

**Camden County
Developmental Disability
Resources**

EMPLOYEE MANUAL

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TABLE OF CONTENTS

SECTION A - INTRODUCTION

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

SECTION B - DEFINITIONS OF EMPLOYEE STATUS

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

SECTION C - EMPLOYMENT POLICIES

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

SECTION D - STANDARDS OF CONDUCT

- 3.28 Attendance/Punctuality
- 3.29 Telephone Use
- 3.30 Dress Code
- 3.31 Substance Abuse
- 3.32 Tobacco Products
- 3.33 Electronic Communication and Technology
- 3.34 Transporting Clients/Employee License & Insurance Requirements
- 3.35 Confidentiality

SECTION E - WAGE AND SALARY POLICIES

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

SECTION F - BENEFITS AND SERVICES

- 3.40 Overview of Benefits
- 3.41 Paid Time Off (PTO)
- 3.42 Paid Holidays
- 3.43 Personal Hours
- 3.44 Other Leaves of Absence
- 3.45 Family Medical Leave Act & Victims Economic Safety and Security Act
- 3.46 Funeral/Bereavement Leave
- 3.47 Jury Duty/Military Leave
- 3.48 Allocated & Unallocated Absences
- 3.49 Educational Assistance
- 3.50 Training/Professional Development

SECTION G - EMPLOYEE COMMUNICATIONS, FEEDBACK, & REHIRE

- 3.51 Job Postings, Promotion, & Other Position Changes
- 3.52 Chain of Command and Procedure for Handling Complaints
- 3.53 Staff Meetings
- 3.54 Bulletin Board
- 3.55 Employee Suggestions
- 3.56 Performance Reviews, Performance Planning Sessions, & Cost-of-Living Adjustments
- 3.57 Corrective Action & Discipline
- 3.58 Employment Termination
- 3.59 Rehired Employees

SECTION A

INTRODUCTION

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

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

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

3.1 CHANGES IN POLICY

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

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

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

3.2 EMPLOYMENT APPLICATIONS

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

3.3 AT-WILL EMPLOYMENT RELATIONSHIP

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

SECTION B

DEFINITIONS OF EMPLOYEE STATUS

3.4 “EMPLOYEES” DEFINED

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

3.5 EXEMPT

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

3.6 NON-EXEMPT

Non-exempt employees are employees whose positions do not meet FLSA “exempt” criteria and who are paid one and one-half times their regular rate of pay for hours worked exceeding 40 per workweek.

3.7 REGULAR FULL-TIME

Employees who are regularly scheduled to work more than 1500 hours per calendar year are classified as regular full-time employees. All newly hired regular full-time employees must complete a 90-day initial employment period prior to becoming eligible for specific CCDDR employee benefits. An employee evaluation will be completed approximately 90 days after initial employment, and the employee may be eligible for up to a 3% wage increase if the employee’s performance warrants an increase in pay.

3.8 REGULAR PART-TIME

Employees who are regularly scheduled to work less than 1500 hours per calendar year are classified as regular part-time employees. An employee evaluation will be completed approximately 90 days after initial employment, and the employee may be eligible for up to a 3% wage increase if the employee’s performance warrants an increase in pay. Regular part-time employees are not eligible for some of CCDDR’s benefit programs.

3.9 TEMPORARY (FULL-TIME or PART-TIME)

Employees who are employed on a short-term basis and/or individuals who are hired as interim replacements to assist in the completion of a specific project, for regular full-time or regular part-time employee paid time off relief, or for regular full-time or regular part-time employee leave of absence relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employment with CCDDR may be up to, but will not exceed, 365 days. Temporary employees retain that status until they are notified in writing of a change. Temporary employees are not eligible for most of CCDDR’s benefit programs.

SECTION C

EMPLOYMENT POLICIES

3.10 EQUAL EMPLOYMENT OPPORTUNITY/DISCRIMINATION/HARASSMENT/RETALIATION

Equal Employment Opportunity

CCDDR values the diversity and creativity of its employees and employment candidates. CCDDR values diversity in all operations and recognizes the strength it brings to the organization, its employees, its clients, and its Board members. CCDDR is committed to providing equal opportunity to all employment candidates and employees in all employment and employee-related efforts.

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

Reasonable Accommodation

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

Prohibition Against Discrimination

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

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

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

Reporting Discrimination

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

Prohibition Against Harassment

CCDDR believes in developing, fostering, and maintaining a professional work environment where employees and others are treated with respect and dignity. Harassment of any kind is explicitly prohibited. The work environment must be free of harassment or intimidation based on sex, gender, age, color, disability, marital status, national origin, citizenship status, race, religion, gender, gender identity, change of sex and/or transgender status, sexual orientation, veteran status, or any other legally protected category. Every employee is expected to conduct him or herself in a manner that is always professional, respectful, and considerate of others. Harassment in the workplace, whether committed by managers, co-workers, business partners, vendors, customers, contractors,

clients or any other third party is prohibited. Every employee of CCDDR should comply with the following obligations and expectations concerning this policy:

- Become familiar with the terms of this policy and provide an executed acknowledgement of the policy and its terms
- Take the necessary steps to prevent and eliminate the occurrence of harassment and, when provided, attend CCDDR-provided training on harassment as well as certify your attendance
- Refrain from engaging in conduct which may be construed as unlawful or general harassment

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

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

Sexual Harassment

Sexual harassment is a particular form of workplace harassment. It includes unwelcome sexual advances, requests for sexual acts or favors, or other verbal or physical conduct of a sexual nature when:

- Submission or rejection of such conduct is a term or condition of employment or is a basis for employment decisions
- Such conduct has the purpose or effect of unreasonably interfering with an individual's working conditions or performance by creating an intimidating, hostile, humiliating or offensive work environment

Examples of Sexual Harassment

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

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

Who Can Be a Victim of Sexual Harassment and Who Can Be a Harasser?

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

Harassment on Other Grounds is Prohibited

Discriminatory treatment other than sexual harassment is also prohibited. Discriminatory treatment, including harassment, of individuals and groups based on race, gender, color, age, ethnicity, religion, disability, sexual orientation, gender identity, change of sex and/or transgender status, national origin, veteran's status, and any other legally protected characteristic is strictly prohibited.

Definition of Harassment on Other Grounds

Harassment on the basis of race, color, age, gender, ethnicity, religion, disability, sexual orientation, gender identity, change of sex and/or transgender status, national origin, veteran's status, and any other legally protected

characteristic directed against individuals, may be established by showing conduct toward another person that has the purpose or effect of creating an intimidating, hostile, or demeaning environment and that interferes with the employee's work performance or ability to participate in or to realize the intended benefits of an CCDDR activity, employment, or resource.

Examples of Other Kinds of Harassment

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

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

Who Can Be a Victim and a Harasser?

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

Reporting Harassment

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

Procedure for Reporting Discrimination or Harassment

1. Employees who believe they have experienced or have witnessed discrimination or harassment are expected and required to notify the Human Resources Officer immediately. If the Human Resources Officer is unavailable or if the employee believes it would be inappropriate to contact this person, the employee should immediately contact the Executive Director. Reports of the Executive Director violating this policy should be made to the Human Resources Officer or the Board Chairperson.
2. Any supervisor or manager who receives a report of harassment or otherwise becomes aware of discriminatory or harassing conduct must promptly notify the Human Resources Officer, who will handle investigation of the matter.
3. Reports may be made verbally or in writing (see attached Appendix "A" complaint form). You are not required to use the complaint form. Regardless of the way in which a complaint is made, please try to include details of the incident or incidents, names of the individuals involved, and names of any witnesses.
4. Reports of discrimination and harassment will be promptly investigated in an impartial manner. Information will be treated as confidential to the extent possible. It will be disclosed only when it is necessary to further the investigation and resolve the complaint. The result of the investigation will be disclosed to the person making the report and to the person alleged to have engaged in prohibited conduct.

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

Prohibition Against Retaliation

To promote reporting of violations of this policy, CCDDR cannot stress enough that **any acts of retaliation will not be tolerated** against an individual for making a report of discrimination or harassment or cooperating in an investigation of discrimination or harassment. Employees who feel they have been retaliated against in any way because of reporting discrimination or harassment or who feel the employees' concern of discrimination or harassment was not adequately addressed or handled should contact the Human Resources Officer, Executive Director, or Board Chairperson as appropriate. Questions about this policy should be directed to the Human Resources Officer.

3.11 BACKGROUND SCREENS/CLEARANCE TO WORK

Initial Background Checks/New Employees

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

- TB Test
- Illegal Drug Screen
- E-Verify
- Fingerprint Check (Highway Patrol-MOVECHS/Rap-Back)
- Family Care Safety Registry/Criminal Records Check/Sex Offender Registry Check through the Missouri State Highway Patrol (does not require fingerprints)
- Driving History/MVR
- Reference Checks
- Verification of prior employment, education, & credentials
- Office of Inspector General (United States Department of Health & Human Services)
- All new employees must provide proof of the minimum vehicle insurance coverage, as required by Missouri statutes, for their vehicles to be used while performing their job duties or CCDDR functions. Only those vehicles covered under an insurance policy may be utilized to perform job duties or CCDDR-related functions. Additional verification of insurance coverage may be needed to assure the best interests of CCDDR and its clients are protected. Any attempt to falsify insurance coverage shall be grounds for immediate termination.

Ongoing Background Checks of Existing Employees

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

- Family Care Safety Registry/Criminal Records Check/Sex Offender Registry Check through the Missouri State Highway Patrol (does not require fingerprints)
- Office of Inspector General (United States Department of Health & Human Services)
- Driving History/MVR
- Fingerprint Check (Highway Patrol-MOVECHS/Rap-Back every 6 years)
- All existing employees must provide proof of the minimum vehicle insurance coverage, as required by Missouri statutes, for their vehicles to be used while performing their job duties or CCDDR functions. At the beginning of each insurance renewal period, the employees must provide proof of insurance coverage to the Human Resources Officer, immediate supervisor, or Executive Director for filing in their personnel file. Only those vehicles covered under an insurance policy may be utilized to perform job duties or CCDDR-related functions. Failure to provide proof of insurance coverage shall be grounds for suspension without pay until an insurance policy can be procured by the employee or immediate termination of employment. Additional verification of insurance coverage may be needed to assure the best interests of CCDDR and its clients are protected. Any attempt to falsify insurance coverage shall be grounds for immediate termination.

TB Test:

The TB test shall only be conducted once for all new employees, which will be at the time employment begins with CCDDR. Volunteers or interns who have direct contact with clients served by CCDDR will be required to

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

Criminal Records Check (Does not Require Fingerprints)

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

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

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

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

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

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

Should CCDDR learn that an existing employee has been convicted of a disqualifying crime, an existing employee has been placed on the DMH or DHSS Employee Disqualification Registry/List, or a claim against the employee for child or adult abuse, neglect, or exploitation has been substantiated at the time of annual re-screening, the employee shall be terminated.

Illegal Drug Screen:

(See Section 3.31 Substance Abuse)

Driving Record:

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

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

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

3.12 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make new employees feel comfortable, informed about CCDDR, and prepared for their position. At a minimum, new employee orientation for CCDDR employees shall include, but is not limited to, an overview of CCDDR's history; an explanation of the core values, vision, and mission of CCDDR; safety practices/procedures; CCDDR policies, procedures, handbooks, manuals, and program guidelines; and an overview of the Employee Manual.

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

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

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

- Level I Medication Aide
- Training as listed in compliance of the Annual Targeted Case Management Agreement, Missouri statutes, and Federal statutes

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

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

3.13 PERSONNEL FILES

Employee personnel files may include information related to period of employment, job application/resumé, job description, signed agreements with the employee, records of participation in training events, salary/pay history, address, phone number, records of disciplinary action, and other documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of CCDDR, and access to the information is restricted. Authorized CCDDR administrative personnel who have a legitimate reason to review personnel files can access information in

personnel files.

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

Some employment records will be kept in separate files, such as records relating to medical conditions, certain leaves of absence, investigations, and I-9 requirements.

3.14 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify the Executive Director, employee's supervisor, and/or Human Resource Officer of any changes in personnel data, such as:

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

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

3.15 INCLEMENT WEATHER/EMERGENCY OFFICE CLOSINGS

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

When the decision is made to close the office, employees will receive official notification from the Executive Director, employees' supervisors, and/or Human Resources Officer.

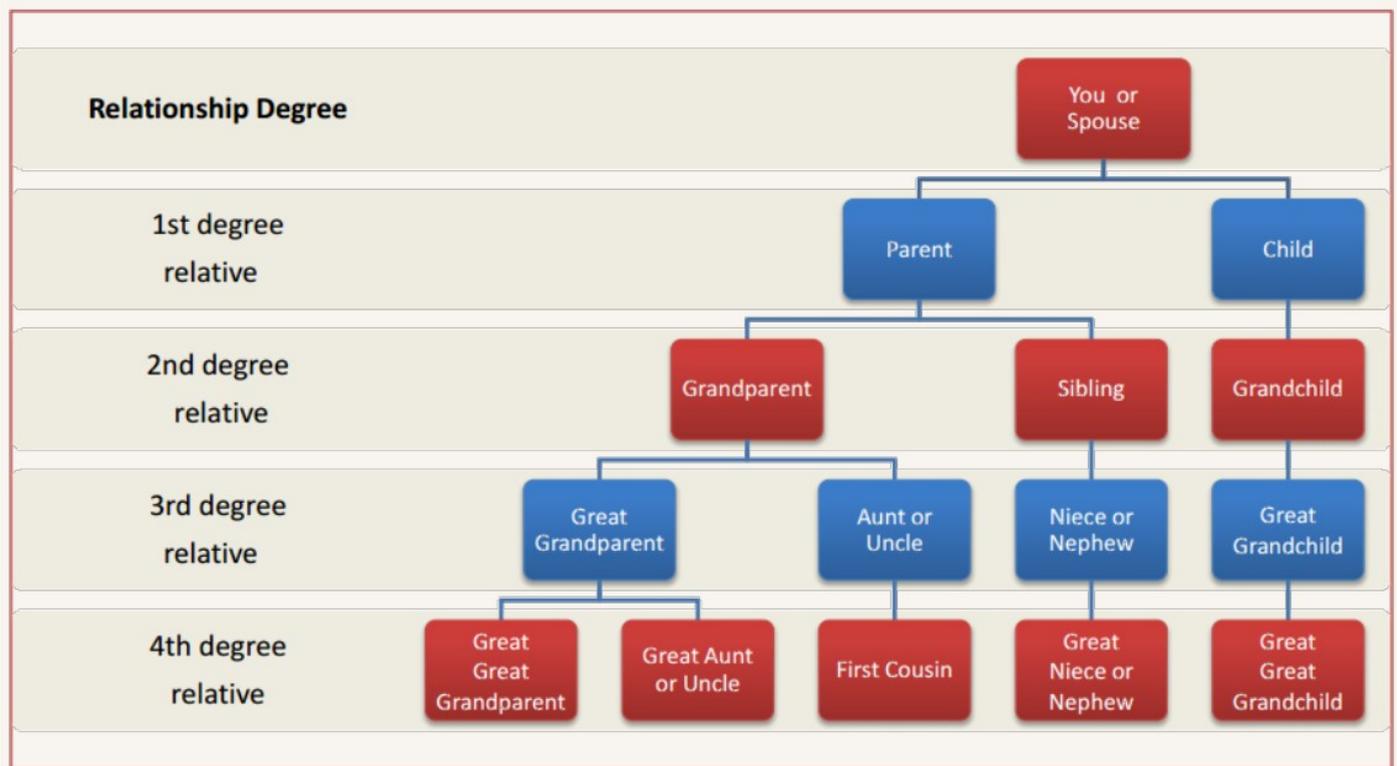
Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. Subject to the supervisor's approval, employees may elect to use paid time off or personal hours. Employees may also work remotely.

3.16 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions so long as the employee meets the performance standards of their job description with CCDDR. Unless an alternative work schedule has been approved by CCDDR, employees will be subject to scheduling demands, regardless of any existing outside work assignments. CCDDR's office space, equipment, and materials are not to be used for outside employment.

3.17 NEPOTISM

CCDDR shall not consider applications for employment from or hire immediate family members of current employees. Immediate family members are defined in Section 3.46 FUNERAL/BEREAVEMENT LEAVE. CCDDR shall not consider applications for employment from or hire relatives within the fourth degree by consanguinity (blood) or affinity (marriage or adoption) of any current CCDDR manager, supervisor, or Board member. In the event a Board member appointed by the Camden County Commissioners is related within the third degree by consanguinity or affinity to an existing employee, the employee shall be terminated. Degrees of relationship are identified below:



3.18 SAFETY IN THE WORKPLACE

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

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

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

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their immediate supervisor, the Compliance Manager and/or the Executive Director.

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

3.19 HEALTH-RELATED ISSUES

All employees must notify the Executive Director, Human Resources Officer, or their immediate supervisor if they have a condition which poses a direct threat to their safety or the safety of others. In such circumstances, CCDDR will engage with the employee in a discussion regarding reasonable accommodation of the condition.

3.20 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention due to an injury sustained on the job, the employee must report the condition immediately to the Executive Director, Human Resources Officer, or immediate supervisor, and a CCDDR physician must be utilized if the employee wishes to get medical services paid by CCDDR. If the injury is not an emergency, the employee must complete the Authorization to Obtain Information form and the Workers Compensation Authorization for Medical Treatment form. All workers compensation injuries must be reported within 24 hours to the Workers Compensation insurer. The Executive Director, Human Resources Officer, or immediate supervisor shall complete the Supervisor Incident/Injury report form, and get statements from witnesses, if any. Exceptions will be made in cases where the CCDDR physician is unavailable, or it is necessary for the employee to use the hospital emergency room or EMS. Management will ensure that the medical provider understands that the injury may be a work-related injury, if in fact the injury is directly related to the employee carrying out the employee's job responsibilities. An incident report may also be required in such cases.

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

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

3.21 BUILDING SECURITY

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

3.22 INSURANCE ON PERSONAL EFFECTS

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

3.23 OFFICE SUPPLIES/EXPENSES/OBLIGATING CCDDR

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

3.24 MONTHLY EXPENSE REIMBURSEMENT

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

3.25 PARKING

Employees must park their vehicles in areas indicated and provided by CCDDR. Employees working at the 100 Third Street location should park their vehicles in the north parking lot (at the corner of 3rd and 5th Streets) to allow use of the west parking area (directly in front of the main entrance along 3rd Street) for Children's Learning Center staff and patrons as well as CCDDR clients, clients' families, and other CCDDR visitors.

3.26 VISITORS IN THE WORKPLACE

To provide for the safety and security of CCDDR employees, visitors, facilities, and clients' confidentiality, only authorized visitors shall be allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential client information, safeguards employee welfare, and avoids potential distractions or disturbances. Restricted areas shall be identified, and there shall be no exceptions without approval of the Executive Director.

3.27 IMMIGRATION LAW COMPLIANCE

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

SECTION D

STANDARDS OF CONDUCT

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

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

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

3.28 ATTENDANCE/PUNCTUALITY

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

If you are unable to report for work for any reason, notify your immediate supervisor before your regular or approved starting time. You are responsible for speaking directly with your immediate supervisor about your absence. Employees should speak directly to their supervisor, except in extreme emergencies. Leaving a message on voicemail, sending a text message, or sending an email is acceptable; however, a follow-up phone call from

the supervisor, Human Resource Officer, and/or Executive Director may occur. If you do not report for work and CCDDR is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll. Should excessive tardiness or absenteeism become apparent, disciplinary action, up to and including termination, may be required.

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

Working remotely is when an employee performs work tasks from home or in a location which is not work-related (i.e., not in a CCDDR office; not at an in-person CCDDR job-related meeting, seminar, conference, or training; not at a client's home, direct support program location, etc.). Employees may be authorized to work remotely under specific circumstances, such as employee illness; employee family member illness; inclement weather conditions; childcare issue; participating in a virtual, job-related meeting, training, seminar, or conference; or other appropriate and reasonable circumstance. All remote working schedules must be approved by the immediate supervisor, and the intentions must be clearly communicated when working under the guidelines of the remote working schedule. Any misrepresentation of the intent or purpose of an approved remote working schedule shall be grounds for disciplinary action up to and including termination of employment. If a secure Internet connection is not available, employees shall save all work performed remotely on a device provided by CCDDR, which will be password protected and/or encrypted. Support Coordinators shall record work performed remotely by creating appropriate log notes on the Internet-based client database, and all employees must provide a description of the duties and activities performed. Employees may also be required to provide a start time and stop time for every activity performed. The Executive Director may review and reverse approvals to work remotely.

3.29 TELEPHONE USE

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

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

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

3.30 DRESS CODE

A professional appearance is important anytime you meet with the clients we serve, parents/guardians of clients we serve, support providers, and other stakeholders, including the public. Employees should be well groomed and dressed appropriately for conducting CCDDR business.

The dress code shall be appropriate for all employees' work situations. The usual dress code at CCDDR shall be "business casual". "Business professional" attire may be required from time to time for specific functions, which will be addressed at that time by the Executive Director. The following items are considered appropriate for "business casual" working attire for staff employed by CCDDR:

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

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

- Tank tops or revealing shirts
- Short mini skirts

- Sheer clothing
- T-shirts
- Jeans
- Shorts

"Casual days" may occasionally be approved by the Executive Director. If approved, appropriate guidelines will be provided.

3.31 SUBSTANCE ABUSE

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

Alcohol

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

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

Illegal Drug Use or Abuse of Prescription Drugs

It is CCDDR's policy to take reasonable measures to maintain a work environment free of illegal drug use as well as the abuse or illegal use of prescription drugs. If CCDDR determines an employee illegally uses drugs, illegally possesses drugs, illegally abuses drugs, is illegally under the influence of drugs, or has illegal drugs in the employee's system, the employee may be subject to termination of employment. CCDDR reserves the right in each case to determine the specific action to be taken concerning drug testing, discipline, treatment, and employment status.

Application and Testing

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

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

- After a vehicle accident or an accident/injury not involving a vehicle while on duty or performing CCDDR-related business
- Based on behavior or other signs (e.g. unsteady gate, bloodshot eyes, smell, etc.), management concludes the situation or circumstance may be the result of alcohol use, illegal drug use, or improper drug use
- Based on arrest

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

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

- Refusal to sign a Consent and Authorization for Release and Use of Drug Testing Information Form
- Refusing the test or failing to appear for the scheduled test
- Adulterating the test specimen
- Failing the test
- Use of prescription drugs outside the direction of the prescription

Positive test results confirmed by an independent laboratory retest and/or not resolved to CCDDR's satisfaction

by an adequate explanation, such as a valid prescription, will result in termination of candidacy for or current employment with CCDDR. Applicants for employment who fail the pre-employment drug test will not be reconsidered for position openings for a period of one year.

Employee Initiated Treatment

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

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

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

Confidentiality

All information and test results received by CCDDR through its drug and alcohol testing policy are confidential communication and to be maintained in the employee's confidential file. Access to confidential employee files and information therein are guided by CCDDR policy.

Diversion, Theft, Possession, or Trafficking Drugs

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

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

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

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

3.32 TOBACCO PRODUCTS

The use of tobacco products is only permitted in designated areas.

The use of tobacco products is also prohibited in employee personal vehicles while transporting clients.

3.33 ELECTRONIC COMMUNICATIONS AND TECHNOLOGY

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

Technology Resources by employees is permitted if accomplished in compliance with the provisions of this policy as set forth below.

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

No Expectation of Privacy.

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

Standardized Software and Hardware.

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

Installation of Software and Hardware.

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

Ownership and Confidentiality.

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

Copying Software, Programs, Applications, Templates, etc.

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

Acceptable Uses of CCDDR's Technology Resources.

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

Prohibited Uses of CCDDR's Technology Resources.

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

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

Any employee who violates these policies could be subject to disciplinary action, up to and including termination. In addition, employees may be held personally liable for damages incurred resulting from copyright and licensing infringements.

Social Media.

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

Downloading Files from the Internet or Opening Email Attachments.

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

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

Manger/Consultant, your supervisor, and/or the Executive Director immediately.

3.34 TRANSPORTING CLIENTS/EMPLOYEE LICENSE & INSURANCE REQUIREMENTS

Employees are to only provide transportation to clients served by CCDDR in emergency situations, where the health, safety, or wellbeing of the client may be at risk. In the case of a medical emergency, employees are to call 9-1-1 for emergency transport. The use of tobacco products is not allowed in any vehicle while transporting clients. All employees who transport clients in their vehicle must have a current valid Missouri driver's license, have the appropriate vehicle insurance, are required to wear their seat belts, and to have all clients transported wear seat belts. All employees are to submit proof of the minimum vehicle liability insurance coverage to the Human Resources Officer or the Executive Director at the appropriate insurance renewal periods to establish proof of continuous coverage. Failure to maintain continuous vehicle insurance coverage could result in disciplinary action up to and including termination. If an employee's vehicle insurance has lapsed or expired, the employee will not be allowed to drive the employee's vehicle for the purpose of conducting CCDDR business. It is the employee's responsibility to notify their insurance carrier that they may be responsible for transporting clients in certain emergency situations as a function of CCDDR business and to ensure they have adequate coverage for liability, property damage, and bodily injury.

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

3.35 CONFIDENTIALITY

The protection of confidential client information, including PHI, is vital to the interests and success of CCDDR. CCDDR conforms to State and Federal laws on protecting confidential client information. Such confidential client information includes, but is not limited to, the following examples:

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

All employees shall be trained in the proper safeguarding and use/disclosure of client PHI. Staff must utilize professional consideration and discretion at all times in their discussions regarding individuals served by CCDDR.

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

Caution must be exercised by staff in any discussions with professional peers, whether on or off CCDDR premises, to ensure conversations cannot be overheard by other individuals served or other individuals not professionally involved with the individual(s) who is/are the topic of conversation.

Employees traveling and/or working remotely should only take the minimum necessary PHI to conduct their duties. While transporting PHI, efforts shall be made by staff to keep such information from plain view. Vehicles containing PHI shall be kept locked while unoccupied and shall be kept out of view through the windows. Laptops provided by CCDDR and used remotely shall be kept in a locked and secured location when not in use.

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

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

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

SECTION E

WAGE AND SALARY POLICIES

3.36 OFFICE HOURS AND WORKWEEK

The CCDDR office hours are from 8:30 a.m. to 4:00 p.m. Monday through Friday, except for paid holidays. To best serve CCDDR clients, all employees are expected to work at some point during these hours whenever possible, depending on approved FLEX schedules (if applicable). Typically, scheduled working hours for full-time employees are from 8:00 a.m. to 5:00 p.m. (eight hours with a one-hour lunch break), Monday through Friday, which is considered a standard work schedule; however, alternative work schedules may be approved by the immediate supervisor and/or Executive Director. Part-time employee hours are subject to supervisor and/or Executive Director approval. All employees are expected to cooperate in taking lunch breaks on a staggered schedule when working in the office so that the needs of office visitors, clients/parents, persons calling by phone, co-workers, and other stakeholders are met.

The standard workweek for full-time, non-exempt employees is 40 hours per week. For calculating non-exempt employee hours worked during the week, CCDDR's workweek is from Saturday at 12:00 a.m. to Friday at 11:59 p.m.

All employees are allowed up to a one-hour lunch break, which is not counted as time worked, and two 15-minute breaks, which are counted as time worked. Lunch breaks must be taken and cannot be less than 30 minutes if an employee works at least 4 hours on any workday. Lunch breaks should be taken mid-workday or as close to mid-workday as possible. The two 15-minute breaks should be taken in the morning or before lunch and in the afternoon or after lunch and cannot be taken concurrently or contiguously with the lunch break or with each other. Since the two 15-minute breaks are counted as time worked, the breaks must be taken "stationarily". For example, employees cannot leave the office to go home or conduct personal errands during the 15-minute break. If personal time is needed during the workday, the employee must do so during hours not counted as time worked, such as their lunch break, approved paid time off, or approved unpaid time off. Extended, earlier, or later lunch breaks as well as earlier or later 15-minute breaks must be approved by the supervisor and/or Executive Director.

3.37 TIMEKEEPING AND SCHEDULING

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

Exempt employees should communicate a work schedule and/or deviations from a typical work schedule with their immediate supervisor and/or the Executive Director. This will ensure coverage during office hours can be arranged when needed.

All employees' timesheets must be completed, approved, and submitted to the Human Resource Officer no later than 10:00 a.m. on the Monday (or Tuesday if Monday is a paid holiday) following the end of the payroll period.

3.38 OVERTIME

Overtime compensation is paid only to non-exempt employees in accordance with Federal and State wage and hour laws. Exempt employees are not eligible for overtime regardless of hours worked.

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

Overtime is payable at a rate of one and one-half times the regular hourly rate for all hours worked over 40 in one

workweek. Paid time off or any leave of absence will not be counted as hours worked. When approved paid time off or any leave of absence is taken during a workweek, the number of total hours worked plus the approved paid time off or any leave of absence shall not exceed 40 hours. Any approved paid time off or leave of absence shall not exceed 40 hours in one workweek.

3.39 PAYDAYS

All employees are paid on a biweekly basis, every other Friday. Employees may elect to have their paychecks automatically deposited into their bank account.

If a regular payday is during an employee's paid time off, the employee's paycheck will be available upon the employee's return from the paid time off or available for the employee to pick up at the employee's convenience on the payday or anytime thereafter.

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

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

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

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

CCDDR does not issue payroll advance payments or loans to its employees.

SECTION F

BENEFITS AND SERVICES

3.40 OVERVIEW OF BENEFITS

CCDDR offers leave benefits for recruiting and maintaining a motivated workforce. CCDDR extends the following types of leave:

- Paid time off (PTO)
- Personal hours
- Military leave
- Funeral/Bereavement leave
- Jury duty leave
- Family and Medical Leave Act, Missouri Victims Economic Safety and Security Act, and other leaves of absence

CCDDR offers the following benefits immediately upon hire for all regular full-time and part-time employees:

- Workman's Compensation
- Jury Duty & Military leave
- Training/Professional development
- Other leaves of absence

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

- Health insurance (starts the 1st day of the month after date of hire)
- Paid holidays
- Personal hours (16)

The following benefits are available to all regular full-time employees after 90 days of employment:

- Paid time off
- Funeral/Bereavement leave

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

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

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

- Educational (tuition) assistance

The following benefits are available to all temporary full-time and part-time employees:

- Workman's Compensation
- Training/Professional development

The Family Medical Leave Act (FMLA) is available to all employees who have worked for CCDDR for 12 or more months, have worked at least 1,250 hours during the previous 12 months, and work at a location where CCDDR employs 50 employees within 75 miles (see attached Appendix "B").

The Missouri Victims Economic Safety and Security Act (VESSA) is available to all employees. An employee will be eligible for an approved reason if that employee is a victim of domestic or sexual violence or has a family or household member who is a victim of domestic or sexual violence whose interests are not adverse to the employee as it relates to domestic or sexual violence (see attached Appendix “C”).

3.41 PAID TIME OFF (PTO)

PTO is recorded in five-minute increments (decimalized) for eligible non-exempt employees and eight-hour increments for eligible exempt employees when utilized. The calendar year (January 1st to December 31st) an employee is hired is considered the first calendar year of employment, regardless of when the employee was hired during the calendar year. During the first calendar year of employment, PTO hours available for use after completing 90 days of employment will be prorated based on 160 hours (see example below); beginning with the second calendar year through the completion of the fourth calendar year of employment, an individual shall have 160 hours of PTO available for use; beginning with the fifth calendar year through the ninth calendar year of employment, an individual shall have 240 hours of PTO available for use; and beginning with the tenth calendar year of employment and beyond, an individual shall have 320 hours of PTO available for use (see chart below). PTO may be used for absent hours due to illness, personal reasons, vacations, or other circumstances which require an employee be absent from work. All PTO must be approved by the employee’s supervisor and/or the Executive Director. Final PTO hours recorded will not cause the total amount of hours worked plus PTO hours taken to exceed 40 total hours during any workweek. For example:

An employee requested 8 hours off from work on Monday to take care of some personal matters. The employee’s supervisor approved a request from the employee to use 8 hours of PTO for the absence. The employee worked 36.5 hours between Tuesday and Friday during that same workweek. There will only be 3.5 hours of PTO recorded for the employee’s workweek, and 3.5 PTO hours will be deducted from the employee’s remaining PTO balance for the current calendar year.

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

Calendar Year of Employment	Maximum Annual PTO Hours Available
First Calendar Year	Prorated Based on 160 Hours
2nd to 4th Calendar Year	160 Hours
5th to 9th Calendar Year	240 Hours
10th Calendar Year and Beyond	320 Hours

The full applicable compliment of PTO is available for use in each calendar year of employment (provided the employee has completed the employee’s first 90 days of employment) beginning on January 1st of the calendar year and must be used by December 31st of that same calendar year. There will be no carryover of any unused PTO from one calendar year to the following calendar year.

For employees hired during any calendar year, the applicable PTO will be prorated based on the number of months remaining in that calendar year. For example:

*An employee is hired on May 10th, 2019 (5th calendar month). 2019 is considered the employee’s first calendar year of employment. The employee is eligible for 7/12 (.59 – all decimals are rounded up) of 160 hours, which equals 95 hours (all decimals rounded up to the nearest whole number) of PTO available to that employee once the employee has completed the first 90 days of employment. The employee will become eligible for 240 hours of PTO available on January 1st, 2023 (5th calendar year of employment). The employee will become eligible for 320 hours of PTO available on January 1st, 2028 (10th calendar year of employment). **Please note employees***

hired on or after October 2nd of any calendar year will not be eligible to use PTO hours during the first calendar year (must complete first 90 days of employment to be eligible to use PTO available).

Prorated unused PTO shall be paid to the employee upon termination of employment. For employees who voluntarily terminate their employment, are discharged, or are laid off due to business needs during a calendar year; have completed their 90-day initial employment period; and have not used PTO hours during the calendar year prior to employment separation, the proration will be based on the number of months the employee was still employed during the calendar year. For example:

An employee voluntarily terminates employment with CCDDR on July 10th, 2019 (7th calendar month). The employee is in the employee's 4th calendar year of employment (hired in 2016) and has not used any PTO during that calendar year. The employee is eligible to receive 7/12 (.59 – all decimals are rounded up) of the remaining 160 hours, which equals 95 hours (all decimals are rounded up to the nearest whole number) that will be paid to the employee after termination has occurred.

The same calculation applies to employees who voluntarily terminate their employment, are discharged, or are laid off due to business needs; have completed their 90-day initial employment period; and have used PTO hours during the calendar year prior to employment separation. For example:

An employee voluntarily terminates employment with CCDDR on July 10th, 2019 (7th calendar month). The employee is in the employee's 4th calendar year of employment (hired in 2016) and the employee has used 50 hours of PTO. The employee is eligible to receive 7/12 (.59 – all decimals are rounded up) of the remaining 160 hours, which equals 95 hours (all decimals are rounded up to the nearest whole number). 95 hours minus 50 hours used equals 45 hours. 45 hours will be paid to the employee after termination has occurred.

If there are no PTO hours available based on the calculation, there will be no PTO hours paid to the employee after termination. The month of hire or termination will be counted as a full month, regardless of the date during the month.

When the proration of PTO has been paid to an employee who voluntarily terminates or was laid off due to business needs and the employee is rehired during the same calendar year, the employee will not have any PTO remaining for the current calendar year; however, the employee will have PTO available the next calendar year.

PTO Requests

Unless the circumstance prohibits or an emergency precludes them from doing so, employees shall submit requests for desired PTO to their supervisor for approval sufficiently in advance of the planned PTO to permit scheduling of substitute personnel if necessary. If non-exempt, regular full-time employees have not worked a full 40 hours in a workweek without a previously approved PTO request, employees must submit a PTO request to their supervisor by 10:00 a.m. on the Monday (or Tuesday if Monday is a paid holiday) following the end of the workweek. If an employee is incapacitated or unavailable, the supervisor may approve PTO without a request, depending on the circumstance, emergency, and/or available PTO. All PTO requests must be approved by the supervisor.

PTO requests will be determined on a first come, first serve basis. If PTO requests for the same timeframes are received simultaneously, the requests will be reviewed and determined based on employee seniority. All PTO requests will also be reviewed and determined based on the premise of minimizing disruptions in workflow. Some, all, or none of employees' PTO requests may be approved.

3.42 PAID HOLIDAYS

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

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day

- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

3.43 PERSONAL HOURS

In addition to scheduled paid holidays and PTO, full-time employees are given 16 personal hours annually to be used for time off from work. Personal hours are recorded in five-minute increments (decimalized) for eligible non-exempt employees and eight-hour increments for exempt employees when utilized.

Personal Hours Requests

Unless circumstance prohibits or an emergency precludes them from doing so, employees must obtain approval from their supervisor before using the personal hours. If non-exempt, regular full-time employees determine they have not worked a full 40 hours in a workweek without a previously approved personal hours request, employees must submit a personal hours request to their supervisor by 10:00 a.m. on the Monday (or Tuesday if Monday is a paid holiday) following the end of the workweek. If an employee is incapacitated or unavailable, the supervisor may approve personal hours without a request, depending on the circumstance, emergency, and/or available personal hours. All personal hours requests will be reviewed and determined based on the premise of minimizing disruptions in workflow, and all personal hours requests must be approved by the supervisor.

Personal hours requests will be determined on a first come, first serve basis. If personal hours requests for the same timeframes are received simultaneously, the requests will be reviewed and determined based on employee seniority. Some, all, or none of the simultaneous personal hours requests may be approved.

Unused personal hours are not paid after termination of employment with CCDDR. The full applicable compliment of personal hours is available for use in each calendar year beginning on January 1st of the calendar year and must be used by December 31st of that same calendar year. There will be no carryover of any unused personal hours from one calendar year to the following calendar year. Personal hours are not prorated the same way as PTO. All new employees have 16 personal hours immediately available to them for use upon initial employment (i.e., personal hours can be used during the first 90 days of employment).

If an employee who was laid off due to business needs or voluntarily terminated and is rehired during the same calendar year, the employee will have the unused balance of personal hours, if any, immediately available.

3.44 OTHER LEAVES OF ABSENCE

For FMLA and VESSA leave of absence requests (see Section 3.45), please contact the Human Resources Officer directly. Unless circumstance prohibits or an emergency precludes them from doing so, employees must obtain approval from their supervisor before using all other leaves of absence. If non-exempt, regular full-time and part-time employees have not worked a full workweek without a previously approved leave of absence request, employees must submit a leave of absence request to their supervisor by 10:00 a.m. on the Monday (or Tuesday if Monday is a paid holiday) following the end of the workweek. If an employee is incapacitated or unavailable, the supervisor may approve a leave of absence without a request, depending on the circumstance or emergency. Other leaves of absence requested shall be evaluated in accordance with applicable law, CCDDR policy, and/or CCDDR business needs. Approved leaves of absence from work shall generally be a maximum of six weeks; however, each situation shall be assessed on a case-by-case basis. Leaves of absence requests for consecutive days lasting more than one workweek must be approved by the Executive Director and may require documentation from a health care provider, if applicable. Leaves of absence are recorded in five-minute increments (decimalized) for eligible non-exempt employees.

3.45 FAMILY MEDICAL LEAVE ACT & VICTIMS ECONOMIC SAFETY AND SECURITY ACT

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

Eligible employees may take unpaid leave when the employee or an employee's family or household member is a victim of domestic or sexual violence pursuant to the VESSA (see attached Appendix "C", which sets forth employee rights under VESSA).

3.46 FUNERAL/BEREAVEMENT LEAVE

The purpose of funeral/bereavement leave is to provide you with time to attend the funeral of a member of your family and to handle personal affairs without disrupting your income. Regular full-time employees are eligible for funeral/bereavement leave benefits, and the benefits become effective after you complete your 90-day initial employment period.

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

The term immediate family member is defined as:

- Spouse
- Domestic Partner
- Fiancé/ Fiancée
- Sibling
- Step Sibling
- Sibling-in-Law
- Child
- Stepchild
- Child-in-Law
- Parent
- Stepparent
- Parent-in-Law
- Grandparent
- Step Grandparent
- Grandparent-in-Law
- Grandchild
- Step Grandchild
- Grandchild-in-Law

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

3.47 JURY DUTY/MILITARY LEAVE

Employees will be granted time off to serve on a jury or military leave. CCDDR will be responsible for the difference between the exempt employee's weekly salary and the weekly rate of pay received for temporary military duty or jury duty. Non-exempt, regular full-time employees who are required to perform jury duty during normally scheduled working hours will be compensated their current hourly rate up to a maximum of 8 hours per workday and up to a maximum of 10 working days. The total hours for any workweek consisting of jury duty hours or combined hours of jury duty and work performed shall not exceed 40 (i.e., overtime will not be authorized). Regular part-time employees who are required to perform jury duty during normally scheduled working hours will be compensated their current hourly rate up to a maximum of their regularly scheduled hours

per workday and up to a maximum of 10 working days. The total hours for any workweek consisting of jury duty hours or combined hours of jury duty and work performed shall not exceed more than the employee's regularly scheduled total hours in the workweek. If jury duty for any non-exempt employee does not require the employee to be absent for a full workday, the employee should report to work unless otherwise approved by the employee's supervisor. Non-exempt, regular full-time employees can utilize PTO and/or personal hours for jury duty lasting over 10 working days. All regular employees, both full-time and part-time, will be kept on the active payroll until their civic and/or military duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file. Jury Duty/Military Leave will be recorded in five-minute increments (decimalized) for eligible non-exempt employees.

3.48 ALLOCATED AND UNALLOCATED ABSENCES

CCDDR maintains records of PTO, personal hours, and leaves of absence hours used by employees during the calendar year and updates the record at the conclusion of each payroll period. Hours recorded as PTO, personal hours, and approved leaves of absence hours are considered allocated absences. Hours not worked during any workweek and not recorded as PTO, personal hours, and approved leaves of absence hours are considered unallocated absences. Unallocated absences will be recorded in five-minute increments (decimalized) for non-exempt employees. The maximum number of unallocated absences for non-exempt, temporary full-time and part-time employees will be prorated based on the duration of employment during the current calendar year (see section 3.41 Paid Time Off (PTO) calculation method). The maximum number of unallocated absence hours allowed each calendar year for non-exempt, regular full-time employees is 16. The maximum number of unallocated absence hours allowed each calendar year for regular part-time employees is 10. The amount of unallocated absence hours for regular full-time and part-time employees will be prorated based on the date of hire during the calendar year (see section 3.41 Paid Time Off (PTO) calculation method). If an employee exceeds the number of allowed unallocated absence hours available in any calendar year, the employee shall be discharged.

Please note this provision is effective 1/1/2022. For the remainder of calendar year 2021, the maximum number of unallocated absence hours for a regular, full-time employee is 20, and the maximum number of unallocated absence hours for a regular part-time employee is 14.

3.49 EDUCATIONAL ASSISTANCE

CCDDR recognizes that the skills and knowledge of its employees are critical to the success of CCDDR. CCDDR offers educational assistance programs to encourage personal development, improve job-related skills, and enhance an employee's career within the field of developmental disabilities. The details of the Educational Assistance Program can be found in Policy 44 – Employee Educational Assistance Program. All applications for educational assistance must be approved by the Executive Director.

3.50 TRAINING/PROFESSIONAL DEVELOPMENT

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

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

SECTION G

EMPLOYEE COMMUNICATIONS, FEEDBACK, & REHIRE

3.51 JOB POSTINGS, PROMOTION, & OTHER POSITION CHANGES

It is the policy of CCDDR to attempt to fill positions by drawing from internal candidates possessing the desired qualifications and to promote from within whenever possible. Depending on the circumstances, management may post certain job openings internally before filling the positions. Promoted employees will receive an immediate increase in pay relative to the new position's pay scale and may be eligible for up to a 3% wage increase after 90 days. Lateral changes in position will not constitute an immediate increase in pay and eligibility for a wage increase after 90 days. A change to a position with a lower pay scale may result in an employee's wage being reduced, but the employee may be eligible for up to a 3% wage increase after 90 days.

3.52 CHAIN OF COMMAND AND PROCEDURE FOR HANDLING COMPLAINTS

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

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

3.53 STAFF MEETINGS

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

3.54 BULLETIN BOARDS

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

3.55 EMPLOYEE SUGGESTIONS

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

3.56 PERFORMANCE REVIEWS, PERFORMANCE PLANNING SESSIONS, & COST-OF-LIVING ADJUSTMENTS

Employee performance reviews are conducted approximately 90 days after initial employment (see Sections 3.7 and 3.8), approximately 90 days after a promotion, and at the end of each calendar year. Performance feedback and planning may occur more frequently. When annual performance reviews are completed, employees may be eligible for up to a 3% wage increase. Regular full-time and regular part-time employees hired on or after July 1st of a calendar year will not receive an annual performance review and will not be eligible for up to a 3% wage increase. Regular full-time and regular part-time employees promoted on or after July 1st of a calendar year will not be eligible for an annual performance wage increase up to 3%.

Employee performance reviews are designed for the employee and the supervisor to discuss the employee's current job tasks, current job performance, encourage/recognize positive attributes, discuss positive approaches for meeting work-related goals, and learning new skills. Various performance measures will be utilized to assist in determining performance ratings. Employees may be asked to present a self-evaluation and bring it to the formal performance review. Employees will have an opportunity to review their job descriptions and sign an acknowledgment indicating their acceptance of the description of duties on an annual basis and when changes to their job descriptions occur. Refusal to sign a job description acknowledgment shall be grounds for immediate termination of employment.

Eligible employees may receive an additional wage increase annually based on a cost-of-living adjustment (COLA) percentage. COLA percentages are determined annually, which is based on the Bureau of Labor Statistics' Consumer Price Index (CPI) for All Urban Consumers ("all items index") increase over the previous 12 months. CCDDR will utilize the most recently published CPI report when the next fiscal year's budget is being drafted.

All wage increases must be approved by the Executive Director or the Board of Directors and are subject to budgetary constraints.

3.57 CORRECTIVE ACTION & DISCIPLINE

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

3.58 EMPLOYMENT TERMINATION

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

Nevertheless, to maintain adequate service to our clients we ask employees who are resigning from their position with CCDDR to submit sufficient notice so minimal disruptions in workflow occur. We understand it is not

always possible, but CCDDR prefers employees give no less than 2 weeks' notice prior to leaving CCDDR. Any employee who leaves employment for any reason shall upon termination return all files, records, keys, and other materials that are the property of CCDDR. The cost of replacing non-returned items and any outstanding financial obligations owed to CCDDR will be deducted from the employee's final paycheck.

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

3.59 Rehired Employees

Regular full-time employees who are laid off due to business needs or voluntarily terminate and are rehired by CCDDR within 365 days of separation from employment shall not lose seniority and shall resume the same PTO, personal hours, and unallocated absence hours schedule as outlined in this manual; however, PTO and allowed unallocated absence hours will be prorated based on the date of rehire if rehired during the following calendar year (see section 3.41 Paid Time Off (PTO) calculation method). PTO will not be available until the next calendar year if rehired in the same calendar year, and certain CCDDR benefits may not be immediately available upon rehire. If rehired during the same calendar year and if personal and/or unallocated absence hours for the calendar year had already been used prior to the layoff or voluntary termination, the employee will have the unused balance of personal and/or unallocated absence hours immediately available, if any. If rehired during the same calendar year and if personal and/or unallocated absence hours for the calendar year had not already been used prior to the lay off or voluntary termination, the employee will have the full balance of personal and full applicable balance of unallocated absence hours immediately available.

Appendix “A”

Complaint of Discrimination or Harassment

1. Your Full Name: _____

2. Address: _____

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

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

Discrimination _____

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

Harassment _____

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

Retaliation _____

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

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

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

8. Resolution and/or corrective action requested: _____

Your Signature _____ Date: _____

Appendix “B”

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS

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

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

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

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

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

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

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

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

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

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

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

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

REQUESTING LEAVE

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

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

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

EMPLOYER RESPONSIBILITIES

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

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

ENFORCEMENT

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

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



For additional information or to file a complaint:

1-866-4-USWAGE

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

www.dol.gov/whd

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



Appendix “C”

VICTIMS OF DOMESTIC OR SEXUAL VIOLENCE

LEAVE TIME ALLOWED

See [Section 285.630, RSMo.](#), and refer to [Sections 285.625 to 285.670 RSMo.](#) for definitions.

EMPLOYEES who are victims of domestic or sexual violence, or have a family or household member who is a victim of domestic or sexual violence, may take unpaid leave from work to address such violence by: _____

- Seeking medical attention for, or recovering from, physical or psychological injuries caused by such violence.
- Obtaining services from a victim services organization.
- Obtaining psychological or other counseling.
- Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or employee's family or household.
- Seeking legal assistance or remedies to ensure health and safety.

In the case of domestic or sexual violence as defined by statute, an individual who works for a business with 50 or more employees is entitled to up to two workweeks of unpaid leave within any 12-month period to address the related matters above. An individual who works for a business employing 20 to 49 employees is entitled to up to one workweek of unpaid leave within any 12-month period to address such matters.

Leave may be taken intermittently or on a reduced work schedule. The employee shall provide to the employer 48 hours notice unless such notice is not practicable.

EMPLOYER: _____

- May request certification that the employee or member of family or household is a victim as described above.
- Must restore the employee to the position of employment held prior to the reporting of domestic or sexual violence or an equivalent position.
- Must maintain coverage for the employee and any family or household member under any group health plan for the duration of such leave at the level and under the conditions coverage would have been provided had the employee continued in the employment previously held.
- May, under many circumstances, recover from the employee the premium paid for maintaining coverage if the employee fails to return from leave after the leave period has expired.

