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MALCOLM EATON *Enterprises*
570 West Lamm Road
Freeport, Illinois 61032

**PERSONNEL POLICY
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Standard Operating
Policy & Procedure
#401

MISSION STATEMENT & MOTTO

WELCOME

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MISSION STATEMENT

MALCOLM EATON *Enterprises* encourages and assists people with disabilities, and those who touch their lives, by promoting informed choice and creating opportunities which foster independent community living, work and play.

MOTTO

“Imagine the Opportunities”

WELCOME

MALCOLM EATON *Enterprises* is pleased you have accepted an offer of employment with us and we look forward to building and maintaining an employment relationship with you based on mutual trust and teamwork.

We are pleased to provide you with this handbook for the benefit of all MALCOLM EATON *Enterprises* employees. You should become familiar with this handbook as it can answer many common questions concerning your employment. It is your responsibility to ask your Immediate Supervisor/Manager or the Executive Director questions you may have regarding any content you do not understand.

This handbook is designed to provide you with general information about MALCOLM EATON *Enterprises* and its rules, practices, and policies. While we have provided you with a great deal of information in the handbook, it does not address every possible question or situation that you may have because of your employment with MALCOLM EATON *Enterprises*.

This handbook is for information purposes only. MALCOLM Eaton *Enterprises* reserves the right to modify, suspend, terminate, or change any or all the provisions, in whole or in part, at any time, with or without notice. A current copy of the employee handbook is accessible for employees on-line at www.malcolmeaton.org/employees. A password will be required for entry into this tab and will be distributed at time of hire. The password will be changed from time to time and only current staff will be notified of any changes. This handbook, or any of its terms, is not intended to create, nor is it to be construed to constitute a contract of any type between MALCOLM EATON *Enterprises* and any one or all its employees.

The employment relationship between MALCOLM EATON *Enterprises* and its employees is “at will” and, therefore, can be discontinued by you or MALCOLM EATON *Enterprises* at any time and for any reason.

MALCOLM EATON *Enterprises* reserves the right to modify, suspend, terminate, or change any of the policies, guidelines or benefits contained in the handbook.

SECTION ONE

Introduction to Agency Structure

This Handbook is not intended to constitute a contract of employment, establish any contractual rights or to be construed as a contract.

Affirmative Action Policy/EEOC

The agency is chartered as a private, not-for-profit corporation and is governed by a Board of Directors as specified under the laws of the State of Illinois. The Executive Director is the employee responsible to the Board of Directors to develop, implement, and administer the policies and fulfill the goals as established by the Board of Directors.

The Agency adheres to an affirmative action policy which states that MALCOLM EATON *Enterprises* offers equal opportunity for employment to all individuals regardless of age, race, color, religion, sex, sexual orientation, gender identity, citizenship, disability, military status, political affiliation or any other legally protected status. No person(s) are knowingly to be discriminated against in the areas of job placement, promotion, training, discipline, compensation, or fringe benefits.

Notice Under the Americans with Disabilities Act (ADA)

In accordance as amended in 2008 with the requirements of the Title II of the Americans with Disabilities Act of 1990 (ADA), MALCOLM EATON *Enterprises* will not discriminate against qualified individuals with disabilities based on disability in its services, programs, or activities.

Employment: MALCOLM EATON *Enterprises* does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission (EEOC) under Title I of the ADA.

Effective Communication: MALCOLM EATON *Enterprises* will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in MALCOLM EATON *Enterprises* programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: MALCOLM EATON *Enterprises* will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcomed in the MALCOLM EATON *Enterprises* agency, even where pets are generally prohibited. In addition, individuals with respirators, portable oxygen or any other types of physical apparatus required to maintain adequate functionality during employment are welcomed.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of MALCOLM EATON *Enterprises* should contact Human Resources Coordinator at 570 West Lamm Rd., Freeport, Illinois 61032 or call (815) 235-7181 as soon as possible but

no later than 48 hours before the scheduled event.

Anyone receiving transportation services through MALCOLM EATON *Enterprises* will be allowed ample time for boarding and leaving the agency vehicle to allow for their safety and well-being. MEE transportation personnel will comply with all safety policy and procedural duties in accordance with the MEE Transportation Specialist duties and responsibilities found within their job descriptions. All MEE staff participation in transportation services will receive initial and on-going training in accordance to all state mandated training, including but not limited to Rural Transit Assistance Centers (RTAC's) and road testing.

The ADA does not require MALCOLM EATON *Enterprises* to take any action that would fundamentally alter the nature of its programs or services or impose a financial or administrative burden.

Complaints that a program, service, or activity of MALCOLM EATON *Enterprises* is not accessible to persons with disabilities should be directed to Human Resources Coordinator at 570 West Lamm Rd., Freeport, Illinois 61032 or call (815) 235-7181.

MALCOLM EATON *Enterprises* will not place a surcharge on an individual with a disability or any group of individuals with disability to cover the cost of providing auxiliary aids/service or reasonable modifications or policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Grievance Procedure Under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by MALCOLM EATON *Enterprises*. MEE's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint shall be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint shall be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

MALCOLM EATON *Enterprises*
Human Resource Department /Human Resources Coordinator
570 West Lamm Rd.
Freeport, IL 61032

Within 15 calendar days after receipt of the complaint, the Human Resource Coordinator or their designee shall meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of that meeting, Human Resources or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response shall explain the position of MALCOLM EATON *Enterprises* and offer options for substantive resolution of the complaint.

If the response by the Human Resource Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the ADA Commission or its designee.

Within 15 calendar days after receipt of the appeal, the ADA Commission or its designee shall meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Commission or its designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Human Resource Coordinator or their designee, appeals to the ADA Commission or its designee, and responses from these two offices shall be retained by MALCOLM EATON *Enterprises* for at least three years.

Classification of Employees

- Full-time employees are classified as those employees who work a minimum of 30 to 40 hours per week. Full-time employees are entitled to all agency benefits as noted in the Personnel Policies and Procedures.
- Part-time employees are classified as those employees who are hired to usually work less than 30 hours a week, but who are in established payroll positions. Part-time employees are eligible for prorated PTO benefits only.
 - To meet Affordable Care Act (ACA) requirements, any part-time employee who averages over 30 hours per week for a 12-month period meets the full-time equivalent calculation per ACA would also be eligible for MEE health care benefits.
- Temporary or Short-term Work. Student workers and seasonal contract employees are examples of employees who may be hired on a periodic or project-limited basis. While possibly working up to 40 hours per week or more, they will generally not be entitled to agency benefits.
- On-Call positions may involve being available for services of a required position

outside of normal business hours and/or during non-working hours. Wages will be based on either an hourly rate of pay and/or a set on-call fee. Staff working under this classification will generally not be entitled to agency benefits, unless the on-call fee is in addition to their normal classification.

- Exempt employees are those whose pay is not subject to the overtime pay rules as delineated by the U.S. Department of Labor threshold of limitations, Section 1(a)(1) of the Fair Labor Standards ACT (FLSA)
- Non-exempt employees are employees that are to be paid at one and one-half time their hourly rate of pay for all hours worked in excess of 40 hours in one calendar week. All employees that are not classified as exempt will be paid in this manner.

Distinction Between Employees and Consumers

An employee is any individual employed by the agency in one of the employee job titles, subject to the agency's current approved employee job descriptions.

A consumer is an individual that is enrolled with MALCOLM EATON *Enterprises* to receive professional services (e.g., job training, daily living skills, and vocational evaluations). A consumer is subject to MALCOLM EATON *Enterprises'* Illinois Department of Labor "Special Wage Certificate" and may be paid at a sub-minimum wage.

Administrative Lines of Authority and Communication

Employees should direct their input and/or complaints to their Immediate Supervisor/Manager. If they are not satisfied with an immediate supervisor's/manager's actions, or seek further clarification in a specific matter, they should request a meeting with their Immediate Supervisor/Manager and the next higher-level supervisor/manager to discuss the issue. Refer to Section Four – Employee Compliance Responsibility & Grievance Procedure.

Employment at Will

The employment relationship may be terminated by the employee or by MALCOLM EATON *Enterprises* at any time, for any reason, without need for explanation.

Section Two

Employment

This Handbook is not intended to constitute a contract of employment, establish any contractual rights or to be construed as a contract.

Recruitment/Selection

The Executive Director, who is appointed by the Board of Directors, has the overall responsibility for the hiring of all other employees and responsibility for the provision of adequate numbers of qualified employees to ensure the efficient operation of the agency.

Open positions will be posted on the MEE website at www.malcolmeaton.org/careers, on the bulletin boards located in the front office and next to the corridor off the work floor at the MALCOLM EATON Center, and will be distributed to the CILA Residential staff through the communication bags. These postings will give all employees an opportunity to apply for different positions within the organization. Any interested employee may contact Human Resources for a job posting application.

New Hires

All efforts will be made to utilize the initial hiring period to educate all new staff on both personnel and clinical expectations. The following activities will take place during this Training Period.

- New employees will be hired on a start date that coincides with the DSP Training schedule. During this training period, new employees will complete orientation and employment paperwork.
- Required background checks, drug screening and fingerprinting will be initiated upon the signing of the contingency agreement and prior to the date of hire. Copies of backgrounds checks will be attained and maintained in the new employees personnel file.
- Direct Support Person (DSP) training will be held once a month starting the first full week of the month, subject to change.
- New hires will not start performing the duties as outlined in applicable job descriptions until DSP training has been successfully completed.
- New hires will be paid their initial starting wage/salary during the training period. Salaried wages will be adjusted according to the actual start date within the initial pay period.

Introductory Period

All employees new to a job will be on an introductory period for a period of (30) thirty calendar days following their hiring. The introductory period may be extended at the discretion of the Immediate Supervisor/Manager and approved by the Executive Director.

PTO benefits will accrue from the first date of employment but will not be considered earned for use until the end of the introductory period. Employees are not eligible to receive holiday pay during the introductory period. Salaried wages will be adjusted during the introductory period when holidays occur.

Background Checks

All employee positions will undergo a series of background checks (see Employment Eligible Screening SOP #408 Sec A.1.). These background checks will include but are not limited to fingerprinting, DCFS CANTS, drug screening and checking for criminal convictions. A background check may also include local court system records; motor vehicle records; a credit check, and/or personal references checks; dependent on the position applied for. The Illinois Health Care Worker Background Check Act along with Illinois Department of Human Services, Bureau of Quality Management (BQM), Bureau of Accreditation, Licensing and Certification, Illinois Department of Children and Family Services (DCFS) governs the actions related to adverse background checks.

These checks will be performed during the hiring process and may also require annual rechecks based on the requirements of the individual regulatory department rules and regulations of any of the above entities. All employment offers will be contingent upon satisfactory background checks.

Continuance of employment may be based on the findings of any pre-employment or any required annual on-going background checks. If the employee is found to have a disqualifying conviction record (unless the employee is eligible to apply for and/or obtain a waiver), they may be subject to a temporary removal from their work assignment with or without pay up to termination of position.

If requested by the applicant/employee, MALCOLM EATON *Enterprises* will provide copies of SOP #408 and the background checks. The applicant/employee has the right to challenge the accuracy and completeness of any or all reports.

Physical Examinations

Some positions require physical examinations due to licensing requirements (see SOP #408 Employment Eligibility Screening 3.c.). Employment offers may be contingent upon satisfactory proof of physical fitness as required by the job. Some positions require applicants to furnish a physical examination report before the end of the 30-day introductory period. Regular ongoing physical examinations may also be a job requirement.

If the physical examination is part of the job requirement, MALCOLM EATON *Enterprises* will supply the required forms and will reimburse the cost or portion of the cost of the physical examination that is not covered by insurance once every 2 years. If it has

been determined by the examining physician that a physical will be required more frequently, those more frequent physicals will be at the expense of the employee. Employees may schedule any required exams during work hours at no loss of pay or benefits provided time away from work does not exceed three hours.

If during the physical examination, the examining physician determines that further testing is necessary for the employee to remain eligible for their position; those tests will become the financial responsibility of the employee. If the employee proceeds with the testing and is deemed eligible for work, he/she will be allowed to return to their position with MEE. If the employee refuses further testing or does not meet the requirements of the physical examination, they may be eligible to apply for other available positions within MEE which would not constitute a valid physical or they may be subject to termination effective immediately.

Personnel Records

Personnel files are to be developed and maintained on each employee and handled to maintain each employee's privacy. Employees may review their own personnel records on their own time in the presence of the Executive Director or Human Resources. Of the agency's employees, only supervisory employees, Human Resources and the Executive Director are to be allowed access to Personnel records other than their own.

Supervisors may review their employee's personnel records by requesting access from the Executive Director or Human Resources.

Personnel files are to minimally include:

- Initial job application form(s),
- Educational records and other documented proof of qualifications,
- Annual performance evaluation review records,
- Disciplinary action related documents, and
- Other information relative to application and employment in accordance with the guidelines established by Federal and State regulations.

Conduct

Employees are expected to conduct themselves in a professional manner while at the workplace or representing the workplace at any function. Language and actions must be proper and respectful while in the presence of others. Employees who do not meet a professional standard of conduct may be reprimanded by their Immediate

Supervisor/Manager for redirection or disciplinary action dependent on the severity of the inappropriate behavior.

Personal Appearance

MALCOLM EATON *Enterprises* recognizes that personal appearance is an important element of self-expression and strives not to control or dictate appropriate employee appearance, specifically regarding to clothing, grooming, jewelry and/or tattoos worn or visible at the workplace as a matter of personal choice. Some examples of inappropriate clothing are too tight or too short, tank or halter tops, low cut blouses or sweaters, pants or tops that are worn exposing undergarments; or clothing that contains derogatory, demeaning, or inflammatory pictures or statements or promotes the use of chemicals (i.e., alcohol, tobacco, illicit drugs, etc.). Employees are expected to exercise appropriate judgement regarding their choice of jewelry and visible tattoos.

- Clothing and Attire: Employees are expected to dress in a professional manner while at the workplace or representing the workplace at any function. MALCOLM EATON *Enterprises* offers a relaxed dress code except on occasions when employees will be notified accordingly. Employees are encouraged to wear clothing that is practical for the work environment they are in (e.g., open toed shoes or loose clothing is not allowed in the production per Safety Policy #405 IV. Sec. D. & E.).
- Grooming: Employees are expected to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. All staff members are expected to present a professional, businesslike image to co-workers, consumers, customers and visitors.

In keeping with this approach, MEE allows reasonable self-expression through personal appearance, beliefs, dress and grooming unless:

- It is regarded as inappropriate or harassing toward co-workers, consumers or others whom MEE conducts business with and/or has contact with employees.
- It conflicts with an employee's ability to perform his or her position effectively or within his/ her specific work environment.

MALCOLM EATON *Enterprises* oversees employee's personal appearance at the workplace under the following guidelines. Factors that management will consider determining whether clothing, jewelry or tattoos may pose a conflict with the employee's job or work environment include but are not limited to:

- Personal safety of self or others, or damage to company property.
- Productivity or performance expectations.

- Upsetting to co-workers, consumers, customers, vendors, or other in the workplace based on racial, sexual, religious, ethnic, or other characteristics or attributes of a sensitive or legally protected nature.
- Customer complaints.

Department managers may exercise reasonable discretion to determine appropriateness in dress and appearance. Employees who do not meet a professional standard of dress may be sent home to change. Non-exempt employees will not be paid for that time off.

If management determines an employee's jewelry or tattoos may present such a conflict, the employee will be encouraged to identify appropriate options, such as removal of excessive or offensive jewelry, covering tattoos, or other reasonable means to resolve the conflict.

Conflict of Interest

MALCOLM EATON *Enterprises* expects the primary interest of employees to be the people that MEE serves. A conflict of interest occurs when the interests of employees actually or potentially affects the agency in a negative way (See SOP #412).

- **Employment of Relatives**
 - An employee shall not hold or transfer into a position where an Immediate Supervisor/Manager is a relative of or has a relationship with an employee and would have the authority to influence reviews, promotions, positions, and/or wage-related decisions.
- **Outside Employment**
 - Employees shall not accept outside employment that interferes with the duties and responsibilities of their employment within this agency which may create a conflict including but not limited to scheduling and or confidentiality.

Hours

Business office work hours are from 8:00 a.m. - 4:30 p.m. Monday through Friday. Hours for each clinical program are set by each individual Manager. Deviations from schedules must be approved by the Immediate Supervisor/Manager and the Executive Director.

Positions that are seven and one-half hours or more on a day have a half-hour unpaid meal period, to occur no later than five hours after the beginning of a shift. Staff is required to sign out and back in when leaving the agency premises.

Positions that are required to work less than seven and one-half hours per day or certain positions within programs may have a different meal period schedule as determined by

the Immediate Supervisor/Manager and the Executive Director.

Other than scheduled meal periods, staff is required to remain on agency premises unless otherwise scheduled or approved by your Immediate Supervisor/Manager.

Overtime

Eligibility for overtime pay is determined by the criteria established by the Department of Labor. Overtime pay is to be provided to all non-exempt employees at the rate of one and one-half time the regular rate for work beyond the standard 40-hour week. Pay for time not worked (i.e., PTO, Bereavement, or paid holidays) will not be included in the calculation for overtime. All overtime must be pre-approved by the employees' Immediate Supervisor/Manager.

Attendance and Punctuality

MALCOLM EATON *Enterprises* requires employees to work their shifts as scheduled to assist in providing the consumers quality care and service as mandated by MEE and by any applicable State and/or Federal requirements. Criteria for attendance procedures are as follow:

- **Absenteeism**

Employees are expected to report to work as scheduled. Failure to do so negatively affects consumer care and the work responsibilities of coworkers. MEE defines two types of absences: excused and unexcused.

- **Excused Absence** is one that has been approved in writing by the Immediate Supervisor/Manager prior to the day of the absence in accordance with applicable provisions regarding PTO. An employee must use PTO for an excused absence.
- **Unexcused Absence** is an absence that has not been approved by the Immediate Supervisor/Manager, regardless of whether the absence is paid or unpaid, or an absence for which the employee has no PTO time remaining to be used (other than an approved LOA, FMLA, or Worker's Compensation Leave)

An unscheduled absence may be converted to an Excused Absence at the sole discretion of the employee's supervisor if employee provides suitable proof of unavoidable medical or personal emergency. The conversion of an unscheduled absence to an Excused Absence, or the documentation required to do so, will be established by the supervisor in his or her sole discretion. By way of example, and not limitation, if an employee has a sudden illness, an explanation of the circumstances may suffice. However, if an employee calls in sick on a day which was previously requested in advance but denied, a higher level of proof (such as a written note from a doctor stating that absence

was unavoidable) may be required by the supervisor to confirm an actual emergency.

- **Tardiness**

An employee is considered tardy when he/she is not at work and prepared to work at the start of the scheduled shift. If an employee is more than fifteen (15) minutes late to work and/or is repeatedly and routinely late for work without notifying your Immediate Supervisor/Manager, the tardiness will be considered an unexcused absence.

- **Unauthorized Leave (Abandonment)**

An employee is considered to have an unauthorized leave (abandonment) when he/she leaves and doesn't complete their scheduled shift. If an employee leaves without the permission from their Immediate Supervisor/Manager, the employee will be considered as having abandoned their position.

- **Reporting Absences and Tardiness**

- If an employee is unable to work a scheduled shift, he/she must contact his/her Immediate Supervisor/Manager and explain the reason for the absence as soon as possible.
- The employee may be required to provide documentation of his/her absence.
- MEE may, in its sole discretion, designate an absence as excused even though it was not approved in writing prior to the day of the absence.

- **Disciplinary Action**

An employee will be subject to the disciplinary action for absenteeism, tardiness, or unauthorized leave (abandonment) as set forth below:

Number of Occurrences

Disciplinary Action

1 to 4 tardies within a six (6) month period

Written Warning each occurrence

1 unexcused absence

Written Warning

5 tardies within a six (6) month period

3 Day Suspension without pay

2 unexcused absences OR
6 tardies within a six (6) month period OR
1 Unauthorized Leave (Abandonment)

Discharge

MALCOLM EATON *Enterprises* may assess disciplinary action different from the schedule shown above where the Employer determines there is a pattern of absenteeism or based upon disciplinary action in the employee's file.

Compensation

Compensations for all positions are established on a Salary Range Matrix by the Executive Director through periodic reviews of similar area-wide entities salary range scales to maintain a competitive position within the industry.

Compensations are determined at the discretion of the Executive Director based on the annual job performance evaluations, the agency budget, and other operational considerations. Salary compensations are made using the Salary Range Matrix.

There are 26 pay periods per year scheduled for every other Friday. Pay periods are the two-week periods from Sunday through the second Saturday. Paychecks are generated and distributed on the Friday following the end of the pay period. Errors on an employee's paycheck or lost checks should be reported to the employees Immediate Supervisor/Manager. Authorized voluntary payroll deductions for insurance, United Way contributions, the agency's Section 125 Plan, and/or 403B IRA (Individual Retirement Accounts) are available.

Job Description

All employee positions are detailed in written job descriptions that summarize job requirements, major responsibilities and duties, authority levels, exempt status and other relevant requirements. The Executive Director, in conjunction with designated supervisors or managers maintains and reviews all job descriptions periodically. Job descriptions may be modified without notice as organizational needs change. Any modifications will be explained to all staff working under that job description.

Performance Evaluations

Every employee will be provided an opportunity to participate in an individual performance review with his/her Immediate Supervisor/Manager at least once a year. The purpose of this evaluation is to review the employees present performance and establish performance goals as needed. This is a cooperative process between the employee and his/her Immediate Supervisor/Manager and may be used as a basis for any available merit salary increases, performance compensation payments, bonus's, promotions and/or terminations.

Completion of the performance review will be done by the Immediate Supervisor/Manager and will be reviewed with the employee. It must be completed within 30 days upon receipt of the review from Human Resources. The completed review must then be returned to Human Resources for processing and further review and signatures by all persons within the employee's chain of command.

The performance reviews will be conducted according to the employee's job description and any current disciplinary issues. It will be scored on a pre-determined rated scoring system for each fiscal year.

Disciplinary Action

Initial occurrences of minor offenses will be reviewed by the employee's Immediate Supervisor/Manager and may result in a verbal warning, which may become documented and placed in the employee's file. A subsequent occurrence may result in a documented written warning that is placed in the employees personnel file. Repeated occurrences of the same offense may result in unpaid suspensions from work and/or termination of employment.

To protect the agency, its programs and the civil rights of the agency's consumers an unpaid suspension and/or immediate termination by the Executive Director or the Executive Director's designee may result from occurrences of serious offenses.

A serious offense would include, but is not limited to:

- Any form of physical or psychological abuse of consumers or employees
- Psychological abuse or neglect of a consumer's needs as designated by the documented program plan or general social rules of conduct.
- Any lending, borrowing or solicitation of monies with consumers.
- Conviction for theft, misappropriation of agency funds, equipment, properties or malfeasance of duty.
- Insubordination or other behavior harmful to the agency's operation, public image or consumer welfare.
- Substance abuse on the job or affecting the job.
- Giving consumers gifts or items of any value (e.g., food, sodas, hand lotion, etc.)
- Acceptance of gifts or any items of value from a consumer.

Office of Inspector General (OIG) Investigations

If an allegation of abuse or neglect against a staff member is reported to OIG, the allegation may require the staff member to be removed from having contact with consumers pending the outcome of the investigation. The staff member may also be placed on paid administrative leave until the outcome of the investigation is received.

Termination

All employees of MALCOLM EATON *Enterprises* are "at will" employees. Termination of employment may occur without notice or without following progressive discipline, at the discretion of the Executive Director.

SECTION THREE

Benefits

This Handbook is not intended to constitute a contract of employment, establish any contractual rights or to be construed as a contract.

General Liability Insurance

All employees are covered under a General Liability Insurance policy. The Executive Director and members of the Board of Directors are covered under a Director and Officers Liability policy.

Workers Compensation

As required by state law, all employees are covered by Worker's Compensation Insurance. It is the responsibility of the employee to immediately report any job-related injuries to their Immediate Supervisor/Manager, along with a completed MEE Injury Report form. If the Immediate Supervisor/Manager is not available, the injured employee must give notification of the injury through a text message or e-mail or to the designated person in charge at that time. The Immediate Supervisor/Manager will be responsible for making sure that Human Resources is notified within 24 hours so that the necessary reporting can be initiated.

Term Life Insurance

All full-time employees are covered by a \$15,000 life insurance policy from first day of the month following the hiring date. All full-time employee dependents will also receive benefits. The amounts of coverage and schedule of benefits are listed below.

<u>Description</u>	<u>Life</u>
All Full-time Active Employees	\$ 15,000
Spouse Insurance	\$ 5,000
Children (up to 19 or F/T Student up to 24)	\$ 1,000

Reduction of Term Life Insurance coverage for all insureds occurs at certain ages. These reductions are defined within the current life insurance policy. Human Resources may be contacted to receive information regarding any reduction in coverage.

Voluntary Life and Accidental Death and Dismemberment

All full-time employees and their dependents are offered the option to take additional Life and AD&D Insurance at an out of pocket expense to themselves. This option is available at time of hire and during open enrollment each year. Any enrollment that occurs after time of hire will require the completion of an Evidence of Insurability form. If the employee chooses to participate in this option, it will carry a portability option at the time of termination. Human Resources may be contacted regarding information on rates and requirements.

Group Health Insurance

A group health insurance package or a medical reimbursement supplemental plan is available for purchase to all full-time and eligible part-time employees and their dependents. Current contribution rates are available through Human Resources. Coverage is effective the 1st day of the month following date of hire; a qualified life changing event; or at time of open enrollment. The specifics of available coverages are addressed within the MALCOLM EATON *Enterprises* group health insurance plan packets which can be received from Human Resources, or on-line through the MEE website. All payroll deductions for health care benefits are pre-tax. At such time of separation of employment, participating members will be offered COBRA at their expense.

Paid Time Off (PTO)

Full-time employees are eligible to earn Paid Time Off with pay as follows:

<u>Years of Service</u>	<u>PTO Hours Accrued per Payroll</u>	<u>PTO Eligibility</u>
Zero to 5 years	4.615 hours per payroll	15 days annually
6 to 9 years	6.154 hours per payroll	20 days annually
10+ years	7.693 hours per payroll	25 days annually

Part-time employees will accumulate PTO time on a per hour basis (i.e., 0.0385 hours of PTO time for every hour worked) regardless of years of service.

All employees can use accumulated PTO time in a minimum of a one (1) hour increment. Any PTO time used over the one hour minimum must be used in no less than 15-minute increments.

All employees are eligible to use accrued PTO time after successfully completing the agency 30-day introductory period. Prior approval from the employee's Immediate Supervisor/Manager is required to utilize all accumulated PTO time. A MEE Time Off Request Form must be completed and submitted to the employee's Immediate Supervisor/Manager. All PTO requests will be processed in the order they are received.

Requests will be approved/denied by the Immediate Supervisor/Manager, as required by the organization and by any applicable State and/or Federal requirements. Requests will be answered as soon as possible with preference given to the order in which they were received.

It will be at the discretion of the employee's Immediate Supervisor/Manager to request

documentation or proof of need for absence from authorized personnel confirming the need for the absence (e.g., documentation regarding an illness from a physician or a court date from an officer or lawyer).

Paid holidays that fall within a scheduled PTO period will be paid as holidays, not as PTO days.

The maximum PTO that may be accumulated is 160 hours. Employees with accrued PTO balances of more than 160 hours will no longer accumulate PTO until their balance drops below 160 hours.

At the end of each fiscal year (June 30th) all accrued PTO time will be reset to a maximum of 120 hours (15 days) carryover for each fiscal year. Unused PTO time that has accumulated each fiscal year above 120 hours must be utilized or will be subtracted from your balance as of the last day of June of each fiscal year. From that reset, all PTO can again accumulate to the maximum of 160 hours.

Payment for accumulated unused PTO time is to be made to an employee upon separation from employment.

Holidays

The agency will be closed on the following paid holidays:

New Year's Day	Independence Day	Thanksgiving Friday
Good Friday	Labor Day	Christmas Day
Memorial Day	Thanksgiving Day	4 Prescheduled Floating Holidays

When these holidays fall on a Saturday or Sunday, they will be observed on the preceding Friday or the following Monday. Holiday schedules are established annually prior to the start of the calendar year. Four additional floating holidays are to be scheduled on an annual basis by the Executive Director with input from the Department Managers. Notification will be made regarding these scheduled "floating" holidays on the agency Annual Holiday Schedule which is distributed after approval to all staff members prior to the new year.

Full-time non-exempt employees who work on agency holidays will be paid for both the regular and the holiday pay. An exception to the double pay holiday is for those full-time non-exempt employees who are within their 30-day introductory period. Applicable employees would receive their regular pay per contract.

Full-time exempt employees who work on a designated holiday, beyond a normal work schedule will accumulate equivalent "holiday" hours to be used at their discretion within 30 days of the designated holiday date.

Short Term Disability Income

MALCOLM EATON *Enterprises* provides 180 days of short term disability income for all full-time employees who have been approved for benefits by the disability insurer. This coverage becomes effective the first day of the month after the employee's one-year anniversary. This benefit is payable after meeting a consecutive seven-day waiting period, at which time 60% of weekly wages will be paid to the employee. The employee must complete a Short-Term Disability application prior to or as soon as possible after the illness/injury has occurred. This application is available through Human Resources.

Employees are required to use all available accrued PTO time prior to start of their short-term disability payment, which would include the seven-day waiting period. Upon the start of the 60% short term disability payment, the employee must then utilize any unused PTO time to make up the 40% difference of their weekly income. If all PTO time is used, the 60% short term disability payment will continue to the 180th day of provided coverage.

Paid holidays that fall within the scheduled FMLA period will be paid as holiday pay to make up the 40% difference of the weekly income, and not as PTO time.

Long Term Disability

MALCOLM EATON *Enterprises* provides long term disability compensation through MEE's current life insurance carrier (after a consecutive 180-day elimination period and with a 60% of weekly wages benefit, up to a maximum of \$6,000.00 per month) for all full-time employees who have been approved for benefits by the disability insurer. This coverage becomes effective the first day of the month after the employee's one-year anniversary. The specifics of this coverage are available by contacting Human Resources. The employee must complete a Long-Term Disability application and submit it to Human Resources prior to the end of the 180-day elimination period. This application is available through Human Resources.

Family Medical Leave Act (FMLA)

MALCOLM EATON *Enterprises* will grant up to 12 weeks of unpaid leave within a rolling year to eligible employees who have (1) worked for the employer for at least 12 months; (2) have 1,250 hours of service; and (3) if at least 50 employees are employed by the employer within a 75 miles radius. This event must be necessitated by a qualifying event as interpreted by the Family and Medical Leave Act of 1993 (FMLA). A qualifying event is defined as time off taken for the care of a child after birth, adoption or placement of a child for foster care, care of a spouse, parent, or child with a serious health condition, the employee's own serious health condition, the need arising out of the fact that your spouse; son/daughter; or parent is on active duty or call to active duty status in support of a contingency operation as a member of the National Guard or Reserves, or you are the spouse; son/daughter; parent; or next of kin of a covered service member with a serious

injury or illness.

Illinois Human Rights Public Act 98-1050 (1-2015) implies additional protections for pregnant employees which (1) applies to any employer employing 1 or more employees; (2) protects part-time, full-time, and probationary employees as well as job applicants; and (3) covers employees who are pregnant, have recently given birth, or who have a medical or common condition related to their pregnancy or childbirth.

Requests for FMLA leave are required to be provided with 30-day advance notice or as soon as practical and submitted to the employee's Immediate Supervisor/Manager and Human Resources, along with a physician's certification, or military documentation. The request will be reviewed by Human Resources. Once reviewed by H.R., you will receive information regarding any qualification for FMLA.

FMLA will start immediately with any injury or illness that is expected to be 3 days or more.

All accrued, available PTO time must be used during your FMLA absence.

Additional leave may be granted for a maximum total of six months, if medically necessary.

During any unpaid time off, employees may continue their benefits by remitting the amount of premium cost owed to the Business Office. If premium payment(s) are not continued, benefit coverage(s) will be lost.

Pregnancy Accommodation Act (PAA)

In all cases of pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth, MALCOLM EATON *Enterprises* will provide reasonable accommodations to include bathroom breaks, breaks for water intake and rest, assistance with manual labor, modification of equipment, modified work schedule, time off to recover, job restructuring, or a secured location for lactating mothers to express breast milk.

These accommodations require an interactive dialog between the employee and their immediate Supervisor/Manager which means the parties should engage in a "timely, good faith, and meaningful exchange." The employer may request medical documentation of the need for the accommodation.

Return to Work

Return to work rights does not include a guarantee of the same job but does include return at the same pay level.

A physician's activities of limitations statement will be required for all employees' returning to work after an illness or injury.

If an illness or injury requires an employee to be off work for several days, or longer, Human Resources may work with the employee's medical provider to enable the employee's return to work as soon as medically possible. This return to work may be accomplished by modifying job duties to fit the current medical restrictions.

Leaves of Absence

A leave of absence is defined as an unpaid release from work for an extended period of time, which is granted without the benefits of paid insurance and accumulation of time off benefits. All accrued PTO time must be used prior to request for a leave of absence. There is the option to pay the cost of the insurance out of pocket.

All leaves of absence must be approved by the Executive Director. Approval for a leave of absence will be based on individual circumstances unless otherwise specified herein. If the reasons and circumstances for an employee's leave change substantially while the employee is on leave, they must be immediately reported to their Immediate Supervisor/Manager first. The Immediate Supervisor/Manager will inform the Executive Director of the change in status for the employee's status to be: 1) reinstated or 2) to request a continuation based upon the changed condition. Failure to report under these circumstances may result in termination of employment.

Continuous years of service will accumulate for the duration of any approved leave of absence period. If an employee fails to return on the day following expiration of their leave, the period of continuous service will be considered to have been broken, at which time there would be no continuous years of service accumulated.

Common reasons for requesting leaves of absence are:

- Non-Medical Leaves of Absence
 - A non-medical leave of absence is an unpaid release from for work an extended period of time. A written request for a non-medical leave must be submitted to the Executive Director for approval.

- Military Leave
 - Employees will be granted temporary leave for Military Reserve or National Guard Duty.
 - If an employee enlists or is drafted into one of the military services, a military leave of absence will be given for one tour of duty. Any additional

requests for Military leaves of absence will be reviewed and granted on a case by case basis. Veterans with honorable discharge have return rights to employment. These return rights do not include a guarantee of the same job but do include return at the same pay level.

- Educational Leave
 - Educational leave may be granted at the discretion of the Executive Director in consultation with the Personnel Committee and/or the Board of Directors. The duration of the educational leave is based on an individual basis. Application for an educational leave must be submitted in written form for approval to an employee's Immediate Supervisor/Manager.

Bereavement

Full-time employees are eligible for bereavement time upon completion of the 30-day introductory period. In the event of a death of an immediate family member, staff shall be eligible for up to three (3) scheduled work days off with bereavement pay to attend the funeral and assist with arrangements. Bereavement leave must occur within seven (7) calendar days, beginning the day of notification.

Immediate family shall be defined as: mother, father, spouse, brother, sister, children, grandparents, grandchildren, and mother/father-in-law.

PTO will be used for any other bereavement needs.

Jury Duty

Time off with pay is to be given for jury duty, not to exceed 30 days, provided the agency receives any compensation in excess of \$50 provided to the employees for jury duty. After hours employees who are required to participate in jury duty, will not be expected to report for their scheduled shift following jury duty if their sleep pattern has been disrupted due to participation.

Court Time

Time in court which is required by the MALCOLM EATON *Enterprises* is to be paid for by MEE. Personal court time, even if called to testify, will be covered by the employee's available accumulated PTO time.

Educational Assistance

Employees are required to take the initiative for their own career development.

MALCOLM EATON *Enterprises* provides an educational assistance plan to help employees enhance the skills needed for the employee's job. Prior to enrollment, Employees should discuss with their Immediate Supervisors/Manager how an educational opportunity such as a college course may apply to their work. If the Immediate Supervisor/Manager and employee agree that the course would be beneficial, the employee should complete an Employee's Training Request Form available through Human Resources and must be returned to their Immediate Supervisor/Manager for preauthorization by the supervisor/Manager and Executive Director.

Educational assistance is contingent upon budgeted resources, the availability of funds, and the Executive Director's final written authorization.

If education assistance is authorized, MEE will reimburse 50% of the cost of tuition up to \$500.00 per each fiscal year (July 1st to June 30th) to the employee provided the following criteria has been met:

- The employee is a full-time employee who has completed the thirty (30) day introductory period.
- The educational opportunity is directly related to the employee's job responsibilities or contributes directly to the employee's career development at MEE.
- Is preapproved by the employee's Immediate Supervisor/Manager and the Executive Director.
- Courses are scheduled outside working hours, unless otherwise approved by the Executive Director.
- The employee provides receipts for payment and proof of satisfactory completion:
 - Grade of C, pass, or satisfactory or above for undergraduate classes or,
 - Grade of B, pass, or satisfactory or above for graduate classes)

Expense Allowance

Actual, reasonable expenses incurred by employees for conducting agency business or attending meetings, conferences, etc. as directed by their Immediate Supervisor/Manager, are required to be submitted on an itemized Travel Expense Form for approval and reimbursement. All receipts, except for toll charges or other minor non-receptible items, must be attached. Personal entertainment items while traveling (e.g., movies, event tickets and alcohol) are not eligible for reimbursement.

Personal automobile mileage will be reimbursed at the current rate established by the Internal Revenue Service and adopted by the agency typically on January 1. To be reimbursed for mileage, an employee must fill out the Proof of Auto Insurance Coverage Form. This form is filled out by each employee during the initial hire process and annually thereafter. Rental cars will be utilized only for trips where the cost of retail would be equal to or less than the established IRS reimbursement rate.

Retirement Savings Plan

A 403(b)-retirement plan is available to all full-time employees upon hire and throughout their employment with MEE. The plan, administered by a Board approved agency, offers a variety of investment choices and two contribution methods:

Employee Contributions: Full-time employees may have pre-tax payroll deductions to their 403(b) accounts up to the annual allowable limit set by the Internal Revenue Service.

Employer Contributions: This contribution method is called the Employees Retention Plan and is directly related to the financial status of the agency. During fiscal years when the agency closes with a surplus of funds, a contribution may be made on the following December 31 to the 403(b) account of every participating employee who has been employed for one year or longer as of December 31. No contribution will be made in years where the agency closes the fiscal year with a deficit.

This plan follows all the established IRS guidelines and employees are fully vested immediately.

SECTION FOUR

Other Policies

This Handbook is not intended to constitute a contract of employment, establish any contractual rights or to be construed as a contract.

Agency Emergency Plan

An Agency Emergency Plan (an addendum to Safety Policy SOP #405) to provide employees with necessary information to prepare for medical, severe weather, or fire emergencies will be provided in a separate document.

Cell Phones and Electronic Devices

For staff who are assigned to provide direct care for consumers, their full attention needs to be focused on the individuals within their care. MEE strives to provide a safe environment that assists the consumer to learn and work toward their full potential, which fosters this focus to eliminate preventable situations that may result in O.I.G. investigations of neglect.

To eliminate such distractions and foster focus on consumers, staff members assigned in direct care roles are prohibited from using cell phones or electronic devices of any kind for personal use while in direct care with consumers or in consumer common areas.

It is the position of MALCOLM EATON *Enterprises* that employees assigned to provide direct care for consumers shall do so free from unnecessary distraction.

An emergency phone number is established for any contacts necessary to MEE employee's during their work hours. Emergency calls will be received by the administrative staff. These messages will be relayed to the employee as soon as possible.

In the event employees need to place or receive a phone call (or a text message) during work hours, the employee shall ask to be relieved of his or her direct care responsibilities from their assigned supervisor. Once relieved, the employee may move to an approved area (i.e., break room, private office, etc.) to use his/ her cell phone.

Employees transporting consumers or operating MEE vehicles are prohibited from using cell phones or electronic devices of any kind for personal use. If the employee needs to use his or her cell phone or electronic device, MEE policy requires the employee to pull off to the side of the road, safe from harm, to answer/return calls from the MEE office or the employee's direct supervisor.

Closing Due to Hazardous Weather

Center-based programs operated by the agency will close during times when severe weather conditions might endanger the life or health of consumers and staff traveling to and from the agency. This decision will be made by the Executive Director or their designee in consultation with the manager responsible for agency-sponsored

transportation (i.e., the Paper/Production Manager) as early as possible. Notification of closure will be broadcast on local radio and television stations. MEE provides day services to individuals from various residential settings. The residential settings are located as follows:

- within the city limits of Freeport;
- rural Stephenson County;
- counties bordering Stephenson County; and
- within the city limits of Rockford.

Partial agency closing may occur when MEE Transportation staff is not able to safely transport all consumers from their residence to the MEE campus. In these instances, MEE is open and providing day services and limited transportation services. Staff are expected to report for work per their schedules.

If the agency closes its programs to consumers due to severe weather conditions, all staff are expected to use accumulated PTO time, or takes the time off without pay. With Immediate Supervisor/Manager's approval, and on a case-by-case basis, staff may be approved to work on these days.

Residential programs do not close for inclement weather as required by Illinois licensing regulations. Residential service staff must report to work as scheduled.

Concealed Carry

In accordance with Public Act 98-63, the Firearm Concealed Carry Act (430 ILCS 66), Sec. 65 Prohibited areas, MALCOLM EATON *Enterprises* prohibits any licensee (a person issued a license to carry a concealed handgun.) from carrying any firearms and/or ammunition into any agency building, parking area, or portion of a building under the control of the agency.

Notwithstanding any prohibition to the contrary - except those pertaining to property regulated by the federal Nuclear Regulatory Commission or where firearms are prohibited under federal law, any licensee prohibited from carrying a concealed firearm into the parking area of a prohibited location shall be permitted to carry a concealed firearm on or about his/ her person within a vehicle into the parking area and may store a firearm or ammunition concealed in a case within a locked vehicle or locked container out of plain view within the vehicle in the parking area. A licensee may carry a concealed firearm in the immediate area surrounding his/her vehicle within a prohibited parking lot area only for the limited purpose of storing or retrieving a firearm within the vehicles trunk, provided the licensee ensures the concealed firearm is unloaded prior to exiting the vehicle.

Confidentiality and Privacy

The Illinois Department of Public Health, Mental Health and Developmental Disabilities Confidentiality Act (740 ILCS 110) governs MEE confidentiality requirements. Staff must always respect the confidentiality of MEE consumers. Breach of confidentiality is a criminal offense. No consumer information, including but not limited to names, identifying characters, program information should be disclosed outside of the policy limitations.

MEE collects, retains and uses information about its customers/consumers/staff for serving their individual needs and administrating customer/consumer/staff relationships. MEE employee access to customer/consumer/staff information is authorized for business purposes only. Access is restricted to nonpublic information about MEE customers/consumers/staff to those employees who need to know such information to provide services to those customers/consumers/staff. Users who have access to customer/consumer/staff information are required to protect it and keep it confidential.

Employee Compliance Responsibility and Grievance Procedure

MEE employees are required to observe high standards of business, personal and professional ethics in the conduct of duties and responsibilities. Employees are especially required to comply with the Illinois Confidentiality Act and the MEE Code of Ethics (SOP #104) inherent in the designation as a human service agency serving individuals with disabilities.

Additionally, MEE must fulfill its responsibility to comply with all applicable laws, regulations and compliance efforts governing grants, contracts, contributions, accounting procedures and other compliance directives. It is the responsibility of all employees to report any good faith belief of a violation or suspected violation of this policy.

Employees should share their questions, concerns or complaints with an individual who can address them properly. In most cases, the employees Immediate Supervisor/ Manager is the appropriate person.

The following process must be followed by employees in submitting a job-related grievances or complaints:

- A. Employees are to discuss any job-related complaint(s) with their Immediate Supervisor/Manager. If satisfaction is not reached at this level, within five working days, the complaint must be presented in written form using the Compliance/Grievance Form available from the Human Resources to the next person within the complaining employees chain of command. If satisfaction is not reached at this elevated level, the complaint may continue to follow the chain of command up to and including the Executive Director. Within five working days of the receipt of a written complaint, the

Executive Director is to schedule three meetings. The first meeting is to be held with the supervisor. The second is to be held with the employee. The third meeting is to be held with all involved parties. The Executive Director is to then respond to the employee and the Immediate Supervisor/Manager, in writing within ten working days of this meeting.

- B. The decision of the Executive Director may be appealed to the President of the Board of Directors of the agency, only in the cases of suspension or termination from employment. Such an appeal must be made in writing to the President of the Board of Directors within five working days of submittal of the disposition by the Executive Director, with a copy provided to the Executive Director.
- C. The President of the Board of Directors, in conjunction with the Chairperson of the Personnel Committee, may uphold or deny an appeal by employees or refer the matter to the Board's Personnel Committee for their recommendation prior to final action by the President.

Should circumstances warrant, MEEs Executive Director is available to address nonpersonnel-related violations or suspected violations such as fraud, theft, and violations of the Sarbanes Oxley Act. The following process must be followed by employees in submitting a non-personnel related complaint:

Reports may be made in one of the following manners:

1. In writing to their supervisor or
2. By submitting their concerns in writing to the Executive Director using a Compliance/Grievance report Form available from Human Resources

If requested, MEE will keep the anonymity of the employee(s) to the extent possible, consistent with the need to conduct an adequate investigation and take necessary corrective action. Written acknowledgment of the receipt of a concern or complaint will be provided to the reporting employee by a MEE representative The Supervisor/Executive Director may keep the reporting employee updated in a manner appropriate to the situation.

MEE will not discharge, retaliate or otherwise discriminate against any employee with respect to compensation or other terms, conditions or privileges of employment because the employee (or any other employee acting pursuant to the employees' request), in good faith, engages in any of the following activities:

1. Reports any activity, behavior, policy or practice that the employee reasonably believes is a violation of any law, regulation or rule.

2. Initiates, cooperates or otherwise participates in any investigation or proceeding resulting from said/suspected violation.
3. Objects to or refuses to participate in any activity, behavior, policy or practice that the employee reasonably believes violates any law, regulation or rule.
4. Participates in a complaint review process or files a report or complaint of unlawful, unsafe, dangerous or potentially unlawful, unsafe or dangerous activities within MEE.

An employee who retaliates or harasses someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

The protections offered by this policy will not apply if the employees report or action was based on information that the employee knows or reasonably should know is false, malicious or misleading. In these cases, the employees' activity will be viewed as a serious disciplinary offense.

Employees Substance Use and Abuse

MALCOLM EATON *Enterprises* is a Drug Free Work Place (SOP #406) and espouses those characteristics. Substance use and abuse that impact the performance of an employee's duties will not be tolerated. The policy regarding employee substance use and abuse is available for review by employees and will be provided-in a separate document at time of hire.

Gifts and Gratuities

Employees may not accept gifts, gratuities, free trips, personal property or other items of value from a consumer, consumer family, other outside person, business or organization as an inducement to provide services.

Harassment/Discrimination

MALCOLM EATON *Enterprises* provides equal opportunity to employees and applicants for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, citizenship, disability, military status, political affiliation or any other legally protected status according to all applicable laws and strives to maintain a working environment free from harassment and discrimination.

Actions, comments, words, innuendoes, jokes, pictures, gestures, pictures or any offensive material based on sex will not be tolerated. Unwelcome physical contact, sexual requests or advances and all verbal or physical conduct of a sexual or offensive nature is strictly prohibited.

Interactions between employees that create an intimidating, hostile or offensive work environment will not be tolerated.

For the Agency to take appropriate action, all employees have the responsibility to bring knowledge of any form of harassment or discrimination to the attention of the Executive Director or any manager or the Human Resources Coordinator.

The Agency will then make a thorough and discreet investigation of the incident and take the appropriate and necessary action dependent upon the results of the investigation.

Such discipline, dependent upon the specific circumstances, can range from a written warning to discharge from employment.

Internet Access

MEE provides Internet access for work-related activities. Users are expected to use those systems in a responsible manner. All users will comply with state and federal laws, this policy and other relevant policies and procedures. A user is defined as MEE employees, consultants, interns, volunteers, families, and consumers.

Due to the internal and external confidentiality concerns, it is important that each user strictly adhere to the specific security measures and internal controls that have been established for safeguarding the integrity and validity of MEE computer systems. The disclosure of any computer passwords to unauthorized personnel is prohibited. Each user is assigned a unique login identification and password. It is the responsibility of each user to protect his/her personal information and the integrity of the system from unauthorized access. All passwords and/or logins must be relinquished to the Administrative Services Manager at time of termination or suspension.

MEE computer systems must be used for business purposes. In utilizing the Internet and computer systems, employees shall:

- Not violate any criminal or civil law;
- Not utilize any MEE hardware or software to access or attempt to access inappropriate Internet sites including but not limited to pornography, violence etc. If a user has any questions regarding whether a site and/or software is appropriate, please contact the Administrative office.
- Not engage in conduct that constitutes willful or gross misconduct.
- Not engage in conduct that adversely affects the Agency.
- Not acquire, utilize, store, execute, and/or transmit anything (e.g., games, jokes,

chain letters, pornographic/vulgar material, etc.) that could create a hostile workplace environment.

- Not download any outside software without the approval of their Immediate Supervisor/Manager.

MEE will make a good faith effort to keep the system and its available information current. Responsibility for maintaining the agency's Management Information Systems (MIS) falls with the Administration office. Any problems or concerns should be reported immediately to the Administration Services Manager. However, authorized users acknowledge that there is no warranty of any kind, either expressed or implied, regarding the accuracy, quality, or validity of any of the data or information available.

The Agency explicitly reserves the right to monitor the use of all systems. The Agency explicitly reserves the right to take all employment actions, up to and including termination, for violations of this policy.

Media Contact

Any requests from the media for any information should always be directed to the Executive Director (see SOP #414).

Personal Beliefs and Values

MALCOLM EATON *Enterprises* recognizes that its employees may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments are a conflict of interest only when they prevent employee members from fulfilling their job responsibilities and/or if employees attempt to use MEE time and facilities for furthering them and/or if employees continue attempting to convince others of their personal beliefs after they have been asked to stop.

Personal Use of Agency Equipment, Property and Vehicles

The use of agency equipment and vehicles for personal use is not permitted without the expressed authority of the Executive Director. Any unauthorized usage of equipment including but not limited to vehicles can result in disciplinary action up to and including termination from employment.

Political Activities

The agency is not affiliated with any one political party and exists to serve its consumers without discrimination about political affiliation. Political activities, (e.g., petitions, recruitment, etc.) are not allowed on site. The agency may take an official position on issues involving the agency or the services provided by the agency. The Board of

Directors, the Executive Director or the Community Liaison will take such action. Such action is not to be construed as an alliance with any political party.

Sexual Harassment

MALCOLM EATON *Enterprises* is committed to providing a work environment that is free from all forms of harassment. Sexual Harassment (SOP #407) applies to all person(s) employed by MEE and all persons who come in contact with MEE employees and will be provided in a separate document at time of hire.

Sexual harassment in the workplace is illegal. It violates Title VII of the Federal Civil Rights Act of 1964. MALCOLM EATON *Enterprises* will not tolerate sexual harassment of any kind, nor will it tolerate retaliation against the accuser. Any employee who chooses to violate this policy is subject to disciplinary action, up to and including termination.

Smoking

MALCOLM EATON *Enterprises* is a smoke free agency. No smoking will be allowed on any agency premises which include buildings and vehicles.

Social Networking

MALCOLM EATON *Enterprises* understands and respects that employees may choose to participate in social networking sites (i.e., Facebook, LinkedIn, chat rooms, etc.); and may also create and maintain personal websites; including blogs. Your online presence can affect the agency as your words, images, posts, and comments can reflect or be attributed to MEE. As an employee of MEE, you should be mindful to use electronic media, even on your own personal time responsibly and with respect to others. Because employees' online comments and posting can impact the agency, MALCOLM EATON *Enterprises* has adopted the following guidelines that employees should observe when participating in social networking sites and/or engaging in other forms of internet use. It shall be considered a breach of acceptable employee conduct to post on any public or private website or other forum, including but not limited to Facebook, LinkedIn, chat rooms, or any other electronic and/or print communication format, any of the following:

- Anything that may harm the goodwill or reputation of MEE or any disparaging information about MEE.
- Any disparaging, discriminatory or harassing information concerning any consumer, employee, customer, vendor or other person associated with MEE. MALCOLM EATON *Enterprise's* policies prohibiting harassment apply online as well as offline.
- Any confidential information, trade secrets, or intellectual property of MEE

obtained during your employment, including information relating to finances, research, development, marketing, customers, operational methods, plans and/or policies.

- Any private information relating a consumer, employee, customer or vendor of MEE.

Solicitation

Solicitation on any premises operated by the agency without the expressed consent of the Executive Director or their designee is prohibited. "Solicitation" is defined as any act of selling, distributing, or requesting merchandise, literature, gifts or funds.

Standard Operating Policies and Procedures (SOP)

MALCOLM EATON *Enterprises* operates under policies, procedures, codes and rules from various governing bodies and our own identified standards. The complete policies, codes, rules, or procedures can be found in the Standard Operating Policies and Procedures binder located in the bookshelf outside the Human Resource office. Employees are encouraged to review these standards and refer to them when necessary.

Visitors

Access to any of the facilities operated by the agency is limited to persons who are on site to conduct official business. Official business is defined as activities that are performed to benefit service recipients and/or further the operations of MALCOLM EATON *Enterprises*. All visitors are requested to check in at the front office prior to their visit and wear a visible "visitors" tag always while in the building.

Employee Acknowledgment Form

I hereby acknowledge that I have received a copy of **MALCOLM EATON Enterprises'** employee handbook – Personnel Policy (SOP #401), which provides guidelines on the policies, procedures, and programs affecting my employment with this organization. I understand that **MALCOLM EATON Enterprises** can, at its sole discretion, modify, eliminate, revise, or deviate from the guidelines and information in this handbook as circumstances or situations warrant. A current copy of the employee handbook is accessible for employees on-line at www.malcolmeaton.org/employees. A password will be required for entry into this tab and will be distributed at time of hire. The password will be changed from time to time and only current staff will be notified of any changes.

I also understand that any changes made by **MALCOLM EATON Enterprises** with respect to its policies, procedures or programs will supersede, modify, or eliminate any of the policies, procedures, or programs outlined in this handbook. I accept responsibility for familiarizing myself with the information in this handbook and will seek verification or clarification of its terms or guidance where necessary.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document and nothing in the handbook creates an express or implied contract of employment. I understand that I should consult my supervisor or a representative of the Human Resources if I have any questions that are not answered in this handbook.

At-Will Disclaimer

I also understand that no policy or provision in this handbook is intended to create a contract binding the employee or the employer to an agreement of employment for a specific period. A worker's employment can be terminated by either the employee or the employer at any time, for any reason, with or without notice. No representative or agent of the employer, other than the Executive Director, can authorize or sign an employment agreement contrary to the above terms or otherwise make any binding offer of employment for a specific term. To be effective, any agreement altering the terms and provisions of this handbook must be in writing and signed by the Executive Director.

Signed: _____

Date: _____