accident involving a company vehicle or a privately owned vehicle being used on company business, regardless of severity, must be reported by the driver to his/her supervisor or manager. The driver will summon the police to the accident scene if any bodily injury, a second vehicle or damage to private property is involved. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, including dismissal.
- The use of a vehicle when the driver is under the influence of intoxicants and/or illegal substances is forbidden and is sufficient cause for discipline, including dismissal.
- All drivers and passengers operating or riding in company vehicles being used for company business must wear seat belts, even if air bags are available. Passengers are also to be secured in compliance with company, local, and state regulations.
- Drivers are responsible for the security of company vehicles in their care. The vehicle engine must be shut off, ignition keys removed and vehicle doors locked whenever the vehicle is left unattended.
- Promptly report any mechanical difficulties or repair needed.

Rules of the Road

The following are minimum safe driving rules for all drivers to obey in addition to all state and local traffic laws and regulations.

- Do not take chances. To arrive safely is more important than to arrive on time.
- Drivers should be mentally and physically rested and alert prior to each trip.
- Do not drive while distracted. Pull off the highway where it is safe and legal to do so, in order to use cell phones, manage passenger behaviors, etc.

- Drinking alcoholic beverages while driving, or driving while under the influence of alcohol or restricted drugs is prohibited.
- Drivers must have a valid driver's license for the type of vehicle to be operated, follow any restrictions listed on the license and keep the license(s) with them at all times while driving.
- Drivers must adhere to other safe driving rules adopted by the company, prescribed by state or local laws or by the applicable Federal Motor Carrier Safety Regulations.
- All traffic laws must be obeyed.
- Check your vehicle daily before each trip and check the vehicle visually each time before driving. Check lights, tires, brakes and steering. Promptly report all damages or defects to your supervisor. An unsafe vehicle must not be operated until repairs are made.
- Drivers must report all accidents immediately, as required by law and company rules.
- Drivers must report all arrests and traffic convictions to the company. Repeated traffic convictions or failure to report traffic accidents or convictions may result in disciplinary action.

Vehicle Procedures

- The vehicle must be parked in the designated area each night, unless a multi-day company trip has been planned in advance.
- All drivers will complete a mileage log after each use. The mileage log must be completed thoroughly (i.e. odometer readings, name of staff, purpose of use, etc.)
- All approved drivers must read and sign the **Driver Agreement Form**, which outlines the rules for vehicle use.

Accident Reporting

All drivers will report accidents promptly to the police and their supervisor, including accidents of vandalism or glass breakage that occurred while the vehicle was parked.

(See accident protocol checklist and use accident reporting form on reverse side)

A blank incident report form will be kept in the vehicle at all times for documentation. The vehicle coordinator will report all accidents to the insurance carrier immediately. Drivers will be instructed to not admit any fault or liability at the accident scene.

12. HEALTH AND SAFETY

A. *Health and Safety Requirements*

Purpose:

To ensure a safe and healthy work environment for all employees and customers.

Policy:

All employees will be trained in the observance of safety and/or hazards in their respective jobs and shall be informed of the state safety codes relating to their type of work. All safety rules, regulations and procedures shall be in writing and reviewed by all agency employees.

Training reviews will be conducted as necessary.

Procedure:

Within days of hiring, employees will undergo a health and safety orientation with the health and safety coordinator. The orientation will cover general work place safety and hazard issues including blood borne pathogens training, orientation to fire and disaster responses within the office and others as determined for the job.

TB test results will be furnished by the employees to the Health and Safety Coordinator within 10 days of hire.

Blood borne pathogens training is an annual requirement and the employee agrees to complete training in a timely manner. Employees will be notified when their training and testing is due.

Incomplete training or testing may result in the employee being taken off the work schedule.

11/16/99 Developed
06/04 revised
01/09 revised
03/10 revised

12. HEALTH AND SAFETY

B. Medication Assistance

Purpose:

To provide direction to staff regarding the limitations of their role and to comply with state and federal laws.

Policy:

Community Connections staff will support customers in safe and timely self administration of medications.

Procedure:

Community Connections' employees may *supervise* customers' self-administration of medications by:

- Observing, documenting and reporting all prescriptions and over-the-counter drugs taken. Documenting and reporting any undesirable reactions that result from taking or not taking a prescribed medication and reporting observations to the family/caregiver and your supervisor.
- Reminding them to take medication.
- Opening bottle caps or lids.
- Opening prepackaged medication.
- Reading the medication labels for customers.
- Checking the self-administered dosage against the label of the container.
- Providing reassurance that they have obtained and are taking the dosage as prescribed; and/or
- Redirecting or guiding the hand of a legally competent customer who is administering his or her own medications.

Community Connections employees must not *administer* medication:

- Putting your hands or fingers inside the container and touching the prescribed medication.
- Using invasive procedures such as injections, insertion or removal of catheters, enemas, deep suctioning, tube feedings or maintenance of intravenous equipment for administering medicine.

Any exceptions to this policy will be made at the discretion of the Executive Director.

13. WORKER'S COMPENSATION

A. Reporting

Purpose:

To protect the health and safety of all employees and to comply with applicable state and federal laws.

Policy:

All work related injuries shall be reported within 24 hours to the appropriate supervisor and documented in writing by the employee.

Procedure:

As soon as possible the employee must report to their supervisor for evaluation and appropriate documentation.

Steps for filing a worker's compensation claim:

1. Employee notifies their supervisor of an on the job injury.
2. Supervisor notifies the business office within 24 hours and requests the appropriate form.
3. Supervisor, in coordination with the business director completes the bottom section of the claim form.
4. Employee filing a claim completes the top section of the claim form.
5. The business director encourages employee to seek medical treatment as warranted.

Community Connections has 10 calendar days to report an incident to the State Workers Comp Board and the Insurance Carrier after learning of the occurrence of an incident.

The business office will track all worker's compensation claims. Questions regarding a claim should be addressed to the business director.

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04/02 revised
06/04 revised
01/09 revised

14. COMMUNICATION

A. Confidentiality and Private Information

Purpose:

To ensure that staff and customers' rights to privacy are respected by employees of Community Connections.

Policy:

All employees of Community Connections assume an obligation to keep in confidence any information pertaining to customers, their families, and other agency staff. Any information gained through agency employment, whether verbal or written, will be considered private. Customers will be informed of their right to confidentiality, and information will be shared on an "as needed" basis, and only with a signed, program specific, time-limited release. Confidentiality will be maintained while an employee is active and will extend beyond termination indefinitely. The only exception to this policy would be when staff is legally required to report or release information.

Procedure:

Written staff and customer records are private and will be kept in locked file cabinets. Written information will only be released with a signed release/exchange of information form.

Verbal information regarding staff and customers will only be released with a signed release/exchange of information form. Staff will not share *any* information about a customer to individuals with whom they do not have written permission to exchange information.

Information regarding other agency staff such as salary, or other private information will not be shared.

Staff are legally required to release information (with or without a signed release) in the following situations:

1. Duty to protect--staff must report if a customer expresses their intent to seriously harm themselves.
2. Duty to warn—Staff must report threats to seriously harm another specifically identified person.
3. Staff must also report suspected abuse/neglect of a minor or protected adult with a disability.
4. Staff must release information when it is subpoenaed by court order.

Definitions:

Privacy: The right of an individual to keep information about themselves from others.

Confidentiality: Refers to the safeguarding, by a recipient, of information about another person.

Release: Refers to a person's written authorization to allow personal information to be shared based on full disclosure regarding who will receive the information and how it will be used. The person must understand that they have a clear choice regarding what information they are willing to share.

Reference: Health Insurance Portability-Accountability Act

11/16/99 Developed
02/04 revised
06/04 revised
01/09 revised

14. COMMUNICATION

B. HIPAA – Use and Disclosure of Protected Health Information Policy

Purpose:

To define whether use or disclosure of Protected Health Information (PHI) is required, permitted, or subject to authorization requirements under the Privacy Rule; to provide direction to staff regarding when customer authorization is required for use or disclosure of PHI; and to provide direction to staff regarding when PHI may be used or disclosed without customer authorization.

Policy:

It is the policy of Community Connections that the confidentiality of Protected Health Information contained in records and collected pursuant to services will be protected to the fullest extent possible. To maintain this confidentiality, staff may not disseminate PHI unless it is pursuant to a valid request, a valid authorization or a legally recognized exception to this requirement.

Procedures:

Required disclosures

- To a customer who requests to see his or her own record or an accounting of disclosures
- To a legal representative of a customer who makes a request
- To the Department of Health and Human Services for purposes of determining compliance with the Privacy Rule

Permitted uses and disclosures

- For purposes of treatment, payment and operations
- In accordance with a customer's authorization
- Incident to a permitted use or disclosure
- In specific instances defined in the Privacy Rule (below)
- Permitted uses and disclosures requiring verbal agreement and opportunity to agree or object
- Facility directory, media, marketing
- Persons assisting in the customer's care
- Family members, close personal friends (customer assent)

Permitted uses and disclosures for which authorization is not required

- Required by law
- Public health activities
- Disclosures to health oversight agencies
- Release pursuant to court order, subpoena or other discovery request
- Required disclosures pertaining to victims of abuse, neglect or domestic violence
- Disclosures for law enforcement purposes
- Disclosures to avert threats to public health and safety and to support specialized government functions (military and security)

In the event staff receives any request for the release or disclosure of PHI for which written authorization from the customer has not been obtained, or if there is any question

concerning the validity or applicability of such written authorization, the Privacy Officer should be contacted immediately and before any PHI is disclosed.

Definitions:

Privacy Rule: “Privacy Rule” or “HIPAA Privacy Rule” means the Health Insurance Portability and Accountability Act Standards for Privacy of Individually Identifiable Health Information (Privacy Standards, 45 C.F.R. Parts 160 and 164 as amended from time to time).

Protected Health Information (PHI): Individually identifiable health information transmitted or maintained in any form or medium, including oral, written and electronic. Individually identifiable health information relates to an individual's health status or condition, furnishing health services to an individual or paying or administering health care benefits to an individual. Information is considered PHI where there is a reasonable basis to believe the information can be used to identify an individual.

Use: Use of PHI includes anything done with the information inside Community Connections (i.e. sharing, employment, application, utilization, examination, or analysis of such information within an entity that maintains such information, 45 C.F.R. §164.501).

Disclosure: Disclosure of PHI means anything done with the information outside the covered entity (i.e. release, transfer, provision of access to, or divulging in any other manner of information outside the entity holding the information, 45 C.F.R §164.501).

Health Oversight Agency: Health Oversight Agency means an agency or authority of the United States, a State, a territory, a political subdivision of a State or territory, or an Indian tribe, or a person or entity acting under a grant of authority from or contract with such public agency, including the employees or agents of such public agency or its contractors or persons or entities to whom it has granted authority, that is authorized by law to oversee the health care system (whether public or private) or government programs in which health information is necessary to determine eligibility or compliance, or to enforce civil rights laws for which health information is relevant.

(Reference: 45 C.F.R. §164.512)

14. COMMUNICATION

C. Conflict Resolution

Purpose:

To provide an informal avenue to support employees in resolving conflicts in the most effective and expedient manner possible.

Policy:

When an employee has a conflict, issue or concern with a peer, or supervisor, they are expected to seek to resolve the conflict informally prior to utilizing the grievance procedure.

Procedure:

1. Employees are always encouraged to communicate directly with the person with whom they have the issue or concern.
2. When they are not comfortable communicating directly with that person they are encouraged to seek support and advice from their supervisor.
3. That supervisor will advise them regarding how they might appropriately communicate their issues and concerns directly with the person.
4. When the employee is still unable to resolve the issue, they may request that the Program Director act as a mediator and facilitate a meeting with the person(s) involved in the conflict.

Prior to mediation the program director may choose to meet separately with individuals involved in the conflict.

When a conflict, issue or concern relates to the Executive Director in his/her supervisory role the same steps above apply with support being sought from the Board of Directors. Requests for assistance will be submitted to the Board President in writing and include a listing of the issue(s) that are unresolved and the desired outcome. The Board President or designee will meet with the Program Director who is seeking support in resolving their conflict. Written requests for assistance received by the Board President will be shared with the full Board of Directors during executive session.

At no time will this process conflict or interfere with the supervisor's advisory role.

14. COMMUNICATION

D. Employee Grievances

Purpose:

To find fair and equitable solutions, at the lowest possible level, to problems which may arise from time to time affecting staff employed by this agency.

Policy:

Employees may utilize the agency's formal grievance procedure if they have failed to resolve the issue of concern through more informal measures. Probationary employees may only utilize the grievance procedure through Step II. Employees must exhaust this grievance procedure before seeking judicial relief.

Definition:

"Grievance" means any alleged violation of agency policy, federal, state or local law or regulation.

Procedure:

(a.) Grievances should be resolved, if possible, quickly, informally and at the lowest level possible. The employee is expected to discuss it with their immediate supervisor and attempt to resolve it informally. When it cannot be resolved informally, the following procedure shall be followed.

(b.) Step I – Program Director. The employee shall submit their grievance in writing to the Program Director to be date stamped for receipt within fourteen (14) calendar days after the employee knew or should have known that he or she had a grievance, whichever is earlier. The written grievance shall contain a description of the alleged violation, the policy or law involved, and the corrective action desired. A meeting between the Program Director and the employee shall be held within ten (10) calendar days after the grievance is received, and the Program Director shall respond in writing within ten (10) calendar days of the meeting.

(c.) Step II – Executive Director. If not satisfied with the Program Director's response, the employee may within ten (10) calendar days of receiving the response present the written grievance to the Executive Director or designee who shall meet with the employee within ten (10) calendar days for the purpose of resolving the grievance. The Executive Director or designee shall respond in writing to the grievance within ten (10) calendar days after the step II meeting.

(d.) Step III - Board Ad Hoc Resolution Committee. If not settled, the employee may submit the grievance in writing to the Board President within ten (10) calendar days of receiving the Executive Director's response. The Board President will appoint a Board Ad Hoc Resolution Committee composed of three (3) members including the Board President. This committee will convene within 30 days to present their decision.

(e.) The Board Ad Hoc Resolution Committee's function is to interpret the policies. The Board Ad Hoc Resolution Committee shall consider only the particular issues presented in

writing by the Executive Director and/or the employee. The Board Ad Hoc Resolution Committee shall have no authority or power to add to, delete from, disregard, or alter any of the provisions of the policies, but shall be authorized only to interpret the existing policies as they may apply to the specific facts of the issue in dispute. The decision of the Board Ad Hoc Resolution Committee shall be final and binding and shall be in writing and forwarded to both parties.

(f.) Time limits set forth in the preceding steps may only be extended by mutual written consent of the parties described above.

(g.) If an employee fails to process a grievance at any step within the time limits described above and the procedure is not waived by mutual written agreement, the grievance shall be considered waived and will constitute a bar to any future actions regarding the grievance. If the employer fails to respond to a grievance at any step within the time limits set forth above and the procedure is not waived by mutual agreement, the grievance shall be granted on a non-precedent-setting basis.

14. COMMUNICATION

E. False Claims Act and Whistleblower Protection

Purpose:

To detect and prevent fraud waste and abuse.

Policy:

It is the policy of Community Connections to detect and prevent fraud, waste, and abuse in federal healthcare programs including Medicaid and Medicare, in accordance with the False Claims Act. This policy applies to all employees, contractors and agents. Furthermore, Community Connections employees are required to be familiar with the standard provisions of the False Claims Act and its Whistleblower Provision.

Procedure:

Any employee who has reason to believe that anyone is engaging in false billing practices or false documentation of services is expected to report the violation to the Executive Director. Any form of retaliation against any employee who reports a perceived problem or concern in good faith is strictly prohibited. Any employee who is found to have knowingly submitted, prepared, or condoned false claims, or participates in any form of retaliation shall be subject to disciplinary action, up to and including the immediate termination of their employment.

Background:

The US Department of Justice has provided the following overview of the Federal False Claims Act for Medicaid Providers who are subject to Section 6032 of the Deficit Reduction Act. The False Claims Act, 31 U.S.C. § 3729 et seq., is a federal law designed to prevent and detect fraud, waste and abuse in federal healthcare programs, including Medicaid and Medicare. Under the False Claims Act, anyone who “knowingly” submits false claims to the Government is liable for damages up to three times the amount of the erroneous payment plus mandatory penalties of \$5,500 to \$11,000 for each false claim submitted. The law was revised in 1986 to expand the definition of “knowingly” to include a person who (a) Has actual knowledge of falsity of information in the claim; (b) Acts in deliberate ignorance of the truth or falsity of the information in the claim; and (c) Acts in reckless disregard of the truth or falsity of the information in a claim.

In order to encourage individuals to come forward and report misconduct involving false claims, the False Claims Act contains a “Qui Tam” or whistleblower provision. The Government, or an individual citizen acting on behalf of the Government, can bring actions under the False Claims Act. An individual citizen, referred to as a whistleblower or “Relator,” who has actual knowledge of allegedly false claims may file a lawsuit on behalf of the U.S. Government. If the lawsuit is successful, and provided certain legal requirements are met, the whistleblower may receive an award ranging from 15% - 30% of the amount recovered. The False Claims Act prohibits discrimination by Community Connections against any employee for taking lawful actions under the False Claims Act. Any employee who is discharged, demoted, harassed, or otherwise discriminated against because of lawful acts by the employee in False Claims actions is entitled to relief. Such relief may include reinstatement, double back pay, and compensation for any special damages.

14. COMMUNICATION

F. Response to Governmental Investigations and Audits

Purpose:

Federal and state law enforcement and regulatory agencies routinely conduct interviews to gather information during audits, inquiries and investigations. It is important that Community Connections responds to any official requests for information consistently and appropriately. Therefore, this policy is established to provide guidance on how to handle any unannounced visits by government representatives.

Policy

Community Connections is committed to appropriately responding and not interfering with any lawful audit, inquiry, or investigation. Employees will remain courteous and professional when dealing with investigators or agents.

Procedure

Employees will immediately notify their program director when subpoenaed about routine customer cases. All other forms of impending visits, investigations and phone inquiries by a government investigator or auditor will be reported to both the program director and Executive Director immediately.

Visits to any agency facility:

1. If an individual arrives at an agency facility and identifies themselves as a government auditor, investigator or other representative, treat them with respect and courtesy. Request identification and the reason for the visit. Write down the relevant details related to the individual's credentials, including agency and contact information.
2. Ask the individual to wait in an unused office or a location where business is not conducted.
3. Immediately contact the Executive Director. The Executive Director or designee will identify the employee(s) to be responsible for responding to the agent's questions.

15. CONDUCT

If any of the issues addressed under this section occur, appropriate disciplinary action will result, the level of which will depend on the nature and scope of the inappropriateness involved. It should be understood that the rules of conduct set forth in this section are not exclusive and do not limit Community Connections' right to terminate an employee for any other reason or without reason due to the at-will status of employment with Community Connections. Accordingly, in addition to any basis not prohibited by law, Community Connections reserves the right to discipline or discharge an employee for the types of misconduct addressed in this section.

Items addressed in this section on conduct represent only a partial list of all possible violations, as a complete list would be impossible to write.

A. General Conduct

Purpose:

To assure a safe, efficient and harmonious work environment and to fully inform all employees of their responsibility in this regard.

Policy:

All staff are expected to conduct themselves in a lawful and professional manner. Behavior must not reflect negatively on Community Connections. Everyone will be treated with respect.

Procedure:

Violation of these standards may result in disciplinary action.

11/16/99 Developed
02/04 revised
06/04 revised
01/09 revised

15. CONDUCT

B. Drug and Alcohol Policy

Purpose:

To assure a safe and professional work environment, ensure quality of services, maintain high safety, health, and work performance standards and to reduce work-related accidents, injuries and damage which may be caused by drug or alcohol use or impairment.

Policy:

The use of drugs and/or alcohol during work time is prohibited.

The following conduct is prohibited and may result in discipline up to and including termination of employment:

- The unauthorized use, possession, manufacture, distribution or sale of an illegal drug, controlled substance or drug paraphernalia on or in agency-owned property or while on agency business or during working hours.
- Storing any illegal drug, drug paraphernalia, or any controlled substance whose use is unauthorized, in or on agency-owned or supplied property (including vehicles).
- Reporting to work, working, or acting or appearing on behalf of the agency while under the influence of illegal drugs or a controlled substance whose use is unauthorized.
- Failing to notify the employee's supervisor before beginning work that the employee is taking medications or drugs which may interfere with the safe and effective performance of duties.
- Refusing to immediately submit to a drug or alcohol test when requested by the agency, in accordance with this policy.
- Violating any criminal drug or alcohol law or statute while working.
- Failing to notify the agency of any arrest or conviction under any criminal drug or alcohol law or statute by the next work day following the arrest or conviction.
- Testing positive for drugs or alcohol in violation of this policy.
- Tampering with, adulterating, altering, substituting or otherwise obstructing any drug or alcohol testing process required under this policy.
- Reporting to work, working, or acting or appearing on behalf of the agency while having an alcohol concentration of .02 or greater, or if the employee is otherwise impaired by or under the influence of alcohol.
- Consuming or using alcohol while on duty.

Refusal to take a required drug or alcohol test, a positive drug or alcohol test, or engaging in conduct which otherwise violates this policy may result in disciplinary action up to and including termination of employment.

PROCEDURE:

The agency may test employees for drugs and/or alcohol under the following conditions:

- Post-Accident Testing - Employees whom the agency reasonably believes may have contributed to an accident in the workplace or during work-time may be required to undergo drug and/or alcohol impairment testing.
 - Such a test will be conducted as soon as practicable after the accident but not later than 32 hours after the accident for drugs and not later than 8 hours for alcohol. Community Connections will make reasonable attempts to obtain a sample from an employee after an accident, as defined below, but any injury should be treated first. An employee who is subject to post-accident testing shall not consume alcohol for 8 hours after the accident or until the employee has taken an alcohol test, whichever occurs first.
 - An employee who is subject to post-accident testing must remain readily available for such testing and may not take any action to interfere with the testing or the results of testing.
 - Employees who do not comply with the post-accident testing requirements, or who fail or refuse to provide a sample for testing, will be considered to have refused to submit to testing and will be subject to appropriate disciplinary action, including termination of employment.
- Reasonable Suspicion Testing: Upon reasonable suspicion, management may require an employee be tested for alcohol and/or drug use (controlled or illegal) when it appears that the employee's work performance or workplace behavior is being affected in any way by drugs or alcohol. Reasonable suspicion includes but is not limited to specific observations related to work performance, appearance, behavior, body odors and/or speech. Reasonable suspicion determinations will be made by Program Directors or Executive Director who have received training concerning the signs and symptoms of drug and alcohol use. The observing director shall document the event and record the behavioral signs and symptoms that support the reasonable suspicion.

Testing Procedure

- Supervisors must receive approval from the Executive Director or designee prior to requiring an employee to undergo alcohol or substance use testing.
- All substance use tests will be conducted at a facility approved or certified by the Substance Abuse and Mental Health Services Administration, using recognized procedural safeguards and confidentiality requirements. The initial test will be paid for by Community Connections.
- Refusal by an employee to submit to a drug or alcohol test required by Community Connections, or testing positive for illegal drugs or alcohol, may result in corrective action depending on the facts and circumstances of the situation, up to and including termination.

In instances of a positive test result:

- The employee is considered unqualified to work and is not permitted to return to work until she/he agrees to follow the recommendations requested by the Executive Director. The Executive Director may request the employee undergo an assessment from a Substance Abuse Professional.

- Upon successful completion of all or part of the recommendations, an employee may resume work, but must agree in writing to unannounced testing for not more than 24 months after returning to work. A positive test under these conditions or anytime thereafter may result in immediate discharge.

Notification when taking prescribed medications

If a physician prescribes medication for an employee that may impair the employee's ability to work safely or the employee is in doubt whether it will impair their work, the employee must discuss the situation with their supervisor before working under the influence of the prescribed medication. Any medical issues discussed will be kept confidential.

Confidentiality of Results

Community Connections complies with 42 CFR Part 2 and the Health Information Portability and Accountability Act of 1996 (HIPAA) in protecting alcohol and substance abuse related information of employees. Information is maintained in a confidential file accessible only to authorized staff.

DEFINITIONS.

Accident: may involve Loss of human life, issuance of a moving traffic citation under state or local law, Medical treatment other than first aid administered away from the scene, or significant property damage

Alcohol concentration means the alcohol in a volume of breath expressed in terms of grams of alcohol - per 210 liters of breath - as indicated by an evidential breath test.

Alcohol Use means the consumption of any beverage or mixture, including any medication or mouthwash containing alcohol (ethanol, isopropanol, or methanol).

Drug(s) means a substance considered unlawful under AS 11.71 or under federal law, or the metabolite of the substance.

Drug Testing means testing for evidence of the use of a drug.

Failing A Drug Test shall mean the test results show positive evidence of the presence of a drug or drug metabolite in an employee's system in amounts that exceed cutoff levels established by this policy.

Screening by Urine Analysis

THC (Marijuana)	50	ng/ml
Cocaine Metab.	300	ng/ml
Opiates	2000	ng/ml
PCP (Phencyclidine)	25	ng/ml
Amphetamines	1000	ng/ml
Methamphetamines	1000	ng/ml

Screening by Evidential Breath Test

Alcohol	.02
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Sample means urine or breath from the person being tested.

Screening Test or Initial Test means an analytic procedure to determine whether an employee may have a prohibited concentration of drugs or alcohol in a specimen.

Refusal to submit means failure to cooperate and provide a drug or alcohol sample, after receiving notice of the test in accordance with this policy. A refusal will be treated the same as a positive test result. A refusal to test for alcohol occurs when a covered employee fails to provide an adequate breath for testing without a valid medical explanation after receiving notice of the requirement to be tested in accordance with the provisions of this policy or engages in conduct that clearly obstructs the testing process.

11/16/99 developed

06/04 revised

03/09 revised

15. CONDUCT

C. Staff and Customer Relationships

Purpose:

To assure professional and ethical relationships between staff and customers.

Policy:

Relationships between staff and customers should remain at a professional level and may not hinder the staff member's effectiveness as a service provider or in any way exploit the customer's rights.

Procedure:

If a relationship becomes questionable the situation will be reviewed by the Executive Director to determine whether a need for corrective action exists. In situations involving the Executive Director or when additional guidance is recommended, the Board of Directors will review the situation.

11/16/99 Developed
06/04 revised
01/09 reviewed

15. CONDUCT

D. Discrimination

Purpose:

To maintain an employment environment free from illegal discrimination.

Policy:

Any discriminatory conduct based on a person's race, color, religion, creed, national origin, age, disability, veteran status, marital status, sex, is not condoned or tolerated by Community Connections.

Procedure:

Violations of these standards may result in disciplinary action.

Reference:

Section 503 and 504 Rehabilitation Act of 1973 as amended
38 U.S.C. 4212 Viet Nam Veteran Readjustment Assessment Act
Title VII Civil Rights Act of 1964
Americans with Disabilities Act, 1990, as amended.

11/16/99 Developed
02/04 revised
06/04 revised
01/09 reviewed

15. CONDUCT

E. Harassment

Purpose:

To establish the agency's position on the subject of harassment and promote a comfortable work environment.

Policy:

Sexual, racial, age or other harassment will not be tolerated at Community Connections. Any sexual references, comments about age, racial slurs or any other verbal or physical conduct relating to an individual's sex, age, race, national origin, religion or handicap constitute harassment when this conduct:

1. Has the purpose or effect of creating an intimidating, hostile, embarrassing or offensive working environment;
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or,
3. Otherwise adversely affects an individual's employment opportunities.

All employees are expected to conduct themselves in a manner which is not or will not be interpreted by another employee or group of employees to be offensive.

Sexual Harassment:

Sexual harassment is a form of discriminatory behavior. No employee shall be subjected to unwelcome verbal or physical advances, or any other conduct which could be interpreted as harassment. Harassment based on other types of unlawful discrimination, like race, religion or national origin, is also unacceptable. All supervisory level employees are expected to work actively to maintain a work place which is free from unlawful discrimination in all departments and at all levels of employee relations. Employees are expected to conduct themselves in their daily activities in such a way as to ensure that no discrimination occurs in any action with respect to compensation, benefits, privileges, transfers, layoffs, returns from layoffs, training and social programs.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, sexually oriented physical conduct, communication or conduct of a sexual

nature which is obscene or which denigrates others, or other conduct or communication of a sexual nature, when:

- o Submission to the above conduct is made either explicitly or implicitly a term or condition of an individual's employment;

- Submission to or rejection of the above such conduct is used as the basis for employment decisions affecting such individual; or
- The conduct or communication described above has the purpose or effect of unreasonably interfering with an employee's work performance, or creating an intimidating, hostile or offensive environment.
- The fact that someone did not intend to sexually harass an individual is generally not a defense to a complaint of sexual harassment. In most instances, it is the conduct and behavior of the actor, viewed objectively, which determines if the acts constitute sexual harassment.

Sexual harassment may include but is not limited to:

- Unwelcome sexual flirtations, advances or propositions, including subtle pressure toward sexual activity;
- Requests or demands that another engage in sexual activity accompanied by implied or overt promises of preferential treatment concerning an individual's employment status;
- Communications of a sexual content or connotation, in any medium or manner, which communications are abusive, offensive or degrading, for example, sexually oriented jokes, stories, remarks, or display of inappropriately suggestive objects or pictures; and,
- Any sexually motivated, unwelcome touching of another person's body, for example, pinching or patting another in a context which has sexual connotation or intentionally brushing against an employee's body.

Sexual harassment refers to sexually oriented behavior or communication which is not welcome and which is personally offensive, shocking or degrading. Sexual harassment does not include personal compliments welcomed by the recipients, or social interactions or relations freely entered into or among employees or with prospective employees.

Sexual harassment includes misconduct in a sexual context or of a sexual nature which results in discrimination for or against an employee. Such practices would also include any job related action that is based upon an individual's acceptance of, resistance to, or refusal of sexual overtures. This form of sexual harassment may be more difficult for employees to cope with when individuals offer or threaten to use the power of their position to control, influence or affect the career, salary or job of another employee in exchange for sexual favors, but is nonetheless prohibited and should be reported.

This policy against sexual harassment also prohibits sexual misconduct and all other forms of sexual discrimination. Sexual misconduct is defined as any and all misconduct of a sexual nature, which misconduct is made subject to criminal liability under Alaska or federal law or local ordinance. Other forms of sexual discrimination include any other act or conduct which constitutes a prohibited act of discrimination under Alaska or federal law.

Reporting Harassment:

Employees who have been subjected to harassment based on sex, age, race, religion, national origin or disability, or who believe that another employee has received more favorable treatment due to such discriminatory behavior should immediately notify the employee's immediate supervisor, or other agency supervisor. The employee's concerns will be promptly investigated and, to the extent reasonably possible, confidences will be preserved. The employee will not suffer retaliation for reporting such concerns.

Community Connections recognizes the sensitive nature of sexual and other harassment concerns and charges, and is committed to receiving, processing and concluding them in strict confidence. However, in order to properly review, investigate and process any such charge, and depending upon the nature of any particular charge, disclosure of the charge must necessarily include disclosure to more people than the person receiving the charge and the person under the charge.

At the sole discretion of the complainant, he or she will be given the option of pursuing the matter using informal procedures. These informal procedures are primarily aimed at preventing or stopping offending behavior, and are less concerned with determining guilt or innocence and imposing sanctions. For this reason, disciplinary action cannot be taken using informal procedures; undertaking disciplinary action requires a formal complaint.

Procedure:

Violations of these standards may result in disciplinary action.

Reference:

The Alaska Human Rights Law (AS 18.80.220)
Title V and VII of the Civil Rights Act of 1964

11/16/99 Developed
02/04 revised
06/04 revised
01/09 reviewed

15. CONDUCT

F. *Children in the Workplace*

Purpose:

To promote a work environment that supports maximum productivity.

Policy:

In instances that an employee would like their children to be present at work for a length of time, or on a regular basis, they must seek pre-approval from the program director and Executive Director.

Newborns may be brought to the office within 6 weeks of birth with program director and Executive Director approval. This is conditional upon the baby, parent and co-workers adapting to the changed work situation. When bringing the baby to work becomes disruptive, other arrangement will need to be made.

If the particular *community job site* is suited to having children present and participating and children are specifically requested by the customer, children of employees may be present with the approval of their immediate supervisor.

Procedure:

If there is any question regarding the appropriateness of children at a particular job site, request guidance from immediate supervisor.

11/16/99 Developed
01/09 revised

15. CONDUCT

G. Other Rules of Conduct

Purpose:

To set forth examples of conduct which could result in disciplinary action, up to and including termination of employment.

Policy:

Employees may be subject to discipline up to and including termination of employment for cause which includes, but is not limited to, the following:

1. Disobedience, insubordination, and/or abusive language to a supervisor or other representative of Community Connections.
2. Uncivil, disruptive, disrespectful or abusive conduct or language directed toward another employee, a customer or the public.
3. Engaging in fraudulent practices.
4. Negligence, carelessness or reckless conduct
5. Breaching customer or staff confidentiality.
6. Harassment of another employee, customer or the public on the basis of race, color, religion, national origin, disability or sex.
7. Unexcused absence or tardiness; failure to report without notice, or without sufficient advance notice; excessive absenteeism or tardiness whether excused or not.
8. Refusal to accept or carry out a work assignment.
9. Untruthfulness, dishonesty, falsification of agency records (including employment application form) or providing false reasons to explain an absence or to explain other prohibited conduct.
10. Falsification of a time sheet.
11. Any action toward a customer or supplier of the agency which could damage the agency's relationship with such customer or supplier.
12. Off-duty conduct which reflects unfavorably on the agency or the employee's suitability for agency employment.
13. Unsatisfactory, incompetent, inefficient or negligent job performance.

14. Failure to comply with applicable federal, state or local laws or regulations.
15. Failure to maintain all required licenses and certifications.
16. Failure to follow the requirements of this Personnel Policy and other policies issued by the agency.

The specific examples of misconduct cited are intended to be illustrative only and do not exclude other types of conduct or unsatisfactory performance which can be detrimental to the interests of the agency, its employees or customers. Employees may have their employment terminated at any time with or without cause.

Procedure:

In all cases, the extent of disciplinary action will be determined by the agency based upon the seriousness of the misconduct as well as other circumstances peculiar to each case.

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06/04 revised
01/09 revised

16. DISCIPLINARY ACTION

A. *Action Regarding General Performance*

Purpose:

To state the agency's policy for administering disciplinary action for unsatisfactory performance or conduct.

Policy:

Whenever a regular employee's performance, attitude, work habits or conduct is unacceptable to the employee's supervisor, disciplinary action shall be taken. Disciplinary action may take the following forms:

1. Written warning
2. Written reprimand
3. Suspension without pay
4. Disciplinary probation
5. Termination of employment

In most instances, progressive discipline will be imposed in the order set forth above. Depending on the circumstances, including the nature and seriousness of the specific incident and the employee's past performance and conduct, a specific incident may justify combining or bypassing one or more of the above forms of discipline.

Procedure:

A supervisor should seek guidance from the program director and Executive Director when a potential disciplinary action progresses beyond verbal warning.

Written Warning. A written warning will include a counseling session, and the supervisor will place a written record of the written warning in the regular employee's personnel file.

Written Reprimand. A written reprimand will explain how the regular employee's performance or conduct has been unsatisfactory and how the situation must be corrected. A copy of the written reprimand shall be given to the employee and placed in the employee's personnel file.

Suspension Without Pay. Suspension without pay is a form of corrective discipline used when it is deemed that a written reprimand is not strong enough and termination is too strong. Suspension without pay may be for disciplinary reasons or to conduct an investigation into the allegations the behavior and/or actions of the employees are in conflict with the organization. Granting of suspension without pay is at the sole discretion of the Executive Director.

When a regular employee is suspended without pay, the employee shall be given a written statement of the action and the reason for the action at the time the employee is placed on suspension without pay or within two (2) business days thereafter. A copy of the written statement shall be placed in the employee's personnel file. During a suspension without

pay, an employee may not use any earned personal leave. Holiday pay and personal leave benefits are not earned while an employee is suspended without pay. An employee on suspension without pay and whose hours fall below full-time, will not be covered by the company for health and dental insurance. No step increases will occur during this period.

Disciplinary Probation. A regular employee placed on disciplinary probation shall be given a written statement of the action taken and the reasons for the action at the time the employee is placed on disciplinary probation or within two (2) business days thereafter. A copy of this written statement shall be placed in the employee's personnel file. During the period of disciplinary probation, the employee will not accrue personal leave and may not use any earned but unused personal leave and is ineligible for leave without pay unless the employee provides a satisfactory explanation to his or her supervisor of the legitimacy of the reason(s). An employee on disciplinary probation and whose hours fall below full-time, will not be covered by Community Connection's health and dental insurance. Disciplinary probation may be for any period not to exceed six (6) months. During the disciplinary probation period, the employee must show the improvement necessary to remain employed. If the employee fails to correct his or her performance or repeats the unacceptable conduct during the disciplinary probation period, the employee may be terminated from employment. No step increases will occur during this period.

Termination of Employment. Employment with Community Connections is based on the mutual consent of the employee and Community Connections. Accordingly, either the employee or Community Connections can terminate the employment relationship at any time, with or without reason

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06/04 revised
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02/11 revised
01/12 revised

17. TERMINATION OF EMPLOYMENT

A. *Employee Separation*

Purpose:

To ensure timely and accurate reconciliation of agency equipment and supplies and processing of final payroll payment when an employee terminates.

Policy:

Upon separation an employee will return agency equipment and supplies prior to separation. Those voluntarily resigning will receive their pay with the next payroll run and employees involuntarily terminated will receive their pay within three business days (according to State law).

Procedure:

When an employee voluntarily resigns, the employee will submit a written resignation to their supervisor. The supervisor and employee complete the termination contract on the date of notification and immediately submit this to the business office. On or before the employee's last work day, the supervisor will complete the termination checklist, attaching this to the employee's final timesheet. All equipment, keys, and any other agency property is returned prior to the release of final paycheck. Costs of unreturned equipment and/or supplies may be deducted from the employee's final paycheck.

When an employee is involuntarily terminated, the supervisor notifies the business office immediately. The business office will process the final paycheck in a timely manner and disable employee access to facilities and technology equipment as appropriate.

If the employee is not eligible for re-hire, reason must be documented in writing.

Employees released due to a reduction in force will be given such notice as is practical under the circumstances and may receive up to 4 weeks of severance pay based on the discretion of the program director and Executive Director and program's ability to pay.

Definitions:

Resignation/Retirement: A voluntary separation with a 14 calendar day written notice is expected from hourly/direct service staff. Salaried staff are expected to give a 30 calendar day notice.

Release: A separation in which the employee is not qualified or adapted for the type of work assigned and no other type of work is available. Release usually results from no fault of the employee. Employees who are unable to perform satisfactorily for any reason during the probationary period will be considered as released.

Reduction in Force: An involuntary separation based on strategic or financial reasons, resulting in elimination of a specific position.

Deceased: The death of an active employee.

Discharge/Termination: A separation where the employee is removed from the payroll for violation of employee standards of conduct, unsatisfactory job performance, or any other reason deemed by the agency to warrant discharge. In any event, either Community Connections or the employee may terminate the employment relationship at any time with or without reason.

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01/09 revised
03/10 revised

17. TERMINATION OF EMPLOYMENT

B. Exit Interview

Purpose:

To determine and document the reasons employees leave the agency, to provide an opportunity to air unresolved grievances, and to solicit constructive feedback to improve the agency.

Policy:

Separated employees, whether voluntary or involuntary, will receive a questionnaire to be returned to Community Connections through the mail. The business office will make every attempt to accommodate employees requesting an exit interview.

Procedure:

The agency will use the exit interview form to cover the following points:

- Job duties and workload
- Organization policies and practices
- Quality of supervision
- Reason for leaving

18. PERSONNEL POLICIES/PROCEDURES REVIEW

The Executive Director will review personnel policies and procedures as appropriate and shall make any recommendations for change or additions to the Board of Directors.

Community Connections, at its discretion may change, delete, suspend or discontinue any part or parts of the policies and procedures in this manual at any time without prior notice. Any such action will apply to existing as well as future employees. No statement of promise by a supervisor or manager may be interpreted as a change in policy nor will it constitute an agreement with an employee contrary to any policy specified in this manual. Future updates will be mailed to employees and posted on the company web site @ www.comconnections.org. It is the employee's responsibility to read these updates and seek clarification from their supervisor as appropriate. Your consent is understood.

I, _____, have read, understand and agree to follow
(printed name)
the personnel policies and procedures of Community Connections as contained
in this written document.

I understand that no representative of Community Connections, other than its Executive Director, in a written format signed by the Executive Director, has any authority to enter into any agreement contrary to the personnel policies and procedures. I also understand that the personnel policies and procedures are not a contract of employment and that Community Connections can modify the policies and procedures at any time. I also understand that I am employed on an at-will basis. My employment may be terminated at any time, either by me or by Community Connections, with or without cause.

(Signature)

(Date)

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