



CHS GROUP LLC.

EMPLOYEE HANDBOOK

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MISSION STATEMENT

Maximize potential through personal commitment, collective talents and innovations. CHS supports individuals with diverse challenges in shaping distinctive, meaningful lives.

FOREWORD

Whether you have just joined our staff or have been with our company for a while, we are confident that you will find our organization a dynamic and rewarding place in which to work and we look forward to a productive and successful association. We consider the employees of our company to be one of its most valuable resources. This manual has been written as the guide for the employer/employee relationship.

There are a couple things that are important to keep in mind about this handbook.

First: it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to your manager or the Chief Operations Officer. Neither this handbook nor any other company document, confers any contractual right, either express or implied, to remain in the company's employment. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by the company or you may resign for any reason at any time. No supervisor or other representative of the company (except the President) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

Second: the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

Some of the subjects described here are covered in detail in official policy documents. You should refer to these documents for specific information, since this handbook only briefly summarizes those policies.

Sincerely,

Joseph Bates

President

INTRODUCTION

Core Values

CHS Group has an established Codes of Ethics to guide the actions of staff and the advisory Board members, support the services provided to individuals, and to provide our business, marketing, and financial practices.

Each new staff or contracted personnel will be required to review and sign the pertinent code, indicating knowledge of it. Any staff that violates one of the Organization Codes of Ethics may face corrective action.

The core values that serve as the roots for our Code of Ethics are:

❖ **Respect for Each Other**

Employees will exercise thoughtful consideration of the needs of others – other staff, board members, and our consumers. Each of us will be non-judgmental on issues that do not pertain to us and respect the boundaries of other staff and our consumers. We also respect the value of our staff and believe management should always put staff in a position to successfully care for our consumers.

❖ **Conciliation**

Employees act in a spirit of compromise and agreement. Each individual will hear and appreciate the other person's point of view and be open to constructive discussion. We reconcile the duty of care we have to the consumer with their rights.

❖ **Honesty**

Employees will deal honestly with other staff, board members, customers, and those receiving services. The value of honesty cannot be overstated. However, we must be honest without being harmful. It is through honest communication that we prove that we care and honor the consumer's rights.

❖ **Trust**

Employees believe in the ability of each other to fulfill their responsibilities to our staff, consumers, and board members. We will establish a relationship with our consumers that are dependable and trustworthy. We will be supportive in each consumer's time of need.

Code of Ethics

I. Treatment of Persons Receiving Services

A The following will serve as principles which will guide my actions in dealing with persons receiving services/employed by CHS Group. I shall provide services that:

1. Encourage adherence to the CHS's Mission and Core Values;
2. Focus on rehabilitation and recovery and promoting an optimal quality of life;
3. Are person-centered, holistic, and actively support the establishment or re-establishment of roles in the community and development of a personal support network;
4. Encourage and support the rights and dignity of the client with emphasis on promoting choice, inclusion, and empowerment;
5. Promote an atmosphere in which individuals served can maximize their growth, empowerment and independence;
6. Will encourage and support the input of consumers into the rehabilitation process and services provided;
7. Protect confidentiality;
8. Recognize and accommodate individual differences based upon religion, ethnic or racial heritage, gender, age, sexual orientation, social or economic status or disability.

II. Organizational Leadership

1. I will do my best to see that CHS Group is operated in a manner that promotes the Company Mission and Core Values, upholds the Organization integrity and merits the trust and support of the public.
2. I will strive to uphold all applicable laws and regulations, and go beyond the letter of the law to protect and/or enhance CHS Group, ability to accomplish its mission.
3. I will treat others with respect, acting toward them as I would have one act toward me in similar circumstances.

4. I will take no actions that could benefit me personally at the unwarranted expense of CHS Group, avoiding even the appearance of a conflict of interest.
5. I will not act in either my professional or personal capacity in a way that negatively affects the reputation of CHS Group in the local community and elsewhere.
6. I will strive for personal and professional growth to improve my effectiveness as a CHS employee.
7. I will respect the CHS Group Operational Management's role and responsibility over the whole of company practices and procedures.

III. Financial Practices and Management of Resources

- A** CHS Group shall manage its financial and other resources in a manner that assures:
1. Compliance with applicable federal, state, and local laws, and organizations policies, procedures, and bylaws.
 2. A safe and healthy environment for staff and persons served.
 3. Ongoing training and educational opportunities for staff, volunteers, and individuals involved in governance and service.
 4. A qualified and committed staff.
 5. Responsible stewardship over public and private funds with which it is entrusted.
 6. Maintenance of the physical assets of the organization.

IV. Company Marketing Activities

- A** All Company marketing activities shall:
1. Respect the dignity, privacy and confidentiality rights of those served;
 2. Never knowingly mislead/misinform the public or misrepresent CHS Group;
 3. Uphold the integrity of CHS Group so as to merit the continued support and trust of the public.

V. Professional and Human Resources

- A** CHS will ensure that:
1. all Human Resources and Professional Activities meet all applicable laws;
 2. all employees are provided with adequate training and resources to enable them to do their job;
 3. there is no aversion to having a culturally diverse staff and that employees are judged on merit and welcomed as they are;
 4. all employees represent CHS in a manner that is professional and otherwise reasonably acceptable.

Review Process for Violations of Code of Ethics

All reports that a staff or leader of the organization has failed to abide by the CHS Group Organizational Code of Ethics reported by consumers, staff, or community members will be reviewed by the President of CHS Group. If an individual is found to be in violation of the Code of Ethics, corrective action shall be taken. All complaints received in which there is an alleged violation of an individual's rights, shall also be reported in accordance with local policies and procedures.

- A.** Complaints regarding support staff shall be reviewed by the President or designee. The individual shall be notified and asked to submit a response within five business days. Depending on the seriousness of the complaint, the staff may be suspended without pay during the investigation process. If the complaint is valid, the staff member shall be dealt with through the CHS Group disciplinary procedures, which may result in suspension or termination. If the individual disagrees with the findings, he/she may appeal through the employee conflict resolution process outlined in the CHS Group's personnel policies and procedures.
- B.** Complaints regarding administrative staff shall be reviewed by the President. The individual shall be notified and asked to submit a response within five business days. Depending on the seriousness of the complaint, the staff may be suspended without pay during the investigation process. If the complaint is valid, the staff member will be dealt with through the CHS Group disciplinary procedures, which may result in suspension or termination. If the individual disagrees with the findings, he/she may appeal through the employee conflict resolution process outlined in the CHS Group's personnel policies and procedures.
- C.** Complaints regarding the President shall be reported to the appropriate authority or funding source.

Recipe for Success

Take a lot of *PASSION* for helping people.

You've got to love what you do. Find that *PASSION* in helping our consumers improve every day. Mental Health refers their clients to us because we can help them change their lives. That is powerful.

Mix that with an *ATTITUDE* of hard work.

You've got to have the belief... the faith... and ultimately the *ATTITUDE* that you are going to change the clients' lives. Come to work with a positive attitude and wanting to make a difference. Improvement starts with making it happen EVERY DAY.

Get your *LISTENING* skills ready.

LISTEN to what your consumer wants. LISTEN to their emotional needs. Most importantly, LISTEN to their stories. Spend 70% of your time listening and 30% talking. When you do talk, let that person know that you are LISTENING...that you care about them, and you're helping them reach their goals.

Make the *COMMITMENT* to help others.

One of the main things that we do at CHS is show our *COMMITMENT* to our clients. We promise them services with results. CHS is committed to living up to and exceeding that expectation!

TEACH
ASSIST
PROMPT

Americans with Disabilities Act Policy Statement

The company is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA") and all local laws and provisions of the states in which we provide services. It is the company's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Program Manager. All requests for accommodation must be made in writing within 182 days of when the employee knew or should have known of the need for an accommodation.

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability notify the Chief Operations Officer or Administration.

EMPLOYMENT

At Will Employment

While we hope our relationship will be long and mutually beneficial, it should be recognized that this employee handbook is not a contract of employment. Employment with CHS GROUP is at- will, for no specified duration and no contract for employment shall be valid unless in writing and signed by the President. Our relationship is one of voluntary employment - At-will.

As a member of our organization, your employment with CHS GROUP is voluntarily entered into, and you are free to resign at any time. We realize that occasionally employees will resign to pursue other interests. Similarly, CHS GROUP is free to conclude an employment relationship at any time, with or without cause, and with or without prior notice.

Employee Categories

Based on the conditions of employment, employees of the company fall into the following categories:

1. Full-Time
2. Part-Time
3. On-Call Employees

Full-Time Employees: Employees who are regularly scheduled for and working a full time workweek of at least forty (40) hours per week. Nonexempt staff must be willing to share and work assigned overtime and other assigned work schedule variations with employees in their group. These employees are eligible for the full range of employee benefits as long as a full time work schedule is maintained.

Part-Time Employees: Employees working less than thirty-two (32) hours per week. Part time employees are eligible for certain employee benefits. Please refer to the provider benefit statement for information on eligibility.

It is important for you to know your employment classification because it determines which employee benefits you are eligible to receive.

All new staff will be held to the following conditions for the first ninety days of hire:

1. Unable to change their schedule availability or site assignment;
2. Held to strict compliance to the handbook policies and work rules;
3. Suspension or termination in the case of any serious failure to meet expectations of employment or the standards of care.

Equal Employment Opportunity Policy Statement

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at our company. The company is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including unlawful harassment. Therefore, the company expects that all relationships among persons in the workplace will be businesslike and free of bias, prejudice and unlawful harassment.

Employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, height, weight, marital status, or any other protected characteristic as established by law. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

The Chief Operations Officer has overall responsibility for this policy. Employees' questions or concerns should be referred to the Chief Operations Officer. Appropriate disciplinary action may be taken against any employee willfully violating this policy.

Equal Employment Opportunity

We are an equal opportunity employer. We prohibit discrimination or harassment on the basis of race, color, national origin, religion, sex, age, disability, marital status, creed, height, weight, veteran's status, or any other characteristic protected by law. The company prohibits and will not tolerate any such discrimination or harassment.

I. Definitions of Harassment

- A** Sexual harassment is illegal under federal, state and local laws. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:
1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

- B** Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual abilities or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.
- C** Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, marital status, height, weight or any other characteristic protected by law. Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group.

Individuals and Conduct Covered

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager, or by someone not directly connected to the company (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the work place and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

Retaliation Is Prohibited

The company prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

Reporting an Incident of Harassment, Discrimination, and Other Unequal Treatment

Employees must immediately report all incidents, verbally or in writing, of discrimination or harassment. Individuals who believe they have experienced conduct that they believe are contrary to company policy or who have concerns about such matters should report the incident to any of the following individuals: their immediate supervisor, and if supervisor is not available, then follow the chain of command.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

GINA Law (Genetic Information Nondiscrimination ACT of 2008)

The GINA Law prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of employees or their family members. In order to comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. 'Genetic information,' as defined by the GINA, includes an individual's family medical history, the results of an individual's or family member's genetic test, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Conflict Of Interest and Outside Employment Statement

The company expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of the company. Business dealings that appear to create a conflict between the interests of the company and an employee are unacceptable. Employees must disclose any possible conflicts so that the company may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of the company's business dealings.

A violation will result in immediate and appropriate discipline, up to and including immediate termination.

Outside Employment

Full-Time employees are required to obtain written approval from their supervisor before participating in outside work activities. Approval will be granted unless the activity conflicts with the company's interest. In general, outside work activities are not allowed when they:

1. prevent the employee from fully performing work for which he or she is employed at the company, including overtime assignments;
2. involve organizations that are doing or seek to do business with the company including actual or potential vendors or customers; or
3. Violate provisions of law or the company's policies or rules.

From time to time, company employees may be required to work beyond their normally scheduled hours. Employees must perform this work when requested. In cases of conflict with any outside activity, the employee's obligations to the company must be given priority. Employees are hired and continue in the company's employ with the understanding that the company is their primary employer and that other employment or commercial involvement, which is in conflict with the business interests of the company, is strictly prohibited.

Financial Interest in Other Business

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the company.

Acceptance and the Giving of Gifts

To protect the people CHS serves, employees may not accept or give gifts of significant value, lavish entertainment, or other benefits to or accept from a potential and actual consumer, guardian or family member. Employees cannot do favors such as: helping move, buying a meal, paying a consumer to do a personal chore, or accepting money from a consumer for helping them.

Personal Records

To keep necessary company records up to date, it is mandatory that you notify the Program Manager of any changes in:

1. Name and/or marital status
2. Address and/or telephone number
3. W-4 deductions
4. Person to contact in case of emergency

Confidential Nature of Work

Consumers:

Each consumer has the right to confidentiality. By accepting employment with CHS you are placed in a position of trust regarding information about the consumers of this program. Each employee must constantly be aware of the confidential nature of all information pertaining to the consumers.

All information in the record of a consumer and/or acquired in the course of providing services to a consumer shall not be open for public discussion or private disclosure.

Consumer information may be disclosed to the agency or organization which oversees services for the consumer, to the agency, organization or individual assigned as guardian for the consumer, or to the new agency or organization that is providing services to the consumer, i.e. in the event that a consumer is transferred to another agency or organization. Guardian's permission must be on record before information may be disclosed.

Any discussion regarding consumers outside the home should be for professional reasons only. The identity of the person must be protected. Both first and last names should never be used together, nor should a description of the individual be given.

Failure to comply with consumer confidentiality requirements will result in disciplinary action. It may also result in a recipient rights violation per local and state regulations.

Employee:

Any employee who, in the course of his or her daily duties has access to or encounters current or previous employee information, i.e. addresses, phone numbers, social security numbers etc., is not to disseminate it to anyone. Individual personnel files are the property of the company and are considered confidential between the employee and supervisor staff or specific designee.

The company ensures to the extent practicable that any information it has regarding employees' social security numbers will remain confidential and the company prohibits the unlawful disclosure of social security numbers. Access to social security number information is limited strictly to those persons who need to know the information for business purposes. Documents that contain social security number information shall be shredded once the document becomes obsolete.

Failure to comply constitutes a breach in confidentiality and may result in disciplinary action with suspension up to termination.

Media:

The company strives to anticipate and manage crisis situations in order to reduce disruption to our employees and to maintain our reputation as a high quality company. To best serve these objectives, the company will respond to the news media in a timely and professional manner *only* through the designated spokespersons.

Transfers and Promotion

The company encourages employees to assume higher-level positions or lateral transfers for which they qualify. Toward this end, the company has a job posting program that offers employees the opportunity to bid for certain positions within the company. Open positions, resulting in a promotion, will be posted for seven (7) calendar days. Generally, employees must be in their job for at least six months before applying for a change in position. In addition, employees must have a good performance, attendance and punctuality record.

1. Raises for employees accepting transfers to other programs, will be based according to their date of hire not the date of the transfer, (wages vary from county to county).
2. Raises and seniority for employees receiving a promotion will be based on the date of the acceptance of the new position.
3. Each employee requesting a position change will be considered for the new position along with all other applicants.
4. Each change is judged on an individual basis, depending on the needs of the company.
5. Management will make all final decisions regarding position change.

Reference Checks

All inquiries regarding a current or former company employee must be referred to their supervisor.

Should an employee receive a written request for a reference, he/she should refer the request to their supervisor for handling. No company employee may issue a reference letter to any current or former employee without the permission of their supervisor or the administrator.

Criminal Background Checks

It is the policy of CHS GROUP LLC that all individuals providing direct services or having direct access to CHS consumers will be screened for criminal history prior to employment and every year thereafter, or be entered into the Michigan Workforce Background Check System. "Direct access" means access to a Consumer or Consumer's property, financial information, medical records, treatment information, or any other identifying information.

Excludable Convictions are based on the Social Security Act (42 USC 1320a-7[a]) and exclusions related to Michigan Public Health Code Public Act 28 Sec. 20173a (1) and are found in HR Manual. The list below is no exact or exhaustive and other restrictions are to be found within the above resources.

- I. Employees of CHS must not be convicted of a crime related to the health care system or government programs like Medicare or Medicaid (i.e. fraud, breach of fiduciary responsibility, unlawful distribution of a controlled substance).
- II. Employees of CHS must not be convicted of a crime related to abuse, neglect, or misappropriation of property while giving care to another.
- III. In the past year, employees shall not be convicted of:
 1. A misdemeanor related to a controlled substance (MCL 333.74) while under the age of 18.
- IV. In the past three (3) years, employees shall not be convicted of:
 1. A misdemeanor for assault not involving a weapon or intent to commit murder or serious bodily injury; or
 2. A misdemeanor for retail fraud in the third degree.

- V. In the past five (5) years, employees shall not be convicted of a misdemeanor involving:
 - 1. cruelty while under 16 years of age;
 - 2. home invasion;
 - 3. embezzlement;
 - 4. negligent homicide (1949 PA 300, MCL 257.601d);
 - 5. larceny;
 - 6. retail fraud in the second degree; or
 - 7. assault, fraud, theft, or the possession or delivery of a controlled substance.
- VI. In the past ten (10) years, employees shall not be convicted of a misdemeanor involving:
 - 1. the use of a firearm or dangerous weapon to cause, or attempt to cause, personal injury to another;
 - 2. the use of, or threat to use, force or violence;
 - 3. vulnerable adults as defined in the penal code (MCL 750.145m to MCL 750.145r);
 - 4. criminal sexual conduct;
 - 5. cruelty or torture; or
 - 6. abuse or neglect.

Driving Policy

One requirement for employment with CHS is a valid license. Another is to have and maintain a valid driving insurance policy. It is necessary for employees of CHS to be able to legally and safely transport their consumer, or drive themselves in service to the emergency/ regular care of the consumer. For this reason, proof of the above documentation is a standard of employment at CHS. Otherwise a candidate for hire is considered unable to legally drive, and therefore unable to perform fundamental job duties, and ineligible for coverage by the company insurance policy. Once the staff has proof of a valid license, a driving record will be pulled, and consideration for continued employment will be made by the Program Supervisor.

If at any time after hire a staff's driving status changes (suspended license – multiple moving violations), they must immediately notify their supervisor or other member of management.

Motor Vehicle Records (MVR's) will be checked upon hire and annually thereafter for all employees where driving is part of their job. The MVR will be reviewed to ascertain the employee holds a valid license and their driving record is within the parameters set by CHS.

- I. Drivers must have a valid driver's license of the State they reside
- II. Drivers should have at least two years driving experience and be at least 18 years old
- III. In the past three (3) years, drivers should have no more than:
 - A** Two (2) at fault accidents (proof of not-at-fault status needed to rescind this);
 - B** Three (3) minor moving violations;
 - C** Four (4) of the following non-moving violations such as:
 - 1. Failure to appear (FTA),
 - 2. License not in possession,
 - 3. No proof of insurance/registration;
- IV. In the past five (5) years, drivers should have zero (0) major moving violations such as:
 - A** Conviction for an alcohol and/or drug related driving offense
 - B** Refusal to submit to a blood alcohol content (BAC) test
 - C** Failure to stop/report an accident and leaving the scene of an accident as defined by state laws
 - D** Conviction for homicide, manslaughter, or assault arising out to the use of a vehicle
 - E** Suspension, revocation, or administrative restriction of driver's license within the last three years
 - F** Conviction for reckless or careless driving
 - G** Racing
 - H** Passing a stopped school bus
 - I** Possession of a controlled substance
 - J** Making a false accident report
 - K** Three or more "company vehicle" physical damage claims in any twelve month period
 - L** Speeding (10+MPH over posted speed limit)
 - M** Conviction for attempting to elude a police officer

COMPENSATION

Overtime Pay

Depending on the company's work needs, employees may be required to work overtime. Prior approval of a supervisor, however, is required before any non-exempt employee works overtime. Employees working overtime without approval will be subject to disciplinary action.

Non-exempt employees are eligible for additional pay for work performed beyond forty (40) hours in a one-week pay period. Some positions may be scheduled to regularly work ten or twelve hour shifts. Non-exempt employees assigned to work these shifts will be paid overtime on an over 40-hour basis.

Each day, the time the employee starts and finishes work must be recorded on a time sheet. The employee's supervisor must approve his/her hours worked at the end of each week. All additional overtime worked must be approved by a supervisor each day. Additionally, the supervisor must countersign time records with overtime.

It is our policy to comply with the salary basis requirements of FLSA for all exempt employees. Therefore we prohibit all company managers from making any improper deductions from the salaries of exempt employees. We want our employees to be aware of this policy and that the company does not allow deductions that violate the FLSA.

What to do if an improper deduction occurs:

1. If you believe an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor.
2. Report of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Time Sheets

Each department records the attendance of all employees daily. Our attendance records are company records, and care must be exercised in recording the hours worked, overtime hours, and absences. Time sheets must be turned in every Monday by 9:00am.

- Employees are not to clock/sign in or out for other employees. Violations of this policy may result in appropriate disciplinary action, up to and including termination.
- All non-exempt employees must record the time they arrived and departed each day, on his/her time sheet. Each employee is only responsible for his/her own recordkeeping.
- Once an employee clocks or signs in, work is to commence immediately. Failure to do so is considered falsification of timekeeping records.
- If an employee forgets to clock or sign in or out, he or she must notify his or her supervisor immediately so the time may be accurately recorded for payroll.
- Exempt employees are not required to sign in or out. However, business trips, vacation, sick, and personal days must be recorded and approved prior to the time off and after approved sent to the HR department.

Mileage

CHS expects staff to limit driving to no more than 20 miles per day or 100 miles per week. The mileage form needs to be specific and list the destinations and outings, and be tied to their PCP. Any mileage that exceeds the 20 a day or 100 a week limit will not be paid unless there was prior approval from your supervisor.

BENEFITS

Insurance

Insurance is available to staff that work 30 or more hours a week and would be effective ninety days after date of hire. Open enrollment is June each year, and only if staff has a qualifying event can their health coverage be changed, to either enroll or cancel coverage. All insurance premiums that the staff is responsible for will be payroll deducted twice a month.

Health – Multiple plans to choose from with affordable payroll deductions because CHS pays 60% of the premium.

Staff pay 100% of the premium on the following insurance offered

Dental – plan covers 100% preventive care and 80% of fillings, root canal, extractions, etc.

Vision – plan covers set amounts on all services, from exam to the glasses, with very low premiums.

Aflac – is independent from the above insurances offered and can be molded to your needs.

Unemployment Benefits

In the event of a reduction in the workforce or certain circumstances that result in your unemployment, you may be eligible to receive unemployment compensation as prescribed under the Michigan Unemployment Compensation regulations. CHS GROUP contributes toward unemployment taxes as required by state and federal requirement.

Social Security (F.I.C.A) and Medicare

CHS GROUP matches contributions you make to the federal Social Security Plan and to Medicare. These benefits become available to you and/or your family upon reaching pre-determined age limits or other qualifying event occurs. You will receive annual statements from the Social Security Administration with pertinent information on your account credits and other information.

Workers' Compensation

At no cost to our Employees, CHS GROUP provides its staff an insurance benefit that covers them for any on-the-job injury or job-related illness. The Michigan Bureau of Workers' Compensation determines the benefits provided.

If something happens while working staff must do the following:

1. Immediately notify their supervisor
2. Fill out the injury report and submit it to their supervisor the day of the incident (supervisor will scan it and send to the HR department)
3. Management will instruct the staff where to go for treatment

Time Off

All full-time and part-time employees are eligible for paid time-off.

Paid Time-Off (PTO) is accrued by the number of hours worked each pay period, which will be available to use **after one year of employment**.

Maximum hours accrued AFTER:

1st & 2nd year = 40 hours

3rd & 4th year = 80 hours

5th & 6th year = 120 hours

7th year on = 160 hours

40 hours are allowed to be carried over.

PTO hours shown on the DSC report can be used after 1 year through the term of employment. PTO can be used at any time by following the Request for Time Off procedure. When calling off due to illness, personal reasons, etc. PTO available will be used.

1. All time off is subject to approval or denial by immediate supervisor based on program needs.
2. **Supervisors will notify staff within 3 days of the request if it has been approved or denied.**
3. When a company holiday falls during scheduled time off, it is not counted as a vacation day.
4. The year begins on the date of hire and all benefit time will start over.
5. After one year of employment all staff receives a paid day off for their birthday to be used anytime throughout the year
6. All PTO decisions are eligible for appeal to the Human Resource office or to the Chief Operations Officer.

REQUEST FOR TIME OFF PROCEDURE

1. Time off form must be submitted to supervisor;
2. PTO report from DSC must be attached;
3. Submit form two weeks in advance for any time less than one week;
4. Submit form one month in advance for more than one week off.

Employees and staff that opt out of taking their PTO can request monetary compensation for the overage of PTO on the anniversary of their date of hire. This is to be approved at the discretion of the Human Resource manager and Chief Operations Officer.

Employees suspended as a plan of correction on a disciplinary will not be eligible to be paid for unused PTO available.

Guidelines for Benefit Pay for Terminating Employees

Employees leaving the company due to voluntary resignation retirement or dismissal will not be eligible to be paid for their unused paid time off except in the following circumstances:

1. upon resignation or retirement, if two weeks' notice is provided and worked the two weeks;
2. An employee that does not provide adequate notice of at least two weeks (four weeks for exempt employees) upon resignation forfeits any rights to unused paid time off.

Holidays

All employees (including those in initial employment period) are eligible for paid holidays. At the end of each year the holiday schedule for the coming year will be posted.

New Year's Day	Memorial Day
Fourth of July	Labor Day
Thanksgiving	Christmas Day

Vocational programs may be closed before or after the recognized holidays due to low attendance. If the program closes, staff and management will have to use their available PTO to get paid.

If you are scheduled to work a holiday and the client gives 24 hours or less notice of not being home, supervisors will give options of hours at other sites to work. If no hours are available staff will be paid straight time for half (1/2) the time originally scheduled to work. If you work on a recognized holiday, you will be paid at time and a half. Staff will not receive holiday pay if they call off the day before or the day after a holiday.

Bereavement Leave

In the unfortunate event of a death in the immediate family, a leave of absence of up to five (5) days with pay will be granted. These days are to be taken as needed within a two week period of the date of the death or day of the funeral.

For this purpose, immediate family is defined as:

1. Spouse - Partner
2. Child
3. Brother / Sister
4. Step-child
5. Parents, step-parents

Up to three (3) days will be granted for other close family members. Other close family members are defined as:

1. Mother/Father-in-law
2. Grandparents

3. Grandchildren
4. Brother-in-law / Sister-in-law

Employees should make their supervisor aware of their situation. In turn, the supervisor should notify the payroll company (DSC) of the reason and length of the employee's absence. Upon returning to work, the employee must record his/her absence as a Bereavement Leave on his/her attendance record. Proof of death and relationship to the deceased may be required.

Jury Duty

A leave of absence for jury duty will be granted to any full-time or part-time employee who has been notified to serve. During this leave, employees will be compensated at their regular base rate. An employee on jury duty is expected to report to work any day he or she is excused from jury duty. Employees working the night shift are not required to work the night shift after serving on jury duty that day.

Upon receipt of the notice to serve jury duty, the employee should immediately notify his/her supervisor.

Additionally, a copy of the notice to serve jury duty should be given to the supervisor.

Upon the employee's return, the employee must notify their supervisor and must submit a signed Certificate of Jury Service indicating the number of days served.

If the jury duty falls at a time when the employee cannot be away from work, the company may request that the court allow the employee to choose a more convenient time to serve if his/her makes a request in accordance with the court's procedures. The employee must cooperate with this request.

Military Leave

An employee who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or The Commissioned Corps of the Mental Health Service will be granted an unpaid leave of absence for military service, training or related obligations in accordance with applicable law. Employees on military leave may use their accrued paid time or take unpaid leave. At the conclusion of the leave, upon the satisfaction of certain conditions, an employee generally has a right to return to the same position he or she held prior to the leave or to a position with like seniority, status and pay that the employee is qualified to perform.

Continuation of Health Benefits

During a military leave of less than 31 days, an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work. For military leaves of more than 30 days, an employee may elect to continue his/her health coverage for up to 24 months of uniformed service, but may be required to pay all or part of the premium for the continuation coverage.

Leave for Active or Reserve Duty

Upon receipt of orders for active or reserve duty, an employee should notify his/her supervisor, as soon as possible, and submit a copy of the military orders to his/her supervisor (unless he/she is unable to do so because of military necessity or it is otherwise impossible or unreasonable)

Employees will also be granted time off for military training (normally 14 days plus travel time) and other related obligations, such as for an examination to determine fitness to perform service. Employees should advise their supervisor and/or department head of their training schedule and/or other related obligations as far in advance as possible.

Leave under the Family and Medical Leave Act (FMLA)

The company provides Family and Medical Leave in accordance with the Family and Medical Leave Act of 1993 (FMLA). Eligible employees are entitled to take up to 12 weeks of unpaid leave for certain family and medical reasons during a 12-month period (**rolling**). At the conclusion of the leave, subject to some exceptions, an employee generally has a right to return to the same or to an equivalent position. The company will not interfere with, restrain, or deny the exercise of any right provided by the Family and Medical Leave Act.

To be eligible for Family and Medical Leave benefits, an employee must have worked for the company for total of 12 months and have worked at least 1,250 hours over the previous 12 months.

Eligible employees are entitled to take up to a total of 12 work weeks of unpaid leave during a 12-month period for one or more of the following reasons:

1. The birth and care of the newborn child of the employee;
2. Placement with the employee of a son or daughter for adoption or foster care;
3. To care for an immediate family member (spouse, child or parent) with a serious health condition;
4. Or take medical leave when the employee is unable to work because of a serious health condition;
5. A qualifying exigency arising out of the fact that the Employee's spouse, son, daughter or parent is a covered military member on active duty (or has been notified of an impending call or order to active duty); or
6. For the care of an eligible Employee's spouse, son, daughter, parent, or next of kin, who is a covered service-member suffering from a qualifying serious illness or injury, incurred in the line of active duty.

Procedure for Taking FMLA:

1. Staff is responsible for getting the FMLA forms from their supervisor or HR dept. as soon as they are aware of needing the leave.
2. In the case of an emergency and staff are unable to pick up the forms, staff will contact management to let them know who will be picking up the papers for them.
3. Staff must take the forms to their physician to fill out and have their office fax it to CHS Human Resource dept. 734-682-5745.
4. During their leave staff will keep in touch with their supervisor.
5. Staff must return to work on the date stated on the FMLA papers, unless a doctor's note has been submitted to extend the leave.
6. If staff has not submitted the proper forms, request for time off and FMLA, the leave of absence may not be authorized, resulting in a disciplinary.

The term "covered service-member" means:

1. a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
2. a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy;

A "serious health condition" is generally defined as an illness, injury, impairment or physical or mental condition that involves:

1. Inpatient care of at least one overnight stay in a hospital, hospice, or residential medical care facility, and any period of incapacity or subsequent treatment in connection with such Inpatient care; or
2. Any period of incapacity requiring absence of more than three (3) consecutive, full calendar days from work, and any subsequent treatment or period of incapacity relating to the original incapacity, that involves:
 - a. In-person treatment by a healthcare provider two (2) or more times within 30 days of the first day of incapacity, with the first in-person treatment taking place within seven days of the first day of incapacity; or
 - b. In-person treatment by a healthcare provider at least once (1), occurring within seven (7) days of the first day of incapacity, which results in a regimen of continuing treatment by (or under the supervision of) a healthcare provider; or
 - c. Any period of incapacity due to pregnancy, or for pre-natal care; or
 - d. Any period of incapacity, or treatment for such incapacity, due to a chronic serious health condition; or

- e. Any period of incapacity which is permanent or long-term, due to a condition for which treatment may not be effective, with continuing supervision by a healthcare provider; or
- f. Conditions requiring multiple treatments (as defined by the U.S. Department of Labor).

A “serious injury or illness” is defined as follows:

1. In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating;
2. In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period described in paragraph (A)(2), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran; and
3. A “qualifying exigency,” for which FMLA leave may be available to an Employee with a spouse, parent, son, or daughter who is a covered military member, may include any of the following:
 - a. Short-notice deployments;
 - b. Military events and related activities;
 - c. Childcare and school activities;
 - d. Financial and legal arrangements;
 - e. Counseling;
 - f. Rest and recuperation;
 - g. Post-deployment activities;
 - h. Any additional activities agreed upon by the employer.
4. Leave for birth and care or placement for adoption or foster care must conclude within 12 months of the birth or placement.
5. "Serious health condition" means an illness, injury, impairment or physical or mental condition that involves either:(1) any period of incapacity or treatment connected with inpatient care in a hospital, hospice, or residential medical-care company, and any period of incapacity or subsequent treatment in connection with such inpatient care; or (2) continuing treatment by a health care provider which includes any period of incapacity due to: (a) a health condition lasting more than three consecutive days, and any subsequent treatment or period of incapacity relating to the same condition, that also includes treatment two or more times by or under the supervision of a health care provider or one treatment by a health care provider with a continuing regimen of treatment; (b) pregnancy or prenatal care (a visit to health care provider is not necessary for each absence); (c) a chronic serious health condition which continues over an extended period of time, requires periodic visits to a health care provider, and may involve occasional episodes of incapacity (a visit to a health care provider is not necessary for each absence); (d) a permanent or long-term condition for which treatment may not be effective (only supervision by a healthcare provider is required, rather than active treatment); (e) any absences to receive multiple treatments for restorative surgery or for a condition which would likely result in incapacity of more than three days if not treated.
6. Employees seeking to use Family and Medical Leave are required to provide 30-days advance notice when the need is foreseeable and such notice is practical. The company may also require employees to provide: medical certification supporting the need for leave due to a serious health condition affecting the employee or an immediate family member;

second or third medical opinions (at the company's expense) and periodic recertification; and periodic reports during Family and Medical Leave regarding the employee's status and intent to return to work.

7. Spouses also employed by the company are jointly entitled to a combined total of 12 work weeks of Family Leave for the birth and care of the new-born child, for placement of a child for adoption or foster care, and to care for a parent, son, or daughter who has a serious health condition.
8. Under some circumstances, employees may take family and medical leave intermittently -- which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule. If family and medical leave is for birth and care or placement for adoption or foster care, use of intermittent leave is subject to the company's approval. Family and Medical Leave may be taken intermittently whenever medically necessary to care for a seriously ill family member, or because the employee is seriously ill and unable to work. When intermittent leave is needed to care for an immediate family member or the employees' own illness, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the company's operations. If an employee requests intermittent leave, it may be necessary for the company to transfer him or her to another position that will better accommodate an intermittent or reduced schedule.
9. The company does require all employees to use their unused paid time off, if available at the commencement of a FMLA to cover time off, but not to exceed 12 weeks.
10. If applicable, arrangements will need to be made for employees to pay their share of health insurance premiums while on leave.
11. Upon return from Family and Medical Leave, an employee will be restored to the employee's original job, or to an equivalent job with equivalent pay, benefits and other terms and conditions of employment. In addition, an employee's use of Family and Medical Leave cannot result in the loss of any employment benefit that the employee earned or was entitled to before using Family and Medical Leave, nor be counted against the employee under "no fault" attendance policy.
12. An employee who is on a Family and Medical Leave due to their own serious health condition may be eligible for payments from other sources such as workers compensation, or state disability. Employees should ask their supervisor if they think they are eligible for these benefits.
13. Under specified and limited circumstances where restoration to employment will cause substantial and grievous economic injury to its operations, the company may refuse to reinstate certain highly-paid "key" employees after using Family and Medical Leave during which health coverage was maintained. In order to do so, the employer must: notify the employee of their status as a "key" employee in response to the employee's notice of intent to take Family and Medical Leave; notify the employee as soon as the company decides it will, deny job restoration, and explain the reasons for this decision; offer the employee a reasonable opportunity to return to work from Family and Medical Leave after giving this notice; and make a final determination as to whether reinstatement will be denied at the end of the leave period if the employee then requests restoration. A "key" employee is a salaried "eligible" employee who is among the highest paid ten percent of employees within 75 miles of the work site.

ON-THE-JOB

Performance Expectations

1. Speak to all people politely, as you would like to be spoken to
2. Include all people in conversations; speak with them, not about them
3. Use positive verbal and non-verbal communication; avoid being negative
4. Explain things in ways that people can understand and observe how they receive the information
5. Encourage people to think by asking questions rather than giving commands
6. Teach individuals to do as much as possible for themselves rather than doing for them
7. Include people in making decisions by providing choices; try not to be bossy
8. Respect differences and an individual's desires, needs and values
9. Consider seriously the feelings and concerns of others even if they don't seem important to you
10. Listen to each other's point of view, even if upset or involved in a disagreement, and not allow it to affect your behavior
11. Follow through with assigned tasks and admit mistakes

Staff will not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.

Staff will ensure that methods of behavior intervention are positive and relevant to the needs of the resident. All behavioral interventions to address unacceptable behavior shall be specified in the written assessment plan and employed in accordance with that plan. Interventions to address unacceptable behavior shall also ensure that the safety, welfare, and rights of the resident are adequately protected. If a specialized intervention is needed to address the unique programmatic needs of a resident, the specialized intervention shall be developed in consultation with, or obtained from, professionals who are licensed or certified in that scope of practice.

Documentation

Filling out appropriate paperwork is required for verification of services provided, and must be turned into the office monthly (or more often if requested by management). Documentation is for services stated in the consumers IPOS (Individual Plan of Service), Treatment Plan, or Behavior Plan, and should be completed as instructed. It is considered that the services were not performed if there is no documentation or it is incomplete. Time sheets must be turned into the office by 9 am every Monday to ensure payroll is submitted correctly and in the time frame required.

Staff Training

If an employee is unable to attend a scheduled training, a 72 hour notice must be given to their supervisor prior to the training. If an employee does not attend and does not give prior notice, the training missed will be rescheduled and unpaid. The second missed training will result in suspension until training is completed and two failed classes will result in termination.

Absence Policy

Because our company depends heavily upon its staff to care for everyone it is important that employees attend work as scheduled. Attendance, punctuality, dependability, and a commitment to do the job right are essential to the functioning of CHS. For this reason, employees are expected at work on all scheduled workdays/hours and careful attention is given to promptness, absence record, and overall dependability.

This policy applies for each day of his/her absence, unless the employee's supervisor or manager approves an alternate schedule. A careful record of absenteeism and lateness is kept by the employee's coordinator in their personal file. To the extent permitted by law, absenteeism and lateness lessen an employee's chances for advancement and may result in suspension or termination.

All full-time and part-time employees who are unable to perform their jobs due to illness or injury are eligible to apply for a medical leave of absence. If the company has questions about the nature or length of an employee's disability, a written certification from a physician or licensed health care professional may be required. Accrued paid time off is intended to provide income support in the event of actual illness or injury.

Call-Off Policy

Due to unavoidable circumstances such as; becoming ill, having sick children, car breaking down, weather becoming unmanageable, etc. CHS has established a policy to deal with staff absences and to prevent the interruption of services to our consumers. It is each staff's responsibility to check the schedule and be aware of their hours before calling off and in all attempts to arrange replacements. Failure to follow the terms of the Call-Off Policy may result in disciplinary action up to and including suspension or termination.

The guidelines regarding call-offs are:

1. If staff cannot work their scheduled shift, an employee must notify his/her supervisor as far in advance as possible, but not later than four hours before his/her scheduled starting time.
 - o If you're unable to make the call personally (i.e. in the emergency room), a family member or a friend should contact the coordinator.
 - o An employee who fails to contact his/her coordinator continually may be considered have voluntarily resigned/ abandoned his/her job.
2. The coordinator must be contacted each day of absence, unless instructed to follow a different schedule by the coordinator or director.
3. In the event that a staff expects to be late or absent they MUST immediately contact their coordinator. If management has NOT approved the tardy/absence it will be considered a "No-call No-show".
 - o After 7 minutes from the start of a shift, staff is considered late.
4. It is the staff's responsibility to find a shift replacement and any change in who is filling a shift must be reported to the coordinator or director for approval.
 - o If evidence is found that there was no effort to find replacement it may be considered a "No-call No-show".
 - o If staff is unable to find a replacement, they must contact the on-call coordinator to utilize any other full or part time staff to cover the shift.
 - o The failure to find a replacement may be considered a "No-Call No-Show".
 - o If no coverage is available through other staff, then the on-call coordinator is expected to provide the necessary coverage.
5. Any staff that is to work another's scheduled shift must find someone to cover one of their original shifts. This only applies in the case that the extra shift would count as unapproved overtime. There is NO overtime paid without prior approval from your coordinator or the director.
6. Any shift not being covered is serious and will result in a Disciplinary Action from the staff's manager and if necessary the Chief Operations Officer will work with the manager to complete a plan of action.
7. This policy must be followed unless an exception has been made for a particular absence, and a written memo to this effect has been sent to the supervisor.

Schedule or Site Change Policy

1. The coordinator may change the schedule at any time according to staff availability.
2. Changes in a staff's scheduled availability must be requested from their coordinator or director two weeks prior to the expected change and are subject to their approval.
3. Each employee can request to be excused from treatment/care of a particular consumer based on health or safety issues. Each request will be considered based on the reasons, and schedule changes will be made considering availability.
4. CHS understands that occasionally staff won't be a good fit for a certain site. To request a site change, staff need to contact their coordinator.
5. Each consumer reserves the right to request a change in staff. If staff is pulled from a site, per consumer request, CHS cannot guarantee the same availability in hours/days.
6. CHS coordinators will find alternate coverage for the site and find alternate hours for the staff as quickly as possible.

Transportation of Consumers by Employees

To establish minimum standards for CHS employees related to their responsibility to ensure the safety of consumers they transport.

This policy applies to CHS staff that transport consumers in company owned or personal vehicles.

1. All employees must have their driving records verified as part of the employment process. Verification shall be maintained by CHS and conducted at the time of hire and at least annually thereafter.
2. All employees must ensure that an individual is not transporting consumers if his/her driving record show violations listed in the Driving Policy.

3. Staff is responsible to report all moving violation arrests or tickets to management within 3 days of violation or arrest. Failure to comply may result in suspension or termination.
4. There is absolutely no use of a cellular phone while transporting consumers. If the use of a cellular phone becomes necessary, the driver should stop and park the vehicle while he/she is actively using the cellular phone.
5. All consumers that are being transported must wear seatbelts and any child is restrained in a properly installed child safety seat at all times, in accordance with Michigan law.
6. Staff must possess valid insurance on their vehicle and provide CHS with copies of their insurance. Staff must further provide CHS with updated copies of their vehicle insurance. Transporting consumers without proper insurance will result in termination.
7. Only CHS employees and people we provide services to are authorized to be in company vehicles. Friends and family are not permitted.

Drug & Alcohol Abuse

This is a drug free work place. Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on company premises is strictly prohibited. The company is determined to eliminate the use of illegal drugs, alcohol, and controlled substances. The purpose of this policy is to ensure consumer safety. These activities constitute serious violations of company rules, jeopardize the company, and can create situations that are unsafe for our consumers or that substantially interferes with job performance. Employees in violation of the policy are subject to appropriate disciplinary action, up to and including termination. Additionally, the company reserves the right to require an employee to undergo a medical evaluation or drug test under appropriate circumstances, in addition CHS reserves the right to randomly drug test.

Testing for Drug and alcohol must be at a minimum, a five-panel drug screen (urine, blood, hair, etc) will be utilized for tests for cannabis, cocaine, amphetamines, opiates, and phencyclidine. Drug testing may be administered under the following conditions:

1. When an employee shows signs of impairment;
2. Suspicion of drug or alcohol use or possession.

Anti-Nepotism Policy

Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:

1. Create a supervisor/subordinate relationship with a family member;
2. Have the reasonable potential for creating an adverse impact on work performance; or
3. Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when assigning, transferring, or promoting an employee. For the purpose of this policy, immediate family includes: spouse, parent, child, sibling, in-law, aunt, uncle, niece, grandparent, grandchild, and other members of the household. This policy also applies to romantic relationships.

Employees who become immediate family members or establish a romantic relationship may continue employment as long as it does not conflict with any of the above conditions. If one of the conditions outlined should occur, attempts will be made to find a suitable position within the company to which one of the employees will transfer. If employees become immediate family members or establish a romantic relationship, the company will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign. If the employees cannot make a decision, the company will decide in its sole discretion which employee will remain employed.

Romantic or Sexual Relationships

Consenting "romantic" or sexual relationships between a supervisor/manager and an employee; employee and a consumer, may at some point lead to unhappy complications and significant difficulties for all concerned - the employee, the supervisor/manager, the consumer, and the company. Any such relationship may, therefore, be contrary to the best interests of the company.

For this reason, the company strongly discourages such relationships and any conduct (such as dating between a supervisor/manager and an employee, employee and a client, or a relationship that is designed or may reasonably be expected to lead to the formation of a "romantic or sexual" relationship).

Employees who fail to maintain proper standards of conduct toward their work, their co-workers or the consumer, or who violate any of the company's policies, are subject to appropriate disciplinary action, up to and including termination. All instances of misconduct should be referred to their supervisor or Chief Operations Officer immediately.

Dress Code

Employees are required to wear clothing that is clean, neat, professional and suitable to the job being performed. Please remember that appearance gives an important impression of the company. The company wants that impression to be one of confidence and professionalism so that families feel that their loved one is in good hands. Violation of the dress code will result in disciplinary action at the supervisor's discretion.

Applicable To All Employees

1. Halter-tops, blouses of flimsy material, tank tops, sleeveless shirts, scrubs, sweat pants, and other attire considered inappropriate are not permitted.
2. Yoga pants may be worn only if the shirt is long enough to go to the thigh.
3. Skirts may be worn as long as they are no shorter than two inches above the knee.
4. Walking shorts may be worn when weather permits. Shorts should be in good condition and be no shorter than two inches above the knee.
5. Jewelry is to be conservative and in good taste. No hooped/dangling jewelry or facial piercings are allowed for direct resident caregivers due to the potential for injury. Engagement rings, wedding rings, and watches are generally permitted. Multiple rings on fingers of direct caregivers are not allowed due to the potential for infection and cross contamination.
6. Shoes must be appropriate for the job, socks worn, and no flip flops. Sandals must have a back strap to secure it to the foot.
7. Fingernails must be kept at a moderate length to prevent injury to the consumer.

Violence in the Workplace

The company strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence or the threat of violence either internally or from an outside source must be reported, in writing, to the employee's supervisor and/or the Chief Operations Officer. All complaints will be fully investigated.

Violation of this policy will result in disciplinary action, up to and including immediate discharge.

Accidents and Emergencies

Maintaining a safe work environment requires the continuous cooperation of all employees. All employees will be provided care, first-aid, and service for any emergency injuries or illnesses while on company premises. Employees should contact their supervisor or nearest supervisor and 911 in the event of an accident or emergency. The company strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

Staff will make a reasonable attempt to contact the resident's designated representative and responsible agency by telephone and shall follow the attempt with a written report to the resident's designated representative, responsible agency, and the adult foster care licensing division within 48 hours of any of the following:

- (a) The death of a resident.
- (b) Any accident or illness that requires hospitalization.
- (c) Incidents that involve any of the following: (i) Displays of serious hostility. (ii) Hospitalization. (iii) Attempts at self-inflicted harm or harm to others. (iv) Instances of destruction to property.
- (d) Incidents that involve the arrest or conviction of a resident as required pursuant to the provisions of section 1403 of Act No. 322 of the Public Acts of 1988.

After addressing any emergency or compromise to the health/safety of the consumer then the employee should follow the reporting procedure. If not immediately, the procedure must be followed within 24 hours of the incident.

1. In the case of an emergency, do as explained above and address the reporting procedure after the emergency is addressed.
2. Contact your coordinator to arrange replacement for your shift and to be connected to our Worker's Compensation Insurance associated medical office.
3. If necessary, fill out or give your coordinator the any and all information to fill out an Incident Report.
4. Fill out or give your coordinator any and all information necessary to fill out an Accident Report.

If an employee is injured on the job, the company provides coverage and protection in accordance with the Michigan Worker's Compensation Law. To appropriately ensure the coverage and protection, an injury report must be filled out and reported as soon as possible. The employee's supervisor is responsible for the completion of this form and will send it to the Human Resource Department within 48 hours of the incident.

Any accident due to not following CHS safety guidelines will result in disciplinary action with possible termination. Failure to report accidents is a serious matter as it may preclude an employee's coverage under Worker's Compensation Insurance.

Open Door Policy

Our company promotes an atmosphere whereby employees can talk freely with members of the management and corporate staff. Employees are encouraged to openly discuss with their supervisor any problems so appropriate action may be taken. If the supervisor cannot be of assistance, the Chief Operations Officer is available for consultation and guidance. The company is interested in all of our employees' success and happiness with us. We welcome the opportunity to help employees whenever feasible.

Complaint Resolution Procedure

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the employee believes is detrimental, the employee should follow the procedure described here for bringing the complaint to CHS attention.

1. Discussion of the problem with the employee's immediate supervisor is encouraged. If the employee does not believe a discussion with their supervisor is appropriate, they may proceed directly to step two.
2. If the employee's problem is not resolved after discussion with their supervisor or if the employee feels discussion with their supervisor is inappropriate, the employee is encouraged to request a meeting with their Program Director or Chief Operations Officer. In an effort to resolve the problem all facts will be considered and an investigation will be conducted. The employee will normally receive a response regarding their problem within five days of the meeting.
3. If the employee is not satisfied with the results of step two and wishes to pursue the problem or complaint further, the employee may prepare a written summary of their concerns and request that the matter be reviewed by the president. The president, after full examination of the facts (which will include a review of the written summary of the employee's statement, discussions with all individuals concerned and a further investigation if necessary) will advise the employee of his decision within fifteen working days. The decision of the president will be final.

CHS does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed as preventing, limiting, or delaying CHS from taking disciplinary action against any individual, up to and including termination in circumstances (such as those involving problems of overall performance, conduct, attitude or demeanor) where CHS deems disciplinary action appropriate.

Furthermore, this procedure does not alter CHS right to terminate the employee's "at will" employment at any time, with or without cause and with or without notice. The complaint resolution procedure is not available for employer discussions resulting in termination of employment.

Solicitations, Distributions, and Use of Bulletin Boards

Employees may not solicit any other employee during working time, nor may employees distribute literature in work areas at any time. Under no circumstances may an employee disturb the work of others to solicit or distribute literature to them during their working time. Persons not employed by the company may not solicit company employees for any purposes on company premises either.

Bulletin Boards

Bulletin boards maintained by the company are to be used only for posting or distributing material of the following nature:

1. Notices containing matters directly concerning company business;
2. Announcements of a business nature which are equally applicable and of interest to employees.

All posted material must have authorization from their supervisor. All employees are expected to check these bulletin boards periodically for new and/or updated information and to follow the rules set forth in all posted notices. Employees are not to remove material from the bulletin boards.

Consumers

Informed Employees are effective Employees. To keep you informed CHS GROUP has several official sources of information;

1. **Your Supervisor:** The first and foremost source of information about CHS GROUP policy and procedure or anything you require information about is your supervisor. If you have a question or wish to voice concerns consult your Supervisor first.
2. **All Employee Meetings:** Quarterly meetings are conducted with all levels of staff. Announcements, discussions of operational activities, and other information will be discussed at these meetings.
3. **Bulletin Boards:** CHS GROUP's Bulletin Board information is for company business only. Please do not post unauthorized notices or information on CHS GROUP Bulletin Boards. The posting of non - CHS GROUP material is prohibited. Your supervisor or the Chief Operations Officer shall authorize any official postings.
4. **Employee Handbook:** The handbook is provided to all Employees at the start of their employment with CHS GROUP. It will be updated as changes to policies or benefits occur.
5. **The Shared Drive and E-mail System:** CHS GROUP information and policy updates will be forwarded to Employees through CHS GROUP's e-mail and the Corporate Shared Drive systems.

Employer Information and Property

The protection of company business information, property and all other company assets are vital to the interests and success of the company. No company information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of the company) may, therefore, be removed from the company's premises. In addition, when an employee leaves, the employee must return to the company all company related information and property that the employee has in his/her possession, including without limitation, documents, files, records, manuals, information stored on a personal computer or on a computer disc, supplies, and equipment or office supplies. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including termination.

Use of Company Property, Vehicles, and Computer Systems

The company provides any supplies, equipment, and materials necessary for you to perform your job. These items are to be used solely for the company's purposes. Employees are expected to exercise care in the use of equipment and property and use of company property only for authorized purposes. Loss, damages, or theft of company property should be reported in writing at once.

Negligence in the care and use of company property may be considered grounds for discipline, up to and including termination.

Company vehicles are not to be used for personal reasons. If a staff uses a company vehicle in a manner not in line with performing their job and there is not full disclosure to management prior to usage (i.e.: personal use while on duty, transporting individuals not employed or actively served by CHS, etc.) it will be considered grounds for discipline, up to and including termination. Staff is financially responsible for traffic tickets; missing supplies; equipment or damage to corporate vehicles.

Computer Equipment Protection:

1. All computer users shall monitor the computers' operating environment by reporting to their supervisor or other specified staff any potential threats to the computer.
2. All persons using computers shall take appropriate measures to protect the workstation from damage due to food or drink.
3. If systems administration has reason to suspect that security is compromised they shall issue new passwords to employees.

4. No individual may download any software without express written permission of it. This rule is necessary to protect against the transmission of computer viruses into the facility's system.

Logging onto the System:

1. Each person shall set up a unique password and change it on a regular basis. If a person believes his/her password has been compromised, he/she shall immediately change his/her password. Persons logging onto the system shall ensure that no one observes the entry of his/her password.
2. Individuals shall not log onto the system using another's password.
3. Individuals shall not permit another to log on with his/her password.
4. Individuals shall not enter data under another person's password.
5. Individuals using the computer system shall not write down his/her password and place it at or near the terminal, such as putting his/her password on a note on the screen or under the keyboard.

For those employees who have access to company computers and e-mail and internet usage, e-mail and internet use is for company business only. No employee may reconfigure a company computer in any way without prior approval. No employee shall enter a company database without authorization.

You have no right to privacy in the use of company provided e-mail. Misuse of company vehicles, gas card, credit card, software, hardware or Internet including the adulteration, misappropriation or the downloading of blocking or other software is a terminable offense.

Upon termination of employment, the employee must return all company property, uniforms, equipment, work product and documents in his or her possession or control.

Email, Fax & Workstation Privacy and Security

1. Purpose

To ensure the confidentiality and security of Protected Health Information (PHI) when using Email, Fax or an individual's Workstation.

2. Policy

All Protected Health Information shall be kept confidential and secure as required by law, professional ethics and accreditation requirements.

3. Definitions

E-Mail: All electronic forms of communication that use the internet as its means of transmission.

E-Mail Policy

E-mail shall not be used to communicate confidential matters, including attachments to emails.

Electronic mail privacy protections shall be comparable to that which is traditionally afforded to paper mail and telephone communications.

Do not use any identifying information by which a 3rd party might be able to deduce the identity of the client. Staff may:

- a. use the case number;
- b. use the initials only;
- c. Use both case number & initials.

A primary or secondary consumer (who has a disability that precludes all other forms of communication except e-mail) may request e-mail communication as a reasonable accommodation when face-to-face or other forms of contact are not an option. However in no situation is e-mail to be used to replace therapeutic face-to-face contacts.

- a. Electronic mail in these situations should be printed and made a part of the clinical record. Staff will immediately delete the e-mail from in-box and trash folders. Staff should note that even after deleted from the trash, this e-mail may still be retrieved or restored.

- b. Staff shall give or mail the agency's "Electronic Statement of Understanding" to the consumer/parent/guardian for signature and inclusion in the consumer's clinical record.

Fax Policy

Personnel may transmit health records by facsimile when expediency is in the best interest of the consumer, when needed for continuity of consumer care or when required by the third-party payer.

Personnel shall limit information transmitted to that necessary to meet the requester's needs.

Except when authorized by law, a properly completed and signed authorization shall be obtained before releasing consumer information.

Protected information shall be faxed to a specific person rather than to an office number with no addressee noted.

Personnel shall make reasonable efforts to ensure that they send the facsimile transmission to the correct destination. Personnel will preprogram frequently used numbers into the machine to prevent misdialing errors.

G. For a new recipient, the sender shall verify the fax number before sending the facsimile and verify the recipient's authority to receive confidential information. Fax machines shall be in secure areas, and the department director/designee is responsible for limiting access to them.

H. Each department is responsible for ensuring that incoming faxes are properly handled, and not left sitting on or near the machine. Faxes should be distributed to the proper recipient expeditiously while protecting confidentiality during distribution, as by enclosing the fax in an envelope as needed.

Personnel must report any misdirected faxes to their immediate supervisor.

Work Station

The information available in workstations is confidential and shall be kept secure because of the factors listed below:

1. It is assumed that every computer workstation in the facility is vulnerable to environmental threats, such as fire, water damage, power surges, and the like.
2. Any computer equipment, including portable equipment, in the facility can access confidential consumer information if the user has the proper authorizations.
3. All computer screens may be visible to individuals who do not have access to confidential information that may appear on the screen.

Security

Each person using a facility's computers is responsible for knowing and practicing the following:

1. No person may hide his or her identity as the author of the entry or represent that someone else entered the data or sent the message.
2. Portable computer devices shall have security passwords.

Confidentiality

Each person using a facility's computers is responsible for knowing and practicing the following:

1. No person may access any confidential consumer or other information unless he/she has a need to know. The "need to know" is the minimum information needed to do his/her job.
2. No person may disclose confidential consumer, staff, corporate or other information unless properly authorized (see the Regional Confidentiality and Access to Clinical Records Policy)
3. Individuals must not leave printers unattended when they are printing confidential consumer, staff, corporate or other information if the printer is in an area where unauthorized individuals have access to the printer.
4. Each computer shall be programmed to generate a screen saver when the computer receives no input for a specified period.
5. Users must log off the system or lock the workstation if he/she leaves the computer terminal for any period of time.

Transfer of Data to Non-secure Area

1. The most secure data is that which is on the individual's personal network drive.
2. No individual may transfer consumer or confidential data from the system onto diskette, CD, hard drive, fax or scanner, any network drive or any other hardware, software without authorization.

Social-Networking: Tweeting, Facebook, Blogs, etc.

CHS Group acknowledges the growing popularity of Facebook, personal websites, and other public internet communications as a means for sharing experiences, ideas, and opinions with the public. However, because of the legal and other ramifications that may stem from publicly posting material, we have adopted the following policy regarding public internet communications both during working and non-working time.

1. **Public Internet communications.** This policy applies to all internet communications that may be accessed by the public, including but not limited to blogs, Facebook, Twitter, personal websites, and discussion forums.
2. **Blogging, Facebook, Twitter, & other social media are not permitted on company time.** All blogging, Twitter, Facebook, and other social internet activity during work hours and/or using company equipment or connections is subject to the company Internet and computer use policies. Unless specifically authorized by the CEO, blogging and other internet communications are not permitted during an employee's working time. During non-working time, the following requirements must be met:
 - a. **Disclaimer required.** Any references to CHS Group, CHS Group employees, consumers, and funders publicly posted on the internet **must** include a disclaimer indicating that the thoughts and opinions expressed belong to the author and do not necessarily reflect those of the company.
 - b. **Posting of certain protected information is prohibited.** All Employees may not disclose trade secrets, confidential business information (e.g., business plans, strategies, customer/funder information, consumer information, pictures etc.) or other proprietary information belonging to CHS Group or its consumers, funders to individuals outside the company, including through blogs and other internet postings. In addition, employees must not disclose financial information.
 - c. **Copyright and Trademark law must be followed.** All Employees wishing to post blogs or other public internet communications should be aware that copyright and trademark law may restrict the use and copying of material belonging to CHS Group and others. Employees may not violate the intellectual property or privacy rights of others.
3. **Other prohibited activities.** CHS Group equal employment opportunity policy and its policies against sexual or other harassment apply fully to the use of the internet, including social media. If conduct is in violation of our policies and/or is seen as compromising the interest of the company, the company may request that you cease the violation commentary or remove commentary the offensive posting, and may take appropriate disciplinary action.
4. **Other guidelines.** Employees are reminded that they are personally responsible for material they post on social media or any website. In addition, employees wishing to maintain blogs or websites should be aware that they could be held responsible for content posted by third parties, such as comments. Employees are encouraged to monitor/or restrict such third-party content on websites or blogs they maintain or visit.
5. **Violations of policy.** Failure to follow this policy may result in disciplinary action, including possible termination. All blogs and other public internet communications are subject to the other policies contained in the employee handbook, including but not limited to the internet and computer use policies, equal employment opportunity policy, "Rights" polices, confidentiality, and sexual or other harassment.

All staff is responsible for immediately reporting violations of this policy to their supervisor.

Internal Investigations

From time to time, the company may conduct internal investigations pertaining to security and auditing of work-related matters. Employees are required to cooperate fully with and assist in these investigations if requested to do so.

Smoking Policy

In order to comply with government regulations, the company has prohibited smoking throughout its workplace. Smoking is **prohibited** in consumers home, company vehicle, or personal vehicle when transporting a consumer.

Any violation of, or disputes arising under this policy, should be reported immediately to the Program Manager. Violation of this policy may result in appropriate corrective action, up to and including discharge. The company will promptly investigate any disputes arising under this policy and in resolving disputes shall give priority to the health concerns of the employee desiring a smoke-free area.

Employee's that have a need to smoke must do so only in the designated smoking areas.

Cell Phone Policy

While the company does not wish to unreasonably constrain the use of such devices, the company has a more fundamental responsibility to ensure that they are used in a reasonable manner and to ensure the integrity and privacy of our consumer. Any employee who takes pictures of resident/consumer or employees without written consent will be terminated.

Cell phones are not allowed to be used during working hours or while in work areas for personal calls. Telephone calls must not interfere with work or consumer care.

Work Rules

Rules and standards are necessary to protect the health and safety of all employees, to maintain uninterrupted, quality service to our consumers and to protect the company's goodwill and reputation. Employees who violate any company rule or regulation will be disciplined in proportion to the seriousness of the circumstances up to and including discharge from employment for the first offense. CHS uses Employment at Will, therefore employment and compensation can be terminated without cause or prior notification at any time. The rules listed below include but does not restrict the company from taking corrective action for offenses not listed and deemed sufficient for disciplinary action

Standards of conduct RULES:

Disciplinary action for violations of company rules will involve immediate disciplinary action with possible suspension without pay pending an investigation, or termination depending on the severity.

RULES: All policy violations are to be reported within twenty-four hours to your supervisor. As a member of staff or management at CHS Group no employee shall;

1. **Be absent or tardy.** Employees are expected at work on all scheduled workdays and during all scheduled work hours. To report to work on time and stay until the end of shift (or relieved by staff when scheduled)
2. Fail to record work time properly and accurately (this includes failure to punch in and out) or Falsifying company records or reports including one's time card.
3. Misuse work time, including conducting personal business or making personal phone calls on work time, not engaging with the consumer per their IPOS or Treatment Plan.
4. Smoke, eat, drink, or have food outside of authorized areas.
5. Fail to report a job related injury or illness immediately.
6. Take unauthorized meal or rest breaks.
7. Distribute or solicit materials without the prior authorization of the Administrator.
8. Fail to abide by the company's dress code.
9. Fail to follow safety infection control procedures.
10. Misuse company or consumer property, equipment, supplies or other materials.
11. Post, remove, or tamper with company bulletin boards and notices.

12. Fail to perform job duties satisfactorily, and according to established job description.
13. Work unauthorized overtime.
14. Show disrespect or be discourteous to consumer, employees, visitors, and any individual involved in the conduct of business (see resident rights retaliation).
15. Misuse company computers, or internet access, including visiting non-work related sites.
16. Fail to attend mandatory in-services, department meetings and staff meetings, training.
17. Act insubordinately or with disregard to training or instruction.
18. Fail or refuse to cooperate with the company in the investigation of an offense or injury.
19. Punch another employee's time card or have another employee punch your time card.
20. Disclose confidential information, as defined in the aforementioned handbook policy statements.
21. Steal or maintain possession of company property or property of a fellow employee or resident (including drug diversion).
22. Be intoxicated during working hours, bring intoxicating beverages, marijuana, or other illegal drugs on company property, consume the substance on company property, or otherwise violate the companies' substance abuse policy.
23. Fail to return to work on expiration of an authorized leave of absence or working another job while on a leave of absence.
24. Engage in any form of unlawful harassment/discrimination.
25. Sleep on the job.
26. Destroy or damage company, staff, or client property.
27. Violate resident's rights.
28. Fight with, threaten, or attempt bodily injury to another.
29. Bring weapons or firearms into the company or on to company property.
30. Engage in Sabotage of any kind, including false fire alarms.
31. Accept gifts or gratuities from consumers, their relatives, or vendors.
32. Take unauthorized pictures of consumer or guests.
33. Violate of the Corporate Compliance Code of Conduct.
34. Gamble on the premises.
35. Misrepresent oneself on the employment application, physical, or other company records.
36. Engage in unlawful strikes, work stoppages, slowdowns or other interference with the delivery of resident care.
37. Violate safety rules and/or improper operation of equipment that results in injury of a resident, employee, or visitor.
38. Fail to submit to drug & alcohol testing and/or failing said test.

39. Fail to report arrests or convictions of crimes, other than minor traffic violations.

40. Willfully violate Michigan Department of Mental Health rules and regulations.

Corporate Compliance Code of Conduct

The laws governing the conduct of health care providers are constantly evolving and have become increasingly complex. To ensure the provision of quality health care in compliance with those laws, our company has developed a corporate compliance code of conduct. This code establishes our company standards, policies, and procedures regarding compliance with applicable law governing financial relationships among health care providers or other potential sources of referrals. It is further designed to ensure that the business and billing practices of our company comply with all applicable laws. The policies are intended to apply to all relationships between our company and other institutional health providers and/or physicians, and between our company and its vendors and suppliers. This also reaffirms our commitment to deliver quality health care consistently and with applicable state and federal health and safety standards.

Our company is dedicated to the provision of quality health care and living accommodations for its consumer, and to accomplish its mission by:

1. Responding to the needs of consumer, healthy and ill;
2. Providing excellent care through multiple levels of service in selected locations;
3. Providing an environment that enhances each resident's awareness of his or her medical condition, treatment and prognosis, dignity, security, comfort, and peace of mind;
4. Ensuring that services are provided and that facilities are maintained in a fiscally responsible manner; and
5. Providing through people, facilities, and programs, a balance between security and independence for consumer. For this balance assists in achieving and maintaining the consumer' highest practicable physical, mental, and psychosocial well-being as outlined in the consumer comprehensive assessment and plan of care.

Our company shall act in accordance with the following goals:

1. To serve each consumer in health and illness with a committed and caring environment;
2. To further a commitment to integrity, quality, excellence, and continuous improvement in all areas of service to each consumer;
3. To manage human and material resources ethically, with creativity and vision, and to always be mindful of changing needs and environments and our capacity to serve; and
4. To esteem all personnel, employed and volunteers, as the providers of service, encouraging their professional development, caring for them, and nurturing their growth as capable and compassionate people.

To achieve these goals, our company is committed to conducting all of its business activities in compliance with ethical standards and all applicable laws, rules, and regulations. Employees must recognize their duty to act in accordance with this essential directive.

Employees shall receive education regarding the compliance code. All complaints shall be taken seriously and an investigation will be conducted.

Employees shall report all violations, suspected violations, questionable conduct, and/or questionable practices by using one or more of the following processes.

1. Reporting to the employee's immediate supervisor;
2. Filing a report through Human Resource Office

3. Issuing a verbal or written report to Chief Operations Officer or President.

Any person may report all information anonymously. The company will attempt to preserve the confidentiality of the matter and anonymity of the author or caller to the fullest extent permitted by law. However, confidentiality and anonymity cannot be guaranteed in all situations.

Any documents, reports, or other products of our compliance program shall be protected to the extent allowed by law under the copyright, self-evaluative, ombudsman, attorney-client, work-product, and any other applicable privileges.

LEAVING-THE-COMPANY

Separation of Employment Policy

Separation of employment within an organization can occur for several different reasons. Employment may end as a result of resignation, retirement, release (end of assignment), and reduction in workforce or termination. When an employee separates from our company, his/her supervisor must schedule an exit interview, typically to take place on employee's last workday.

Rehire

Former employees who left the company in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Program Manager, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

Supervisors must obtain approval from the administrator or designee prior to rehiring a former employee. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity (except for pension vesting), leave accruals or any other benefits.

Bar From Employment

An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

Resignation

When an employee decides to leave for any reason, his/her supervisor would like the opportunity to discuss the resignation before final action is taken. The company often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide the company with a written two-week advance notice, and exempt employees are requested that they give a thirty day notice (bear in mind that vacation days or personal days may not be included in the two-week notice period.)

The company will only compensate employees for unused vacation (PTO) time if the employee works throughout the notice period, and is not terminated for gross misconduct or cause; otherwise, unused paid time off will be forfeited. If, as sometimes happens, the employee's supervisor wishes the employee to leave prior to the end of the employee's two-week notice, the employee may be paid for the remainder of that period.

Job Abandonment - Voluntary Quit

Employees who fail to report to work or contact their supervisor for three (3) occurrences shall be considered a voluntary quit without notice effective at the end of their normal shift on the third day. The supervisor shall notify the Chief Operations Officer at the expiration of the third workday. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.

Dismissals - Termination

Every company employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in the company's employment. The company may terminate an employee's employment, or an employee may terminate his/her employment, without cause, and with or without notice, at any time for any reason. No supervisor or other representative of the company (except the administrator) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

Automatic Termination

If an employee has not returned to full-duty status from an authorized leave, employment will be automatically terminated. An employee will be considered unable to return to work if he or she cannot perform the essential functions of the job in full capacity, with or without reasonable accommodation. Under no circumstances may an employee be absent from the workplace for more than one (1) consecutive year, unless on Military Leave.

Reduction in Workforce - Release

An employee may be laid off because of changes in duties, organizational changes, economic reasons, or lack of work. Release is the end of on-call employment.

Return of Property

The separating employee must return all company property at the time of separation, including but not limited to cell phones, keys, identification cards, documentation, company training material, and time cards. Failure to return company property will result in forfeiture of accrued time off and the employee will be ineligible for rehire.

Termination of Benefits

An employee separating from our company is eligible to receive benefits, as outlined in the plan document for each benefit, as long as the appropriate procedures are followed as stated above. Two-week notice must be given, and the employee must work the full two weeks.

Final Paycheck

The final paycheck will be mailed during the next normal pay period.