

CENTRAL STATE COMMUNITY SERVICES, INC.
EMPLOYEE HANDBOOK

January 2018 **New**

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VISION STATEMENT:

Everyone can live in the community with the proper supports.

MISSION STATEMENT

Central State is committed to assisting the persons who are served in the pursuit of their hopes and dreams through quality support and services to meet individual needs and personal outcomes.

Although each plan is individualized, 5 concepts serve as framework for the services provided to each individual. They are:

1. Human Rights
2. Person Centered Planning
3. Choice
4. Family and Community Relationships
5. Staff Competency

CHARACTER VALUES STATEMENT

The organization believes that providing quality services can be achieved only when providing supports consistently demonstrate good character. The following statement proclaims the organization's commitment to developing, strengthening and recognizing good character.

Central State adheres to a set of values that places emphasis on on-going development of the character of the individuals we support and the employees who support them as each continues to evolve as a contributing member of the community.

ETHICS STATEMENT:

Central State is an ethical organization. In pursuit of its mission, CSCS embraces the following values:

- Openness
- Accountability
- Selflessness
- Quality
- Trustworthiness
- Joyfulness

WAIVER CLAUSE

I have read the Employee Handbook and understand the material contained therein. I agree to all the conditions set forth in the Handbook and understand that violations of these policies may result in disciplinary action, up to and including termination of employment. I also understand that I have no reasonable expectation to believe these policies will remain in effect indefinitely. I understand that this handbook does not constitute an expressed or implied contract. I further understand that this policy manual does not constitute a contractual arrangement of agreement between C.S.C.S., Inc., and me. I understand that C.S.C.S., Inc. reserves a unilateral right to change, withdraw, or add to these policies at any time. I have received and reviewed a copy of the Employee Handbook.

Employee Signature

Date

Cc: Employee file

AT-WILL STATUS OF EMPLOYMENT

The employee understands that the nature of the employment relationship is "at-will". This means that at the sole discretion of either C.S.C.S., Inc., or the employee, the relationship may be terminated.

Personnel practices, including the right to hire, transfer, suspend or discharge, to relieve employees from duty and to maintain discipline and efficiency of employees, rests exclusively in the sole discretion of C.S.C.S., Inc. Central State may introduce new administrative methods and job requirements as changing needs indicate.

Nothing in this manual operates to change the status of the employee from at-will to any other status. All disciplinary provisions in this manual are advisory. Central State expressly reserves the right to terminate any employee at the sole discretion of C.S.C.S., Inc.

Any representations that change the employee status from an at-will employment status must be in writing and signed by the Executive Director of Central State. Any other changes in the at-will nature of the employment arrangement are without any effect. The employee acknowledges and certifies that no oral statements or promises of employment beyond the at-will policy of Central State were made prior to, or relied upon by said employee prior to hire.

Employee Signature

Date

Cc: Employee file

HANDBOOK CHANGES

This handbook contains the policies and procedures of Central State (C.S.C.S., Inc.), in outline form. It is only meant to serve as a reference guide and not all inclusive. The policies and benefits described are not conditions of employment, and do not reflect a contract between Central State Community Services, Inc., and an employee. Central State Community Services reserves the unilateral right to add, delete, or amend the policies and benefits provided for in this handbook. The changes made to this handbook will be made in writing and distributed to all employees. An employee should feel free to contact his/her Supervisor or any member of management with questions concerning the contents of this handbook.

EQUAL ADMISSION STATEMENT

C.S.C.S., Inc. subscribes to a policy of equal admission opportunities. There shall be no discrimination against a recipient or an applicant for services based on gender, pregnancy, race, color, religion, national origin, citizenship, mental or physical disability, military service, veteran status, political affiliation, familial and marital status, age, sexual orientation, gender expression, height, weight, or genetic information.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

C.S.C.S., Inc. subscribes to a policy of equal employment opportunities and will maintain and conduct all practices relating to recruitment, hiring, discipline, promotion, and other terms and conditions of employment in a manner which does not discriminate on the basis of gender, pregnancy, race, color, religion, national origin, citizenship, mental or physical disability, military service, veteran status, political affiliation, familial and marital status, age, sexual orientation, gender expression, height, weight, or genetic information.

Accommodations for a disability are considered on an individual basis and fall in two categories: those "known" disabilities and those "hidden" disabilities. Accommodations are triggered by the employee's request and will be considered on an individual basis, because the nature and extent of a disabling condition and the requirements of a job will vary in each case. If the employee does not request an accommodation, the employer is not obligated to provide one [except where the known disability impairs the ability to know of, and effectively communicate a need for an accommodation that is obvious]. Questions or concerns regarding your rights should be directed to the Human Resource Manager and/or the Executive Director immediately in writing.

AMERICANS WITH DISABILITIES ACT

It is the policy of CENTRAL STATE to comply with the Americans with Disabilities Act and The ADA Amendments Act of 2008.

We will make sure that all individuals with disabilities:

- Have an equal opportunity to apply for jobs and to work in jobs for which they are qualified.
- Have an equal opportunity to be promoted once they are working.
- Have equal access to benefits and privileges of employment that are offered to other employees.
- Are not harassed because of their disability.

We will not ask questions about disabilities or require medical examinations until after we have made someone a conditional job offer. After making a job offer, we will only ask disability-related questions and conduct medical examinations for everyone in the same job category.

Once a person with a disability has started working, actual job performance, and not the employee's disability, will be used as an indicator of the employee's ability to do the job.

Any medical information about applicants or employees will be kept confidential. Information can be confidential even if it contains no medical diagnosis or treatment course and even if it is not generated by a health care professional.

We will provide reasonable accommodations if a person with a disability needs one in order to apply for a job, perform a job, or enjoy benefits equal to those we offer to other employees. We will not provide an accommodation that poses an undue hardship to Central State Community Services, Inc.

Once an accommodation is requested, we will discuss the employee's needs and identify the appropriate reasonable accommodation. We may ask for documentation as to why the requested accommodation is needed.

We will ask questions related to disability and may require a medical examination of an employee whose medical condition appears to be causing performance or safety problems.

NEW EMPLOYMENT PROCEDURES

New employees are to submit their resume and cover letter directly to Human Resources at the corporate office, via, email, fax or USPS mail. Each employee must complete an F10 payroll form and the required tax withholding statements, direct deposit and personnel forms before receiving a paycheck. Pre-employment health certification via TB test & physical, fingerprint and background checks must be submitted according to contractual obligation and DCH licensing regulations.

EMPLOYMENT REQUIREMENTS AND CONDITIONS (ALL EMPLOYEES)

Central State homes are licensed by the State of Michigan, Department of Human Services, and Adult Foster Care Licensing Division. Their regulations as well as other state and federal laws require that each and every employee have the following forms on file with the employer.

- Application
- Employee Medical Release Form (Physical) signed by a licensed Physician or his or her designee, attesting to the Physician's knowledge of the employee's physical health.

- Tuberculosis test (repeated three years); a copy of their high school diploma or GED and acceptable results from background checks and fingerprints must be obtained before working in the home.
- Federal, State, and sometimes city withholding tax forms.
- I-9 Employment Immigration Eligibility Form must be completed on the first day of the new employee's employment, but only after the conditional job offer is signed.
- Three (3) letters of recommendation (preferably professional but may be personal, if necessary). Please note that under the Bullard-Plawecki Employee Right to Know Act, these recommendations are not to be included in the employee's personnel file/record.
- Signature acknowledging the receipt of Employee Handbook.
- Certificate of vehicle insurance **IF** the employee transports Consumers in their automobile or uses their vehicle for employer business, when on duty.
- Driver's License if the employee drives as part of job function.
- Annual Michigan State Police criminal history check and FBI background check, including fingerprint requirement; effective April 1, 2006.
- Recipient Rights background check with no substantiated abuse or neglect allegations.

The above requirements must be met prior to working with Individuals served. This information will be kept on file by the Employer.

An employee who, following a medical examination or the administration of tests, is found to have symptoms of a physical, emotional or mental condition which could be hazardous to the individuals served or staff members or which prevents the employee from performing the duties of his or her employment, shall be relieved of his or her assignment and shall be required to furnish a certificate of recovery by a qualified Physician before he or she will be permitted to return to work.

In the event that you are a person with a covered disability, you are required to notify us in order to make a determination of accommodation as defined by the Americans with Disabilities Act or Michigan's Handicappers' Civil Rights Act.

STAFF EVALUATIONS

Evaluations are done on each employee during the first 90 days of employment and each three months thereafter for the first year of employment, and thereafter yearly in February or March.

Evaluations are meant to be used as a communication tool to assist in building good habits between the employee and Home Supervisor. The object of these staff

evaluations is to assess and improve staff performance to assure the capability of the staff. These evaluations are kept in each employee's personnel file.

Employees deserve feedback on the kind of job they are doing. If employees look at evaluation times as constructive sessions (and if the Supervisor is open to employees' feelings and opinions), both may benefit.

Always have the employee help determine their next year's goals and sign the evaluation sheet. This is a great way to move an employee along to meet growth potential. If employees do not meet the objectives, the evaluation can be grounds for dismissal, having given the employee adequate counseling.

Evaluations are not to replace day-to-day discussion between a Supervisor and their staff. Day-to-day discussions are a good behavior modification technique to give positive reinforcement as soon as possible after the act. Immediate positive reinforcement shapes behavior and gets results. Don't be afraid to give compliments and gentle corrections on a regular basis.

TRAINING

All necessary training required by the State, any governmental agency, or the employer must be completed, and any and all tests must be successfully completed.

All employees must satisfactorily attend all in-service training provided by each home's contracting agency or as may be required by the employer. Documentation of trainings and in-service attendance will be kept in each employee's personnel file. Employees must complete all training as required to the satisfaction of the State, its agencies and the employer (generally requires all training to be completed in the first 90 days of employment and additional refresher training as scheduled). An employee may be removed from the schedule and disciplined up to and including termination for failure to complete training, as scheduled.

Any additional requirements which the State or the employer may impose in the future must be complied with. Failure to attend and pass required trainings and in-services will necessarily terminate the employee's employment.

Employees will be required to attend all regular and special staff meetings, trainings and special in-service training sessions that may be held. Documentation of in-home in-service attendance will also be kept on file.

Staff meetings are mandatory for all full time and part time staff and can only be missed as a result of a documented emergency. Employees who fail to attend staff meetings and trainings for any other reason will receive disciplinary action which may include termination of employment. Attendance at staff meetings and successful completion of trainings are conditions of employment.

Substitute employees may be excused (by the Home Supervisor) from monthly staff meetings. However, substitutes must attend all trainings and in-services.

NOTE: Any mandated training attended by employees constitutes hours worked, and is compensated at the agreed upon rate of pay. These hours worked count towards overtime calculations, and overtime wages are paid if applicable.

TRAINING REQUIREMENTS (LICENSING)

In order to maintain compliance with the licensing rules for Adult Foster Care Small Group Homes (12 or less) as revised 5/94, all staff must receive training and be competent at least the following areas:

- Employee Handbook
- HIPAA
- LEP
- Corporate Compliance
- C.S.C.S. Fire Protection Plans, Evacuation Procedures, Routes & How To Operate Fire Alarm System
- Infectious Disease and Blood borne Pathogens Manual
- Blood borne Pathogens Exposure Control Manual
- CPR and First Aid
- Abuse & Neglect, Recipient Rights Training
- Staff Communication Log & R.N. Log or Support Services Log
- Licensing Statute and Administrative Rules
- PCP Review
- Confidentiality
- Health Care Plan Review
- Menus, Substitution List & Dietary Textures
- Flow Chart Or Zone Review
- Immediate Mandatory Reporting Requirements Including How & When To Write an IR
- Administrative Relief & Responsible Staff Policies
- On-Call System
- Side I of Drive Alive Tape
- Consumer Care, Supervision & Protection
- Van In-service Including Van Lift & Tie Downs
- All Current & Relevant House Specific In-services
- House Specific Needs

Training must be completed and competency must be achieved before the individual is allowed to work on the floor.

First Aid

In the event of a life-threatening accident or condition, immediately dial 911. **Do not assume that someone else has already called 911.** If you are not personally aware of the call being made, call 911. It is better for there to be multiple 911 calls for the same incident than none at all.

Notify your manager or supervisor immediately in the case of any other accident or illness, even if it seems to be minor.

First aid kits are kept in various locations. It is your responsibility to familiarize yourself with the location of each of these. It is very important to protect yourself from the transfer of body fluids. Each first aid kit contains gloves and these should be used when assisting. A strong disinfectant should be used to clean up.

Supplies in the first aid kits are the property of the company and are solely provided for treatment of workplace injuries. Removal of first aid supplies for personal use is a violation of company policy and may inhibit the proper treatment of a workplace injury.

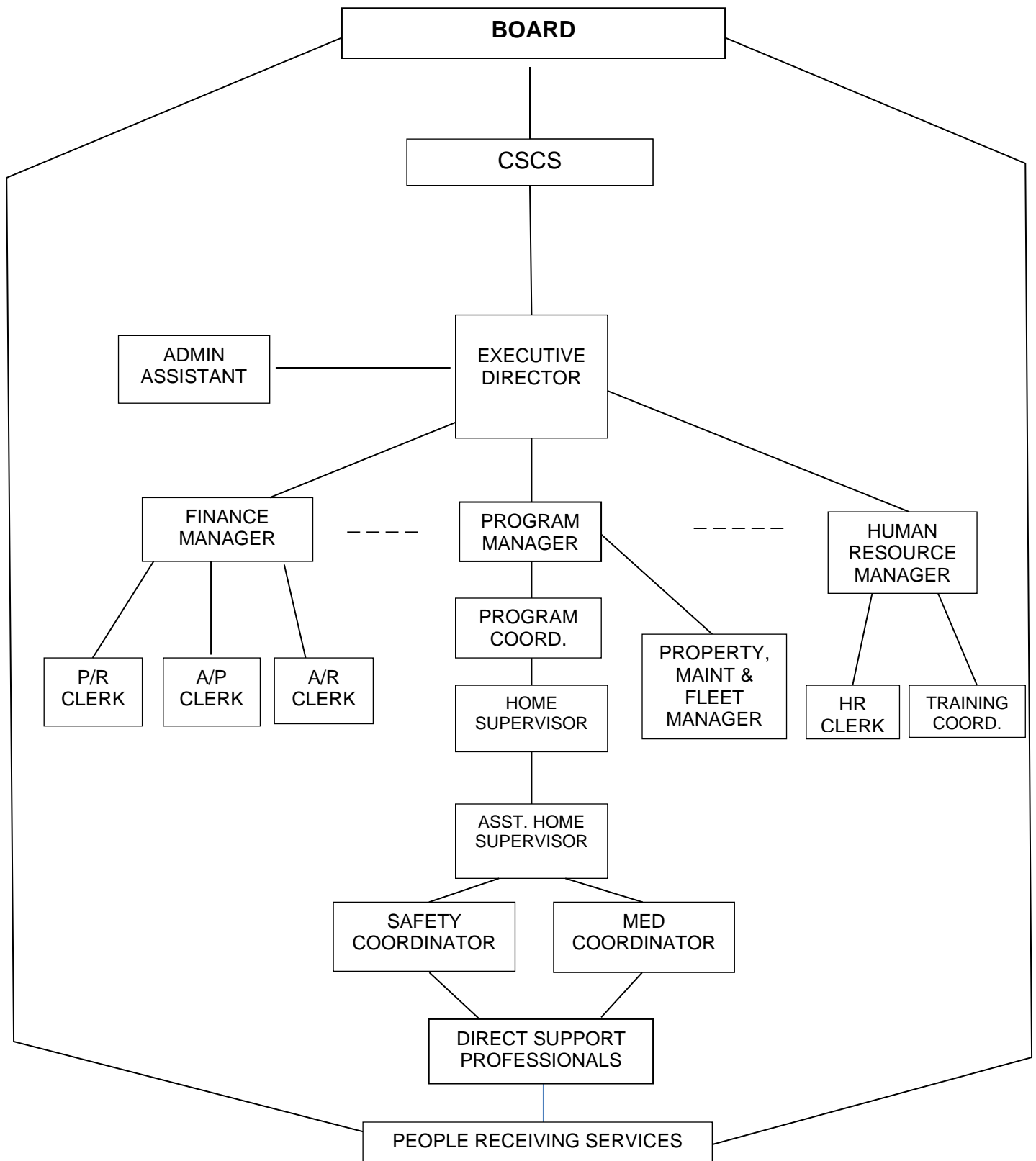
On the job injuries and accidents may be covered under Workers' Compensation. Additional first aid & emergency procedures are located in the Infectious Disease & Bloodborne Pathogen Manual & Bloodborne Pathogens, Exposure Control Manual.

To promote the safety and wellbeing of our employees, Central State has purchased Automated External Defibrillators (AEDs) at the Coleman Home. AEDs are only to be used in the event that a person is not breathing and has no pulse. They are potentially lifesaving but also potentially dangerous if used improperly. Central State has provided training to designated employees in the proper use and operation of the AED. In the event of an emergency a trained employee, if available, should operate the AED.

PERSONNEL FILE/RECORD

A personnel file will be kept for each employee. The personnel file of each employee may contain his or her application for employment, Federal and State tax forms, evidence of education, resume, training and previous experience, the records of hiring, job assignments, work schedules, salary, job performance evaluations, correspondence relating to the employee, reprimands and other disciplines. Separate itemization of all credits for meals, tips, and lodging against minimum wage taken each pay period, if any, may also be included in the file. The file may contain other information, not prohibited by law.

Organization Chart



GENERAL EXPECTATIONS OF STAFF

1. Staff members are expected to be good role models for the Individuals served. For example:
 - If a faucet is dripping, turn it off.
 - If a toilet needs flushing, flush it.
 - If a towel or a soiled issue is on the floor, pick it up.
 - Always eat at the table, the same meal the Individuals are eating. (If accommodations are needed due to food allergies or for other reasons please get with your Program Coordinator.)
2. Seeing something that needs to be done and doing it without being told is good policy.
3. Interacting respectfully with and at the proper developmental level with the consumer is very important.
4. Staff members are to call the Individuals by their given names. They are not to make up or use any nicknames that are not clearly acceptable to, and included in, the Person Centered Plan.
5. Discussions about an Individual's behavior should always be done away from any of the Individuals and only with appropriate staff.
6. No matter where you are in the home, go to the assistance of an Individual who is having trouble with self-control.
7. Be aware at all times of the whereabouts of all Individuals.
8. Staff are to support coworkers by helping them to learn about the Individuals and their responsibilities as a Direct Support Professional.
9. Attendance at and passing required trainings is mandatory for all staff.
10. Attendance at staff meetings is mandatory for all part-time and full-time staff.
11. Substitute employees are required to attend in-services, unless special arrangements are made in advance with the Supervisor. Substitute employees will be required to review all staff meeting notes.
12. Group Home curriculum training must be successfully completed within the first 90 days of employment or the employee may be removed from the schedule.

Disciplinary Action Policy/Performance Correction

It is the policy of Central State that a member of management corrects an employee whenever he/she violates a rule, a regulation, or performs unsatisfactorily. The following policy describes the procedure for administering fair and consistent performance correction. The purpose of this policy is to correct the problem and prevent it from happening again.

In each instance, the performance correction is to be consistent and in proportion to the seriousness of the violation. In addition, the performance correction is to be administered by the employee's supervisor as soon as it is practical. However, a violation which is serious in nature is to be corrected by any supervisor immediately, whether the employee is a subordinate or not.

Both you and Central State have the right to terminate employment at-will, with or without cause or advance notice. Central State may use this performance correction policy at its discretion.

The types of performance corrections that are recognized are counsel/training, verbal warning, written warning, suspension without pay, D Day (final warning with required commitment to correct performance) and dismissal.

Performance Corrections and disciplinary warnings/actions will be placed in the applicable employee's personnel file. Should further violations occur, such warnings will remain as a basis for progressive performance correction for a period of 12 months.

These rules are published for your information and to minimize the likelihood of any employee, through misunderstanding or otherwise, to become subject to any performance correction. Violation of any Central State rule cannot be ignored by any member of Management. See Policy 05-03, Performance Correction Guidelines, for further information.

1. Violation of any of the following rules, or any other actions deemed extremely serious by management, may be considered adequate justification for discharge for the first offense:

- a) Possession, carrying, or being under the influence of intoxicating beverages or narcotics on Central State property.
- b) Stealing or attempting to steal property from any Individual on Central State premises, or stealing or attempting to steal property from Central State.
- c) Bodily assault upon any person or fighting on Central State premises or time.
- d) Possession of firearms or any dangerous weapons or explosives on Central State property.
- e) Threatening, intimidating, coercing, or interfering with other employees.
- f) Insubordination to supervisor, refusal to follow Supervisor's direct instruction, or directing abusive or threatening language at any supervisor, employee, or representative of Central State.
- g) Disclosing business information of a confidential nature to unauthorized persons, or any action by an employee that might cause the employer to lose business or that would create poor public relations.
- h) Falsification of employment applications, time cards, production reports, or other records of Central State.
- i) Falsifying payroll or any manipulation of payroll records or time in and out, for yourself or others, by any means or method.
- j) Fraud committed by knowingly accepting pay for operations not performed or time not worked.

- k) Acts of sabotage or other interference with Central State projects.
- l) Defacing Central State property.
- m) Conviction of a felony.
- n) Sleeping during working hours.
- o) Unexcused absence for three consecutive working days **without notifying** Central State in advance (except in extenuating circumstances).
- p) Inciting other employees to riot.
- q) Unsafe operation of equipment in a negligent manner or destruction of Central State material or property or the property of fellow employees.

This list includes examples only and is not intended to be all-inclusive. In serious circumstances, some problems will justify a suspension or termination without going through the entire performance correction process.

By using progressive performance correction guidelines, we hope that employee performance will be corrected at an early stage.

ALLEGATION OF ABUSE

Allegations of abusive behavior that threatens the well-being of the Individuals served, or of serious neglect will result in suspension without pay. Suspension will continue until investigation, conducted by the Recipient Rights advisor and/or the Department of Human Services, Office of Children & Adult Licensing agency(s), and/or Central State's designated investigator has determined culpability. If the investigation results in a substantiated violation, the employee will be terminated without pay. If the investigation does not result in a substantiated violation, the employee will be reinstated to active employment with back pay. Suspension with back pay is capped at 30 days. All benefits will be continued for 30 days and discontinued thereafter.

CRIMINAL CONVICTIONS AND CRIMINAL CHARGES

Employees who are convicted of a felony, a serious misdemeanor or any other serious crime, the nature of which implies that the employee is incapable of performing his or her job with honesty, are subject to termination. Employees who are convicted of a crime that shows a lack of Good Moral Character are subject to termination. An employee who is charged with a crime may be subject to suspension without pay until the charge is resolved. If the charge is not conclusively resolved in the court system, Central State reserves the right to determine that employee's continuation of employment with the corporation. Employee must immediately notify the Employer of any arrest, arraignment or conviction. Failure to do so could result in termination of employment.

EMPLOYEE CONFIDENTIALITY

Each employee has a right to confidentiality. The posting of or failure to protect employees personal information is prohibited.

All reports, records, and data are confidential which pertain to testing, care, treatment, reporting, and research associated with the serious communicable diseases or infection of HIV and Acquired Immunodeficiency Syndrome.

The Michigan Department of Civil Rights has issued a policy on Acquired Immune Deficiency Syndrome (AIDS), which determined that AIDS falls within the statutory definition of a handicap in the Michigan Handicappers Civil Rights Act.

EMPLOYEE HONESTY AND INTEGRITY

As a new employee, you have been accepted by Central State with the assumption in mind that your honesty and integrity are of the highest level. Central State is certain these traits will greatly increase your chances of success if you continue them through your lifetime.

Those employees who are exposed to confidential information about business are expected to keep such information confidential.

Providing dishonest information verbally or in writing may result in termination of employment.

If an employee observes another employee taking any property of the employer without authorization, or misusing it, it becomes the responsibility of the observing employee to report to a Supervisor immediately.

Property, equipment, or supplies of the employer are not to be removed from the premises by any employee without express permission to do so from the employer or Supervisor.

Violation of this policy is grounds for dismissal.

EMPLOYMENT VERIFICATIONS

Employment and wage verifications must be sent directly to the Midland office.

Supervisors and Program Coordinators are not allowed to complete verifications. The verification must be accompanied by or include release of information signed by the employee. It is the employee's responsibility to submit them to HR or Payroll departments at the office in a timely fashion. The verification will be completed and returned to the fax number or address indicated.

EMPLOYEE REFERENCE REQUESTS

Requests for references must be sent directly to the office. **Supervisors are not allowed to complete personal or professional references for former or current employees of Central State.** The request must be accompanied by or include release of information signed by the employee. It is the employee's responsibility to submit them to the office in a timely fashion. The reference will be completed with information

regarding dates of employment, position held, and hourly rate, and will be returned to the fax number or address indicated.

NEPOTISM STATEMENT

Applicants for employment with Central State must report any familial relationships with current Central State employees to the corporation prior to being hired. Relationships in this policy are relationships formed through blood, marriage, and adoption. Failure to disclose this information is grounds for immediate dismissal.

Relationships of a close personal nature developed before or during employment with Central State may result in reassignment of staff, Supervisors, or Program Coordinators. Transfers may be necessary to avoid conflicts of interest in hiring, evaluating, disciplining, reporting, investigating, and supervising employees. Relationships in this regard include relationships formed through domestic partnerships, cohabitation, dating, and informal but close personal relationships.

NO SOLICITATION POLICY

In the interest of efficiency and for the protection of our employees, Central State has adopted the following policy concerning solicitation and distribution of materials by employees and non-employees:

There shall be no solicitation or distribution of literature or conducting of personal business of any kind by any employee during the actual working time of the employee or the actual working time of the person being solicited. Solicitation or distribution of materials or literature to employees by non-employees on employer premises is expressly prohibited at all times. Please report unauthorized persons to your Supervisor immediately. All postings must be approved by the Executive Director.

PROMOTIONS

It is the policy of Central State that as the organization continues to expand and grow, effort will be made to fill new job opportunities from among Central State employees, provided, in Central State's judgment, a fully qualified person is available.

As positions become available, a posting will be sent to each appropriate site. Should an employee wish to be considered for a promotion, he/she should follow the instructions in the posting in a timely fashion.

The following areas will be evaluated for persons desiring consideration, including, but not limited to: Character, skills, abilities, education, attendance, willingness to accept assignments, dependability, quantity and quality of work accomplished.

Central State reserves the right to hire outside its current staff if, in the judgment of Central State, persons from outside the present employee pool are more qualified.

REQUEST FOR WAIVER OF \$100 CAP ON PERSONAL PROPERTY REPLACEMENT OR REPAIR

It is, and since January 18, 1993 has been, the policy of Central State that a "Request for Waiver from the \$100 Cap on Personal Property Replacement or Repair" be

completed by employees for personal items necessary in the workplace with an original purchase price of over \$100.

This form must be completed immediately upon the personal item becoming necessary in the workplace. It is to be submitted to the Executive Director for approval immediately upon its completion.

It is not and never has been acceptable to submit the form for approval after the personal item has been damaged or destroyed.

Employees are responsible for keeping approvals current as necessary.

In the event that a personal item, necessary in the workplace, is damaged or destroyed, while working with consumers, the employee should submit an Incident Report, an estimate of repair, or replacement cost (if irreparable) and the item that was damaged or destroyed. The Executive Director has sole discretion with regard to repair or replacement of any item regardless of repair cost or replacement value. Employees are not allowed to bring unnecessary personal items into the workplace.

ELIGIBILITY TO WORK

Central State will employ only United States citizens and those non-United States citizens who are authorized to work in the United States. We will comply with all aspects of the Immigration Reform and Control Act of 1986.

As a condition of employment, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and substantiating employment eligibility.

Employees who are rehired must also complete the form if they have not completed an I-9 with Central State within the past three years or if their previous I-9 is no longer retained or valid.

Central State will not discriminate on the basis of national origin or citizenship.

STAFFING POLICY/ WORK SCHEDULES

Due to the nature of the Foster Care profession, hours may be shortened or extended, with or without notice. This may be done on a temporary or permanent basis. Central State cannot guarantee a full schedule.

An individual with the dot by their name on the shift schedule must stay (or find shift coverage) if someone from the next shift doesn't show up for their shift.

Licensed Adult Foster Care facilities are required to provide personal care, protection, community living supports and supervision of Individuals served 24 hours a day, 7 days a week.

The work period for overtime calculations is based upon a 7-day work week beginning Saturday (at 12:01 am) and ending Friday (at 12:00 midnight). All hours worked over 40 in this time period will be compensated at time-and-a-half (1 1/2) their regular rate.

Each employee is expected to work overtime when scheduled or requested by the employer or Supervisor. This is a condition of employment. Central State will endeavor to give at least twenty-four (24) hour notice whenever possible.

All employees are expected to work a reasonable amount of overtime with less than 24-hour notice when the situation warrants and when requested. This is a condition of employment.

Employee Classifications

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

Exempt employees are generally managerial or professional, administrative or technical staff who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor. Central State has established the additional classifications for both nonexempt and exempt employees:

Regular, full time: Employees who are regularly scheduled for and work the company's full-time schedule of 30 hours or more per week. Generally, these employees are eligible for benefits subject to the terms, conditions and limitations of each benefit program.

Regular, part time: Employees who are regularly scheduled to work less than the full-time schedule but at least 1 hour each week. Regular, part-time employees are eligible for some benefits offered by the company subject to the terms, conditions and limitations of each benefit program.

ABSENCES AND TARDINESS

Upon accepting employment with Central State, the employee assumes the personal responsibility of being on the job, on time, each scheduled day. Please strive for perfect attendance.

Absenteeism is defined as a failure to meet a scheduled shift exclusive of approved leaves. Tardiness is defined as the failure to report to work at the time scheduled.

Absenteeism and tardiness always cause lost wages to the employee and difficulty in meeting staffing requirements. In order to insure the health, safety and welfare of the Individuals served, the tardiness or absence of an employee will necessarily force another employee to continue working.

Employees are expected to inform the Supervisor that said employee will be late or absent as soon as it becomes evident. An employee must call each day he/she is going to be late or absent. Failure to do so will result in the employee being recorded as "late, no-call" or "absent, no-call". Asking a friend, another employee, or a relative to give notification is not acceptable.

Employees who are late and/or absent are subject to termination. Employees must follow the entire absence from work procedure for covering their

individual shifts (including "Benefits" section, sub-section "Sick and Personal" of this manual).

Exempt Employees

- Regular, predictable and reliable attendance and punctuality is expected. Patterns of absenteeism or tardiness may result in discipline even if the employee has not yet exhausted available paid time off.
- Employees classified as exempt will receive a salary which is intended to compensate them for all time worked for Central State. The salary is established at the time of hire or when the employee becomes classified as exempt. While subject to review and modification, the salary is a predetermined amount that is not subject to deductions for variations in the quantity or quality of work performed.
- Exempt employees are provided with and are required to complete a Central State Exempt Employee Exception Time Report. The employee must write his or her name and employee number on the Exception Time Report. The employee must sign the Exception Time Report. An employee's signature on the Report indicates his or her acknowledgement of the accuracy of the Report. It is a violation of Central State policy to falsify an Exception Time Report.
- Exception Time Reports must be approved by the Supervisor and received by the Midland office by 4:00 PM on the Monday following the last day of the pay period. Failure to submit Exception Time Reports could result in time delays.
- Under federal and state law exempt employees' salaries can be reduced for the following reasons:
 - Full day absences for personal reasons.
 - Full day absences for sickness or disability.
 - Full day absences for infractions of Central State policies and procedures.
 - Family and Medical or other approved Leaves of Absences (either full or partial day absences).
 - To offset amounts received as payment for jury and witness fees or military pay.
 - The first or last week of employment in the event the employee works less than a week.
 - For certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 403 (b).
- If a full day absence is taken as above, the exempt employee is prohibited from conducting any Central State related work during that absence, unless prior approval is received from their supervisor.
- Salaries will not be reduced for any of the following reasons:
 - Partial day absences for personal reasons, sickness or disability.
 - Absence on the day before or after a paid holiday or because the facility is closed on a scheduled work day.
 - Absences for jury duty, attendance as a witness, or military leave in any week in which work was performed.
 - Any other deductions prohibited by federal or state law.

- Deductions for full or partial day absences due to personal reasons, sickness or disability may occur to an employee's accrued vacation, personal or other type of paid time off.

OVERTIME

Overtime will be paid to non-exempt employees at a rate of one and one-half the employee's regular rate of pay for all hours worked over 40 in a workweek.

All overtime work performed by non-exempt workers must be approved in advance by their supervisor. Failure to obtain supervisory approval will result in disciplinary action.

Overtime is based on hours actually worked. Time off on personal time, holidays, vacation, sick time or any leave of absence will not be included when calculating overtime. See policy on Unusual and Excessive Hours for more information.

Medical Certification for Return to Work

Whenever an employee is required by Central State to see a physician and submit medical certification prior to being allowed to return to work, Central State is responsible for any fees necessary to obtain said certification.

Prior to requiring an employee to provide such certification, the Home Supervisor must consult with and obtain approval from his/her Program Coordinator.

SHIFT COVERAGE FOR STAFF SICK DAYS

In the event an employee is ill, the employee must:

- a) Notify the Supervisor prior to the scheduled work shift that he/she will be unable to work because of illness.
- b) Secure an approved, appropriate substitute and provide the Supervisor with documentation regarding attempts at securing an appropriate substitute, the outcome, and in some cases, a statement from his/her doctor releasing the employee to return to work without restrictions. See your Supervisor for guidance.

A Doctor's note does not relieve the employee of the responsibility to attempt to cover the shift or to follow all absence from work procedures. The employee must not only attempt to find coverage, but also must document their attempts on a schedule request form.

If an employee is sick and is unable to secure coverage per the above procedure, the Home Supervisor becomes responsible for finding coverage for the shift(s) in question. The Home Supervisor may contact other homes and/or approve overtime to cover the floor under such circumstances. If the Supervisor is unable to secure coverage through these options, staff working the shift preceding the one to be covered will be required to remain until released by an appropriate replacement staff. Supervisors should see their Program Coordinator if they have questions about this procedure.

FAILURE TO FOLLOW ALL ABSENCE FROM WORK POLICIES IN THEIR ENTIRETY MAY RESULT IN TERMINATION OF EMPLOYMENT.

APPROVING AND DOCUMENTING SHIFT CHANGES

The following system is to be used:

1. All shift changes must be recorded on a shift change form.
 - a) Notify the Supervisor prior to the scheduled work shift that he/she will be unable to work because of illness.
 - b) Secure an approved, appropriate substitute and provide the Supervisor with documentation regarding attempts at securing an appropriate substitute, the outcome, and in some cases, a statement for his/her doctor releasing the employee to return to work without restrictions. See your Supervisor for guidance.

PAY PERIOD

A bi-weekly pay period is customary with payday falling on every other Friday.

TIME SHEET ADMINISTRATION (OR SCHEDULES)

The purpose of the time sheet is to insure an accurate record of all hours that the employee works. It is the employer's policy that all work performed by an employee will be while he/she is "on the clock". In order for an employee to receive correct payment of wages, he/she is required to record time in and time out on the time sheet, each work day, at the beginning and end of each shift.

All employees are expected to be at their work areas ready and able to start work at the scheduled time and are expected to remain in their work areas until their scheduled quitting time. On duty staff must stay at their work site until relieved by authorized incoming staff.

All employees will be paid for the time they actually worked according to the time sheet (Partial hours are rounded to the quarter hour). Any time worked beyond the work schedule and recorded on the time sheet must be authorized and approved by the Home Supervisor/Program Coordinator in writing.

All employees must sign the time sheet. An employee's signature on the timesheet indicates that he or she has worked all of the documented time, including overtime, and that all hours actually worked by the employee are represented on the time sheet. Failure to note any discrepancies in hours worked or amount of pay within two weeks of receiving said pay shall be deemed an accurate statement, without objection, and that the hours and pay are correct.

Each employee is responsible for writing his or her employee number in the proper place on the timesheet. The number must be accurate and legible if the employee expects to be paid in a timely fashion. Timesheets must be received by the Payroll Clerk at the Midland Corporate office by 12:00PM on Monday following the last day of the pay period.

Central State exclusively utilizes an electronic payroll system. Employees are asked to select either a "direct deposit" or an "electronic transfer" to a Payroll card option. Paycheck stubs will be distributed by the employee's Supervisor or emailed directly to you. A change in the pay system you selected can only be made on a quarterly basis, with effective dates of January 1st, April 1st, July 1st and October 1st.

All entries on payroll must be accurate and legible if the employee expects to be paid in a timely fashion. Falsification of the time sheet or other documentation is grounds for dismissal.

REMEMBER, SIGN YOUR TIME RECORD. PAYCHECKS WILL BE HELD AT THE HOME WHERE YOU WILL BE REQUIRED TO PROVIDE YOUR SIGNATURE IF PAYROLL IS PROCESSED BEFORE YOU SIGN THE PAYROLL SHEET.

BENEFITS

BONUS POLICY

It is the policy of Central State that bonuses may be provided periodically to employees based on the availability of funds.

If the funds are sufficient to provide bonuses and Central State decides at its sole discretion to distribute organization bonuses, the following factors may be utilized in determining any amount to be provided to employees:

- A. Actual number of hours worked by the employee during the bonus period.
- B. Number of years the employee has worked for Central State.
- C. Job classification and corresponding level of responsibility of the employee.
- D. Quality of the employee's performance during the fiscal year as reflected in employee evaluations and other written documentation to the employee from the employee's supervisor or other person responsible for performing the evaluations and providing the other written documentation.
- E. Bonuses may be provided based on available funds and the factors indicated above and only if the employee is actively employed with Central State on the date that the bonuses are paid.
- F. The employee understands that this bonus policy is discretionary and that the employer retains the discretion both as to the fact of a bonus payment and as to the amount until a time quite close to the end of the period for which the bonus is paid.

WORKERS' COMPENSATION

All employees, full-time, part-time and subs are protected while on the job by Workers' Compensation Insurance. This insurance will provide coverage for the employee if the employee is injured, suffers an occupational illness at work, or has a prolonged absence due to such injury or illness. In case of an accident, no matter how slight, notify the Supervisor and fill out the appropriate accident report immediately. Payments for medical expenses and lost time at work are determined by state law. This insurance also provides death benefits to the employee's dependents (if any) in case of death caused at work. Central State pays the full cost of this protection. Failure to promptly report an injury may result in loss of benefits. All Workers' Compensation LOAs will be run concurrently with the Family Medical Leave Act (FMLA) provisions.

Health insurance benefits will cease if an employee is unable to work due to a work-related injury, when 14 weeks have elapsed since the last date that the employee worked for the employer. All employees whose medical benefits are discontinued may exercise the COBRA option.

SICK AND PERSONAL TIME

Sick and Personal time for all hourly employees will be computed on the basis of .03 straight time hours worked during the preceding calendar year and will be paid at the current rate of pay (excludes all subs effective January 1, 2007). Sick and Personal time can be used after one year of employment for all hourly employees. 60 hours of Sick and Personal time will be granted to all salaried employees immediately upon hire.

In order to use Sick time an employee must a) notify the Supervisor prior to the scheduled work shift that he/she will be unable to work because of illness; b) attempt to secure an approved, appropriate substitute; and c) provide the Supervisor with documentation regarding attempts at securing an appropriate substitute and the outcome of attempts. In some cases, in order to return, a statement from his/her doctor releasing the employee to return to work without restrictions may be needed. See your Supervisor for guidance.

In order to use Personal time an employee must secure an appropriate substitute and the approval of the Supervisor at least 48 hours in advance.

Employees must use available Sick and Personal time for all time off from their scheduled hours. Taking unpaid time off is not an option for anyone who has Sick, Personal, or Vacation time available.

Unused sick and personal time will **NOT** be paid out at termination of employment, change in employment status or at the end of the calendar year following the year in which it was earned.

Sick and Personal time must be used by the end of the first full pay period in December, and will **NOT** roll over into the next calendar year. The maximum amount of Sick and Personal time will **NOT** exceed 60 hours per calendar year, for any employee.

VACATION

Vacation time will be computed on the basis of .02 straight time hours worked, for all hourly employees (not to exceed 40 hours), during the preceding calendar year and will be paid at the current rate of pay (excludes all subs, effective January 1, 2007). Salaried employees will be granted 40 hours at hire.

Longevity Time Accrual: at the close of the third calendar year of continuous employment, all hourly employees (except substitutes) will be awarded vacation based on .04 of straight time worked during the preceding calendar year (not to exceed 80 hours). At the close of the 5th calendar year the Office staff and Home Supervisors will be awarded vacation based on .08 of straight time hours worked (not to exceed 160

hours). Salaried employees will be granted 80 hours at 2 years and 160 hours at 3 years.

Under no circumstances may an employee earn more than 40 hours vacation or more than 60 hours sick and personal time during their first year of employment.

Vacation time must be requested in writing and approved by the Supervisor at least two weeks prior to the desired time off.

1. Employees are encouraged to take and use their vacation time. Employees must use available sick/personal or vacation time for requested time off from their scheduled hours. Taking unpaid time off is not an option for anyone who has sick/personal or vacation time available.
 - a. Salaried Employee's unused vacation will NOT be paid out. Any vacation time not used up to 40 hours may be rolled over to the next year, never to exceed a maximum bank of 240 hours.
 - b. Hourly Employees unused vacation up to 40 hours will be paid out at the end of the calendar year following the calendar year in which it was earned.
2. Vacation time can be used after one year of employment.
3. Vacation cannot be used/paid if it creates overtime.
4. When any employee's status changes to substitute or when any employee leaves their employment with Central State, the employee will be paid any unused and accrued vacation from the previous year.

SICK, PERSONAL, VACATION TIME MAY NOT BE APPROVED ON OR AROUND HOLIDAYS.

Serious illnesses or injuries

You do not have to discuss your serious illness or injury with anyone unless you choose to do so. If you decide to inform the Human Resources Department about your situation, any information that you disclose will be held in the greatest confidence. You should not discuss your personal serious illness or injury with your HS or AHS. All reports should go directly to HR in the Midland office. All employees are prohibited from disclosing the personal health information of another employee. Any medical information which we receive will be kept confidential.

If you are hospitalized or out of work and wish for us to make other employees aware of your condition, you may notify us in writing and we will put your information on the company bulletin board. Otherwise, the Central State prohibition on the disclosure of personal health information shall apply. No employee may make postings, send interoffice emails or circulate any information about the health status of another employee.

If you have any questions, please contact the Human Resources Department.

General Leave Policy

Unpaid and paid leave may be granted to employees under the circumstances described below. Leaves that are taken for medical, family, or disability reasons are discussed separately below. Sick, personal, and vacation time will not accrue during any period of unpaid leave. The use of sick, personal, and vacation time are further described in other sections of this manual.

Employer payment of employee health insurance will be suspended while employee is on unpaid leave not covered by the Family and Medical Leave Act of 1994 (FMLA). Employees on unpaid leave will be required to submit their insurance premium portions to the employer so that they are received by the first day of each month of leave. Premium payments that are more than 30 days past due may result in cancellation of insurance benefits. If the employer pays any premiums for the employee during a leave that should have been paid by the employee, the employer may recover such payment upon the employee's return to work.

In the event that an employee elects not to return to work upon completion of an approved unpaid leave of absence, the employer may recover from the employee any cost of any payments made to maintain the employee's coverage, unless the failure to return to work was for reasons beyond the employee's control. Benefits entitlements based upon the length of service will be calculated as of the last paid work day prior to the start of the unpaid leave of absence.

Family and Medical Leave

General Provisions

It is the policy of the employer to grant up to 12 weeks of family and medical leave during any 12 month period to eligible employees, in accordance with the Family Medical Leave Act of 1994 (FMLA) and up to 26 weeks leave in any 12 month period in compliance with the expansion of the FMLA under The Support for Injured Service Members Act of 2007. The leave may be paid unpaid or a combination of paid and unpaid, depending on the circumstances of the leave and as specified in this policy. The 12 month period is measured forward from the date the employee first commenced on FMLA leave. For example, if an employee left on his or her first FMLA leave on February 1, 2013, the next 12 month period is measured forward from February 1, 2014. In certain situations, employees may use, or the employer may require the employee to use paid time.

Eligibility

To qualify for family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the employer for at least 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. For eligibility purposes an employee will be considered to have been employed for an entire week even if the employee was on payroll for only part of the week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12 month period immediately before the date when the leave is requested to commence.

The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, the hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under the FMLA.

- 3) The employee must work in an office or work site where 50 or more employees are employed by the employer within 75 miles of that office or work site. The distance is to be calculated by using available transportation by the most direct route.

Scope

The provisions of this policy shall apply to all family and medical leaves of absence except to the extent that such leaves are covered under other paid employment benefit plans or policies for any part of the 12 weeks of leave to which the employee may be entitled under this policy. In all situations covered under this policy employees may use and the employer may require employees to use, all sick, personal, and vacation time.

Type of Leave Covered- Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- 1) For incapacity due to pregnancy, prenatal medical care, or childbirth;
- 2) To care for the employee's child after birth, or placement for adoption or foster care;
- 3) To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- 4) For a serious health condition that makes the employee unable to perform the employee's job.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

This policy covers illnesses of a serious and long term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition,

which is left untreated, would result in a period of incapacity of more than three days, would be considered a serious health condition.

Employees with questions about what illnesses are covered under this FMLA policy or under the employer's general leave policies are encouraged to consult with Human Resources.

The employer may require an employee to provide a doctor's certification of the serious health condition.

5) A covered family member's active duty or call to active duty in the Armed Forces.

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard of Reserves in support of a contingency operation may use their 12 week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

The leave may commence as soon as the individual received the call-up notice (son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave, except that the person does not have to be a minor). This type of leave would be counted towards the employee's 12 week maximum of FMLA in a 12 month period.

Employees requesting this type of FMLA leave must provide proof of the qualifying family member's call-up or active military service before leave is granted.

6) To care for an injured or ill service member.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12 month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, therapy, is in outpatient status, or is on the temporary disability retired list.

Next-of-kin is defined as the closest blood relative of the injured or recovering service member. An employee is also eligible for this type of leave when the family service member is receiving medical treatment, recuperation or therapy, even if service member is on the temporary disability retired list.

Employees requesting this type of FMLA leave must provide certification of the family member or next-of-kin's injury, recovery, or need for care. This certification is not tied to a serious health condition as for other types of FMLA leave. This is the only type of FMLA leave that may extend an employee's leave

entitlement beyond 12 weeks to 26 weeks. Other types of FMLA leave are included with this type of leave totaling the 26 weeks.

An eligible employee can take up to 12 weeks (or up to 26 weeks of leave to care for an injured or ill service member) under this policy during any 12 month period. Under law*, the single 12 month period for military caregiver leave begins on the first day the employee takes leave for this reason and ends 12 months later.

*This law requires that this method be utilized regardless of the 12 month period established by the employer for other FMLA reasons.

If a husband and wife both work for the employer and each wishes to take leave for the birth of child, adoption or placement of a child in foster care, or to care for a parent but not a parent-in-law with a serious health condition, the husband and wife may only take a combined total of 12 weeks leave. If a husband and wife both work for the employer and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Employee Status, Benefits and Protections During Leave

While an employee is on leave the employer will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member, or other circumstances beyond the employee's control, the employer will require the employee to reimburse the employer the amount paid for the employee's health insurance premium during the leave period.

Under current employer policy, the employee pays a portion of the health care premium.

While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Finance Department by the 1st day of the month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days notification prior to the employee's loss of coverage.

Employee Status after Leave

An employee who takes leave under this policy will be able to return to the same position or a position with equivalent status, pay, benefits, and other

employment terms. The employer may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use earned vacation, sick, and personal time prior to being eligible for unpaid leave. Paid leave will run concurrently with FMLA leave. In order to use paid leave for FMLA leave, employees must comply with employer's normal paid leave policies.

Disability leave for the birth of a child and for an employee's serious health condition, including worker's compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

An employee who is taking leave for the adoption or foster care of a child must use sick, personal, vacation time prior to being eligible for unpaid leave.

Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks or, if for serious health condition, may use the leave intermittently or in a reduced work schedule, but only if such leave is medically necessary. The leave may not exceed a total of 12 work weeks (or 26 work weeks to care of an injured or ill service member) over a 12 month period.

The employer may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the serious health condition of the employee or the employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the employer before taking intermittent or reduced schedule leave. If this is not possible, the employee must prove that the use of leave is medically necessary. The employer may require certification of the medical necessity.

Certification of the Serious Health Condition of the Employee or the Spouse, Child or Parent of the Employee

The employer may ask for certification of the serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification may be provided by using the Medical Certification Form. Request for a medical

certificate must be made in writing as part of the employer response to employee request for leave.

Certification of the serious health condition shall include the date when the condition began, its expected duration and a brief statement of treatment. For medical leave for the employee's own medical condition, the certification must also include a statement that the employee is unable to perform work of any kind or state that the employee is unable to perform the essential functions of the employee's position. For a family member who is seriously ill, the certification must include a statement that the patient, the family member, requires assistance and that the employee's presence would be beneficial and desirable.

If the employee plans to take intermittent leave, the certification must also include dates and the duration of treatment as well as a statement of medical necessity for taking intermittent leave.

The employer has the right to ask for a second opinion if it has reason to doubt the certification. The employer will pay for the employee to obtain a certification from a second doctor, which the employer will select. The employer will not regularly contract with or otherwise use the services of the second doctor. If necessary to resolve a conflict between the original certification and the second opinion, the employer will require the opinion of a third doctor. The employer and the employee will mutually select the third doctor, and the employer will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Documentation of the Covered Family Member's Active Duty in the Armed Forces

Employees requesting this type of service member FMLA leave must provide proof of the qualifying family member's call-up or active military service. This documentation may be a copy of the military orders or other official Armed Forces communication.

Documentation of the Need for Service member FMLA Leave to Care for an Injured or Ill Service member

Employees requesting this type of Service member FMLA leave must provide documentation of the family member's or next-of-kin's injury, recovery, or need for care. This documentation may be a copy of the military medical information, orders for treatment, or other official Armed Forces communication pertaining to the service member's injury or illness incurred on active military duty that renders the member medically unfit to perform his or her military duties.

Procedures for Requesting Leave for:

- 1) The birth of a child or in order to care for that child;
- 2) The placement of a child for adoption or foster care and to care for the newly placed child;

- 3) To care for spouse, child or parent with a serious health condition; or
- 4) The serious health condition of the employee.

All employees requesting this type of FMLA leave must provide verbal notice with a basic explanation of the reason(s) for the needed leave to their immediate supervisor, who will advise Human Resources. The immediate Supervisor will require the employee to provide a written request for leave and reason(s) to Human Resources.

The employer will provide individual notice rights and obligations to each employee requesting leave within two business days or as soon as practicable.

When an employee plans to take a leave under this policy, the employee must give the employer 30 days' notice. If it is not possible to give 30 days' notice, the employee must give as much notice as practicable. An employee who is to undergo planned medical treatment is required to make a reasonable effort to schedule the treatment in order to minimize disruption to the employer's operations.

If an employee fails to provide 30 days' notice for foreseeable leave with no reasonable excuse for the delay, the leave request may be denied until at least 30 days from the date the employer receives notice. While on leave, employees are required to report periodically (at least once a month) to Human Resources regarding the status of the medical condition and their intent to return to work.

Procedure for Requesting Leave for:

- 1) A covered family member's active duty or call to active duty in Armed Forces or
- 2) To care for an injured or ill service member.

All employees requesting this type of FMLA leave must provide verbal notice with a basic explanation of the reason(s) for the leave to their immediate supervisor, who will advise Human Resources. Leave may commence as soon as they receive the call-up notice. If the leave is foreseeable, the immediate supervisor may require the employee to provide a written request for leave and reason(s) to Human Resources.

The employer will provide individual notice of rights and obligations to each employee requesting leave within two business days or as soon as practicable.

Employer's Responsibilities

When an employee makes a request for family medical leave, the employer will provide specific notices including but not limited to the following:

- 1) That the leave will be counted against his or her annual family medical leave entitlement;
- 2) Any requirement for the employee to provide medical certification of a serious health condition and the consequences of failing to do so;
- 3) The employee's right to substitute paid leave and whether the employer will require the substitution of paid leave and the conditions related to any substitution;

- 4) Any requirement for the employee to make any premium payments to maintain health benefits and the arrangements for making such payments;
- 5) Any requirement for the employee to present a fitness for duty certificate to be restored to employment;
- 6) The status as a key employee, if applicable, and potential consequences that restoration may be denied following family medical leave;
- 7) The employee's right to restoration to the same or equivalent job on the return from leave;
- 8) The employee's potential liability for payment of health insurance premiums paid by the employer during the employee's unpaid family medical leave if the employee fails to return to work after taking family medical leave; and
- 9) The notice may include other information such as whether the employer will require periodic reports of the employee's status of intent to return to work.

Disability/Worker's Compensation Policy

An employee who has a disability and needs accommodation in order to perform his or her job must notify Human Resources in writing within 182 days of when the employee knows or should know of the need. The employer will comply with all state and federal laws and regulations with respect to accommodating employee disabilities.

In case of industrial accident or occupational disease, the employer pays Workers' Compensation benefits pursuant to state regulation. Worker's Compensation helps cover doctor bills and provides the employee and his or her family with a continuing income should you be temporarily or permanently disabled. An employee is required to promptly report any workplace accident, injury, or illness to his or her supervisor no matter how trivial the employee may think it is. This is essential. If the employee does not report an accident, he or she may forfeit some or all of the state compensation benefits that may otherwise be due.

The employer does not reserve light duty positions for use by employees on Workers' Compensation or by employees with disabilities. Rather, the employer evaluates each employee's situation on case-by-case basis to determine if there are any appropriate positions that may be available.

Unlawful Acts by Employer

FMLA may make it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under the FMLA;
- and
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceedings under or relating to FMLA.

Enforcement

An employee may file a complaint with the U. S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

LEAVE OF ABSENCE

A leave of absence without pay may be granted to an employee who has completed one year of employment. A leave of absence may not exceed 14 weeks.

Procedure for Employees Suffering a Short Term Disability with Less Than One Year of Employment:

Employees employed for less than 1 year:

Central State may allow unpaid leave. If the employee is full-time and covered by Central State's health insurance, Central State will continue to pay its portion of the premium for a period not to exceed 14 weeks.

The employee will be expected to keep Central State informed of the status of his/her disability as it pertains to his/her ability to return to work. Central State will determine the frequency of this reporting. The employee will provide documentation as required by Central State to support his/her continued inability to work.

At the point that the medical documentation supports the employee's return to work, the employee will contact HR, and HR and Home Supervisor will coordinate return to work. However, it is the employee's responsibility to maintain contact with HR through his/her absence from work.

NON – FMLA Leaves of absence available consist of short term and extended medical leaves, and educational leaves. These leaves may be granted at the sole discretion of the employer as follows:

Medical leave may be granted in the event of a prolonged illness or injury of the employee, the employee's children, the employee's parents, the employee's spouse or the employee's significant other (Note: maternity leave is considered prolonged illness).

An employee who suffers an illness or injury (including pregnancy) must be granted a medical leave of absence provided that the individual is eligible for said leave under the American's with Disabilities Act and the Michigan Handicapper Law. Such leaves must be granted even if the employee has not been employed for one year or more and even when the employee has already taken a leave of absence within the current calendar year.

This exception to the Leave of Absence policy applies only to an employee illness/injury and not to the illness/injury of a family member. All other criteria and requirements described in the Leave of Absence policy must be met in order for a leave of absence to be granted.

Central State reserves the right to require the employee to submit proper documentation verifying that the basis for the leave of absence and/or the return to work is valid.

All requests for leaves of absence are to be submitted to Human Resources. Central State also reserves the right at its sole discretion and expense to require an employee who is presently working, and is not on any leave of absence, to provide a physician's statement verifying that the employee is physically and emotionally capable of performing the employee's job responsibilities.

Educational leave may be granted to staff for educational purposes for a period of time not to exceed 14 weeks based on the following criteria:

1. The request for the Leave of Absence must be submitted in writing not less than two weeks prior to the proposed start of the Leave of Absence.
2. The request must include the following:
 - a) The first and late date of the Leave of Absence period, and
 - b) The reason and accompanying documentation (enrollment paperwork, etc.).
3. Approval is contingent on the Home Supervisor having sufficient staff to meet the home's needs.

Vacation, sick and personal time may be paid during the leave of absence period. Under no circumstances may vacation, sick and personal time be used to extend the leave of absence beyond 14 weeks. Additional time up to the maximum 14 weeks is unpaid.

In general regarding leave of absences:

For any employee who accepts another job or position while on a leave of absence his or her employment shall be terminated and all benefits will cease immediately. An employee whose medical benefits are discontinued during a leave of absence may exercise the COBRA option.

Requests for exceptions to the medical/educational criteria for Leaves of Absence must be submitted in writing not less than three weeks prior to the proposed start of the Leave of Absence.

Requests for exceptions must include sufficient detail and justification regarding the reason for the Leave of Absence to allow a basis for consideration of an exception.

POLICY FOR CONTINUING BENEFITS FOR ABSENT EMPLOYEES

In the event that an employee is absent from work due to a workers' compensation claim, a Family Medical Leave, extended illness leave or a maternity leave, Central State will continue to pay for health insurance coverage for a period not to exceed 14 weeks. Should an employee be unable to return to work prior to the 14-week deadline, the COBRA option will be made available. Workers' compensation agencies will be notified

of the discontinuation of this benefit in the case of employees who are off work due to a work related illness or injury.

Sick, personal, and vacation time will not be earned during the leave period. However, in the case of a workers' compensation claim, the value of these discontinued benefits will be included in the wage information sent to the workers' compensation agencies.

All benefits will be discontinued immediately and the COBRA option made available in the event of educational leave, resignation and termination of employment.

COBRA STATEMENT

An employee who is covered by Central State's group medical plan and whose employment has been terminated either voluntarily or involuntarily, or who's routinely scheduled work hours have been reduced below 30 hours/week, may continue their coverage by notifying Central State in writing of their desire. The employee will be responsible for making the entire premium payment plus a 2% administrative fee directly to the CSCS Human Resource department by the 10th of each month. Premium payments received late, or not made at all may result in cancellation of the health coverage.

Continuation of other insurance plans such as life, supplemental policies etc., is not a COBRA option.

Details regarding COBRA rights are contained in the General Election COBRA Notice sent to those employees who have enrolled in the organization's health insurance program once that coverage becomes effective.

SOCIAL SECURITY/MEDICARE

Social Security/Medicare (F.I.C.A.) taxes are deducted from wages earned as required by federal law. This program protects the employee financially when he/she reaches old age and provides disability income for various categories of employed and dependent persons. Central State pays its employer share according to federal laws.

403(b)

Employees are afforded the opportunity to participate in a 403(b) Plan when the conditional job offer is made. Employee contributions to the 403(b) may begin immediately. For information about enrollment, contact the Human Resource Manager.

MEDICAL, DENTAL, PRESCRIPTION AND LIFE INSURANCE COVERAGE

A Life Insurance plan is available to employees (36 hours or more per work week) coverage will become effective the 1st of the month following 60 days of full-time employment.

Medical Care Insurance Coverage for full-time employees (36 hours or more per work week) coverage will become effective the 1st of the month following 60 days of full-time employment. After becoming a full time employee, whichever is later, assuming that the employee agrees to the appropriate payroll deduction.

GROUP INSURANCE SUBSCRIBER APPLICATION FORM

Please be sure to read the forms very carefully. If you do not want anyone covered under this insurance plan other than yourself, do not list them on the application form.

Any dependent (including your spouse) listed on the form will be automatically enrolled and you will be responsible for payment for the additional persons covered. Central State contributes only to the employee's health insurance coverage premium.

Be sure to fill out the application form correctly. Once it is signed by you and turned into the HR clerk, you will be responsible for the payroll deduction required and the coverage will remain as indicated until the next open enrollment date (currently in August of each year).

Upon resignation or termination of employment, medical insurance coverage will cease on the last day of the month in which the employee's resignation or termination becomes effective. Continued medical insurance coverage thereafter is subject to the terms and conditions of the COBRA law.

SECTION 125 PLAN

Central State has established a plan which allows our employees to voluntarily reduce their taxable income in exchange for nontaxable benefits provided by CENTRAL STATE COMMUNITY SERVICES, INC. Participation in this plan is not mandatory but many employees find that they are able to significantly reduce their income taxes in exchange for benefits they would otherwise pay for with taxable income. Your individual savings will depend upon your income and tax filing status.

Elections for the 125 Plan are made each year from August 1 to July 31. You may commence participation in the plan during this period or when you first become eligible for coverage under the plan, whichever comes first. With limited exceptions, elections under the 125 plan are irrevocable for an entire plan year or the remainder of the current plan year, depending upon when the election is made. Central State must enforce the irrevocability rules under the plan to preserve the tax-favored status of contributions under the plan.

There are limited exceptions to the irrevocability rule. Please refer to the Section 125 information that was distributed to you to learn more. If you have additional questions, you may contact the Human Resources Department.

BREASTFEEDING MOTHER'S POLICY

It is the policy of Central State to support the health and well-being of working mothers and their children. As part of this policy, in compliance with the Patient Protection and Affordable Care Act of 2010, Central State will provide eligible employees with:

- Reasonable break periods to express milk during the first year following the birth of a child.
- A private area, other than a restroom, where the employee may express milk and be shielded from view and free from intrusion.
- Appropriate storage areas for pumps and other equipment as well as expressed milk.

Employee Responsibilities:

- Notify your supervisor before taking your break.

- Clock out when taking a break period as this is not compensable time.
- Label your expressed milk. The label should identify it as expressed milk and include your name and the date it was expressed.
- Keep the breastfeeding area clean and tidy

ACCEPTANCE OF GIFTS AND LOANS

Through contract regulation of the Michigan Department of Human Services-Bureau of Children and Adult Licensing, employees and their families are prohibited from engaging in any type of financial transaction with the person receiving supports. This includes borrowing and loaning money, selling and buying possessions, and accepting and giving gifts with an annual cumulative value in excess of \$100.00. Deviation from this policy will be considered as alleged exploitation, and will be referred to the proper reporting authorities. Exploitation is grounds for immediate termination.

Central State strongly opposes having employees accept gifts of any kind from firms, individuals, family members, or consumers for whom we provide care or who have a direct business relationship with us. It must be made clear that our business decisions are made entirely on the basis of merit, as accurately as can be determined. If an employee receives a gift or is asked to accept a gift, of any value, he/she must promptly contact the Supervisor.

Employees are not permitted to borrow money from consumers or family members of consumers under any circumstances. Accepting loans from or misuse of Consumers funds and valuables is grounds for discipline up to and including immediate termination.

COMMUNICATIONS with CSCS ADMINISTRATIVE STAFF

- A. Supervisor: If something is troubling an employee, or if an employee feels he/she is not being treated fairly, he/she should express those feelings to the Supervisor. When a group of people are working together closely, some misunderstandings are bound to occur. If something is bothering an employee, if he/she is discouraged, worried or upset about work, he/she is not at his/her peak of efficiency. Please feel free to discuss this matter with the Supervisor. Supervisors are sincerely interested in the employees' welfare and will do all they can to help. It is part of the Supervisor's job to assist in keeping every employee in top condition.

Program Coordinator: If the employee is not satisfied with the assistance provided by their Supervisor, or if conflicts cannot be resolved, the employee or Supervisor may request the assistance of the Program Coordinator.

Program Manager: If the employee is not satisfied with the assistance provided by their Supervisor, or if conflicts cannot be resolved, the employee or Supervisor may request the assistance of the Program Manager.

Executive Director: If the employee is not satisfied with the assistance provided by the Program Manager, or if conflicts cannot be resolved, the employee or Supervisor may request the assistance of the Executive Director.

- B. Suggestions should be made to the employee's immediate Supervisor. If the employee feels that his/her Supervisor did not, cannot or will not consider

his/her suggestion, he/she should feel free to bring it to the attention of higher management.

CONFLICT OF INTEREST

Employees of C.S.C.S., Inc., may not act as the guardian or legal representative for any consumer served by Central State Community Services, Inc.

DRESS CODE

Employees are expected to maintain high standards of neatness, cleanliness and personal hygiene. All employees should arrive for work in neat, clean clothing, appropriate for the occasion. All employees should be constantly aware that they act as a role model for the people receiving supports, as representatives for the corporation and as representatives for the Direct Support profession.

Provocative dress is prohibited. Provocative dress includes but is not limited to: bare bellies, short shorts, skirts, or dresses, and or visible underwear. At no time and as defined solely at Central State's discretion will clothing with obscene or inappropriate printing be tolerated. Long dangling earrings and long fingernails are inappropriate and dangerous while doing direct care.

Flat closed-toe shoes should be worn when working with Consumers. Jeans are permitted, but shorts, tank tops, or revealing clothing is not permitted. Clothing with obscene language or that depicts graphic violence is not appropriate. Employees are expected to wear clothing that does not expose the midriff area or under garments. Pajama tops and bottoms are considered inappropriate attire.

Employees working the office are expected to wear attire suitable in any business office. Open-toed shoes can be worn by employees working in the office.

DRUG FREE WORKPLACE

It is and always has been Central State's policy to maintain a drug free work environment for employees. The purpose of this policy is to protect the residents, to reduce vehicle and in home accidents, maintain staff morale, reduce absenteeism, and sustain a high quality of care.

- A. No employee shall possess, consume, or carry with him/her alcoholic beverages of any kind, controlled substances not prescribed by a physician, and/or illegal drugs on the employer's property or in the employer's vehicle during working hours.
- B. No employee shall report to work after consuming alcoholic beverages, a controlled substance, or illegal drugs in a condition that makes him or her unsafe for full reliable performance of job responsibilities.
- C. An employee suspected of being under the influence of drugs and alcohol, will be taken home and may be asked to furnish a statement from his/her physician stating he/she is able to perform his/her duties before returning to work. Before confronting staff, contact the Program Coordinator and then send staff home.
- D. Any employee convicted of selling drugs or convicted of illegal drug usage or illegal possession may be terminated.

- E. Any employee who is required by a physician to use a prescription drug that may impair their abilities must report this fact to Human Resources, along with any medical documentation requested.

Any employee convicted of selling drugs or convicted of illegal drug usage or illegal possession, may be terminated. See Policy 04-02-16 Weapons, Drugs & Alcohol, for further information.

EMPLOYEE COMMUNICABLE DISEASES

It is the policy of this organization that staff with communicable diseases that can be spread through casual contact cannot work with Individuals served. If an employee has any signs or symptoms, he/she is to notify his/her Supervisor immediately and may be required to submit appropriate medical documentation. See the statement on confidentiality. The employee remains responsible for adhering to the absence from work procedures, including attempting to cover their own shift and providing the Supervisor with documentation of their efforts.

GRIEVANCE PROCEDURE

In the event that no agreement can be reached between the staff person and the Supervisor, the presence of the Program Coordinator may be requested. A request for grievance including the reasons and details of the disagreement must be submitted to the Program Coordinator, in writing, within one week of the disagreement. A meeting may then be set up with the staff person, the Supervisor, and the Program Coordinator in an effort to settle the matter.

In the event that no agreement can be reached between the staff person and the Program Coordinator, the presence of the Program Manager may be requested. A request for grievance including the reasons and details of the disagreement must be submitted to the Program Manager, in writing within one week of the disagreement. A meeting may then be set up with the staff person, the Supervisor, the Program Coordinator and the Program Manager in an effort to settle the matter.

In the event that no agreement can be reached between the staff person and the Program Manager, the presence of the Executive Director may be requested. A request for grievance including the reasons and details of the disagreement must be submitted to the Executive Director in writing within one week of the disagreement. A meeting may then be set up with the staff person, the Supervisor, the Program Coordinator, Program Manager, and the Executive Director in an effort to settle the matter. The Executive Director has the final decision. There is no appeal from that decision. The grievance procedure is not available in the case of termination. The grievance procedure must be implemented within one week of the occurrence of the disagreement. Requests for a grievance meeting with your Supervisor may be requested verbally or in writing. Grievance meetings with the Program Coordinator, Program Manager or the Executive Director must be requested in writing.

RESIGNATION

Should an employee decide to terminate his/her employment with Central State, the employee should notify the Supervisor so that proper arrangements may be made in regard to his/her final paycheck. Two weeks written notice, or more, is appropriate and appreciated.

A summary explanation of benefits to which the employee is or is not entitled upon termination of active service is available from the Home Supervisor. Employees are urged to promptly read their COBRA notification and the medical plan booklet's explanation of conversion privileges.

Circumstances in Which the Employer May Make Deductions from Pay

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions (see Performance Corrections Guidelines Policy). Also, an employer is not required to pay the full salary in the initial or terminal week of employment or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

What to Do If an Improper Deduction Occurs

If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor or to the Payroll Department.

Reports 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.

JOB REFERRAL FEE POLICY

1. Employees are encouraged to make referrals for future employees.
2. Home Supervisor notifies interviewer with:
 - a. referral source's name,
 - b. employee number, and
 - c. name of person referred.
3. Interviewer writes (a), (b), and (c) above and also writes (d) Home Supervisor's name on the application/interview of the person referred.
4. The Interviewer initials the information.
5. If the referral is hired, the hiring Supervisor notifies the referring Supervisor who notifies the referral source.
6. It is the referral source's responsibility to track the 14 week anniversary, one year and two year anniversary of the new employee and to notify the referral source's supervisor of that anniversary.

7. If the referred employee is employed for 14 weeks, one year, and two years, on each anniversary the referral source will receive a referral fee. See job referral fee policy.
8. No referral fee paid on re-hires.

JURY DUTY

As a good citizen, the employer encourages all employees, whenever they are requested to do so, to participate as an active member of a jury. Any regular employee who is called to, and reports for, jury duty shall be compensated by the employer for the difference between his/her regular pay and take jury fee for each day of jury duty performed on which the employee otherwise would have been scheduled to work, not to exceed eight (8) hours at straight time on any given day or of thirty (30) days in any calendar year. Such compensation shall be payable only if the employee (1) gives the employer prior notice of such jury duty call and (2) presents the proper evidence of performance of jury duty and the amount paid by the court.

Employees who are excused from jury duty and who can work a minimum of two (2) hours of their regular shift on that day are expected to come in and do so. Time thus paid under this benefit will not be calculated as hours worked for the purpose of paying overtime wages.

LUMBAR SUPPORT BELT (Revised 1/5/2010)

An employee will be given a lumbar support belt only upon written request from a physician. The request must stipulate that a health condition exists which requires the use of a lumbar support belt at work. The physicians' request must also include specific recommendations for its use such as length of time to be worn, tasks allowed or not allowed and any weight restrictions. Under these conditions, Central State will provide an employee with a lumbar support belt to wear while on duty with the knowledge that the lumbar support belt belongs to Central State. When not in use, the lumbar support belt is to remain at the work site. The employee will be required to wear the lumbar support belt exactly as ordered by his or her physician.

SEXUAL HARASSMENT POLICY

This organization is strongly opposed to sexual harassment by managers, co-workers, or visitors.

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where tolerance of such actions is made a condition of employment that interferes with an individual's work performance or simply creates an intimidating, hostile or offensive work environment.

It is illegal and against the employer's policy for any worker, male or female, to harass another worker or to create a hostile working environment by either committing or encouraging:

- physical assaults on another employee, including but not limited to rape, sexual battery, molestation, or attempts to commit these assault
- intentional physical conduct that is sexual in nature, including but not limited to touching, pinching, patting, or brushing up against another employee's body

- unwanted sexual advances, propositions, or sexual comments, including making sexual gestures, jokes, or comments made in the presence of any employee who has indicated that such conduct in his or her presences is unwelcome
- posting or displaying pictures, posters, calendars, graffiti, objects, or other materials that are sexual in nature or pornographic

The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent sexual comments or the display of obscene or sexually oriented photographs or drawings. However, conduct or actions that arise out of a personal or social relationship and that are not intended to have a discriminatory employment effect may not be viewed as harassment. The employer will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstance of each situation.

The employer will not condone any sexual harassment of its employees. All workers, including supervisors and managers, will be subject to severe discipline, up to and including discharge, for any act of sexual harassment they commit.

Employees who feel victimized by sexual harassment are encouraged to report the harassment to their supervisor. If the worker's immediate supervisor is the source of the alleged harassment, the employee should report the problem to the supervisor's superior.

Supervisors and managers who receive a sexual harassment complaint should notify the Program Coordinator immediately. The Program Coordinator should carefully investigate the matter, questioning all employees who may have knowledge of either the incident in question or similar problems. Both the complaint and the investigative steps and findings should be documented as thoroughly as possible. As much as possible, confidentiality will be maintained with respect to a sexual harassment complaint and only those who need to know about such a complaint will be advised of its existence.

Employees who are dissatisfied with the investigating manager's resolution of a sexual harassment complaint may file a grievance using the organization's grievance procedure. No employee will be subject to any form of retaliation or discipline for pursuing a sexual harassment complaint.

SMOKING POLICY

All of the homes operated by Central State are designated non-smoking facilities. Employees may not smoke in the home or in the van.

VIOLENCE IN THE WORKPLACE POLICY

Central State has a "zero tolerance" position with regard to acts of violence and threats of violence in the workplace.

Any violent act, threat, threatening behavior, or criminal activity that occurs during any Central State employee's work hours, which is witnessed by, or reported to any Central State employee, is to be immediately reported to the police and the Home Supervisor. The Home Supervisor is to report immediately to the Program Coordinator on-call. This minimum reporting is mandatory regardless of the identity of the victim and alleged perpetrator.

Both the acts of violence and threats of violence are to be immediately and thoroughly documented once the situation has been made safe.

Substantiated acts or threats of violence (including threatening behavior) are grounds for immediate dismissal.

This policy does not address acts of violence or threats of violence toward the Individuals. Procedures for addressing, reporting and documenting these acts are covered in this manual and the In-House Training Checklist.

If the violence or criminal activity is directed toward an Individual, occurs in the presence of an Individual, or occurs in the home of an Individual (regardless of whether or not the Individual is in the home or actually witnesses the violence), the incident is to be reported immediately to the appropriate Office of Recipient Rights and the Adult Foster Care Licensing Consultant assigned to the home.

INSPECTIONS OF PROPERTY CONTAINERS AND PACKAGES

It is Central State's policy to have a workplace that is free from alcohol, drugs, weapons, explosives and firearms. In order to maintain a safe workplace, it may be necessary for lockers, desks or cabinets to be searched on occasion. These are the property of the company and, as such, we reserve the right to search them with or without advance notice. You should have no expectation of privacy.

The Employer also reserves the right to inspect all containers and packages entering or leaving the premises such as boxes, bags, lunch buckets, brief cases, etc., at all locations on the Employer's premises.

Furthermore, Central State reserves the right, subject to applicable law, to search any briefcases, backpacks, purses, satchels, or similar items when you enter or exit our facilities.

PERSONAL PROPERTY

Central State provides you with the supplies and equipment necessary to perform your job. Central State maintains the supplies and equipment that we provide to you in a manner we believe will allow you to work efficiently and safely. If you do not believe that you have the necessary tools, supplies, or equipment to perform your job safely and efficiently, please discuss your concerns with your supervisor. It is not acceptable for you to bring your own tools, supplies or equipment into the workplace without the approval of your supervisor.

Central State is not responsible for any lost, stolen or damaged personal property. Your personal property is not covered under our business insurance policy. Your personal property away from home may be covered under your Homeowners' Policy. You should check with your personal insurance agent to learn about the best way to protect your personal property.

Do not bring valuable personal items such as iPods, cell phones, game machines or jewelry into the home as we cannot guarantee the security of your personal items. You should leave these items at home or locked in your vehicle.

Although Central State provides you with some flexibility regarding the decoration of your work area, we ask that you not bring valuable personal items to work.

Additionally, you may not bring any of the following items onto company premises.

- Intoxicating beverages or narcotics
- Firearms or weapons of any kind
- Sexually suggestive objects, pictures, cartoons, or posters
- Items that are demeaning or offensive on the basis of race, color, age, sex, gender, disability, religion, national origin, ethnic background or citizenship

Central State reserves the right to prohibit other items that we believe may be disruptive to the workplace or constitute an unacceptable risk of loss.

YOUR PERSONAL VEHICLE

Central State provides parking areas for our employees. Central State is not responsible for any damage to your personal vehicle while using our parking areas or when you are using your personal vehicle for company business. These parking areas are not actively monitored.

When using your personal vehicle for company business, you may be reimbursed at the rate set by the company multiplied by the actual miles driven. This is the total compensation for the use of your vehicle including gas, wear and tear, and insurance costs. Mileage must be requested and approved in writing, in advance of the miles being driven.

MOTORCYCLE OR SCOOTER

If you ride a motorcycle or scooter, the Home Supervisor will designate an area for you to park. You may not bring your motorcycle or scooter into our buildings or block any entrance or exit. It is your responsibility to ensure that your vehicle is locked and safely parked when using our parking facilities.

BICYCLE

If you ride a bicycle to work, the Home Supervisor will designate an area where you may secure your bicycle before beginning your shift. We recommend that you purchase a strong chain or cable and a tamper-resistant lock for securing your bicycle. You may not bring your bicycle into our homes or block any entrance or exit.

HANDICAPPED PARKING

Only employees who possess valid state-issued tags may park in any designated handicapped parking areas. If you do not have a state-issued tag or you are using another individual's tag, you may be subject to towing and or civil fines and penalties. These rules apply 24 hours a day, seven days a week.

INCIDENTS THAT MUST BE REPORTED TO A SUPERVISOR AND PROGRAM COORDINATOR IMMEDIATELY and REQUIRE A CRITICAL INCIDENT REPORT

- Fire
- Death of an Individual
- Hospital admissions (of an Individual or a staff on shift)

- Missing person/elopement/away without authorized leave
- Suicide and attempted suicide
- Property Destructions
- Staff leaving their shift/the home without Supervisor's authorization during their scheduled shift
- Allegations of abuse or neglect
- Violence or threats of violence in the workplace
- Home evacuation
- Media at the door or on the phone
- Police called to the home for ANY reason
- Guardian request to speak to an Administrator
- Employee on shift sleeping on the job
- Accident or illness requiring emergency medical attention
- Other sentinel events
- Any life threatening emergency (Individual or staff) AFTER CALLING 911!

CONTROL AND DISCIPLINE

The goal of discipline is not to punish but to teach self-control. Positive methods of discipline are to be employed.

RECIPIENT RIGHTS PROTECTION SYSTEM

All employees must be knowledgeable concerning the Recipient Rights protection system so as to advise the Individual as to his/her rights. The rights protection system includes advocacy, rights advisors and notification of rights. Employees are required to assist Individuals in the initiation of the complaint process, upon request.

It is the expectation of Central State that employees will respect the rights of the Individuals served by this agency and that employees will refrain from practices that are abusive and/or neglectful.

ABUSE AND NEGLECT RECIPIENT RIGHTS VIOLOATIONS	DHS	Licensing Consultant
		Adult Protective Services
	Office of Recipient Rights	
	Home Supervisor, Program Coordinator, Program Manager or Executive Director	
	Responsible Mental Health Agency	

RECIPIENT RIGHTS FLOW CHART-REPORTING PROCEDURES

Recipient Rights, Abuse, and Neglect examples are listed in this manual. Abuse and serious neglect are grounds for termination. *If you have a concern that does not fit into one of these categories, you may contact your Home Supervisor, Program Coordinator, Program Manager, or the Executive Director for guidance. Staff is required to assist Individuals immediately with reports or complaints to any agency, and to report to the Corporation, immediately.

RECIPIENT RIGHTS DEFINITION AND CLASSIFICATIONS

ABUSE: Means a non-accidental act, or provocation of another to act, by an employee which causes physical injury, sexual abuse, or verbal abuse. Class 1 results in serious injury. Class 2 results in non-serious injury. Class 3 means the use of language to threaten or degrade.

NEGLECT: Means the non-compliance, by an employee, with a standard of care required by law, rules, or other policy, which causes injury or exposure to risk to the recipient. Class 1 results in serious injury. Class 2 results in non-serious injury. Class 3 places the consumer "at risk" of injury. Also means failure to report observed or suspected abuse or neglect. Failure to report Class 1 Abuse/Neglect is Class 1 Neglect. Failure to report Class 2 Abuse/Neglect is Class 2 Neglect. Failure to report Class 3 Abuse/Neglect is Class 3 Neglect.

CIVIL RIGHTS: Includes treatment with dignity; non-discrimination; labor and pay rights; privacy and religious freedom.

Violation of DCH POLICIES AND PROCEDURES	Responsible Mental Health Agency
	Home Supervisor, Program Coordinator/Manager, or Executive Director
Violations of CIS DHS LICENSING RULES	Home Supervisor, Program Coordinator/Manager, or Executive Director
	DHS AFC Licensing Consultant
	Responsible Mental Health Agency
Violations of LAW	Home Supervisor, Program Coordinator/Manager, or Executive Director
	The appropriate Local, County, State, or Federal Law Enforcement Agency. Appropriate Mental Health Agency
Violations of C.S.C.S., Inc. Policies, procedures & practices	Home Supervisor
	Program Coordinator, Program Manager
	Executive Director

COMMUNICATION AND VISITS: Receiving mail; use of telephone; legal assistance.

CONFIDENTIALITY AND DISCLOSURE: Release of information; safeguarding of information; photographs, fingerprinting and other examinations (cannot be done without written consent).

ADMISSION AND DISCHARGE: Mostly relates to entering and exiting an institution and includes the right to a hearing, representation, and discharge planning.

ENVIRONMENTAL RIGHTS: A safe physical environment (fire safety and building codes); a humane environment.

MONEY: Access to personal funds and the use of such funds.

PERSONAL PROPERTY: Safeguarding property; receipt, inventory and storage; limitations on use of personal property (individual and private storage place).

FREEDOM OF MOVEMENT: The concept of "least restrictive environment" both in living situation and medications; restraint and seclusion.

TREATMENT RIGHTS: Consent to treatment; review of plan, written plan, treatment suited to condition, right to refuse treatment.

EXAMPLES OF ABUSE AND NEGLECT

These examples are illustrative and are not intended to be exhaustive or inclusive.

EXAMPLES OF CLASS 1 ABUSE:

- Staff throwing large, heavy, sharp, or pointed objects at an individual resulting in serious physical injury.
- Staff physically assaulting an individual resulting in a serious physical injury.
- Staff sexually molesting a consumer in any way.
- Staff giving alcohol or non-prescribed drugs to an individual resulting in a serious injury.

EXAMPLES OF CLASS 2 ABUSE:

- Staff hitting, punching, slapping, kicking, pinching an Individual if resulting in other than a serious injury.
- Staff pulling an Individual's hair if resulting in other than a serious injury.
- Staff forcing an Individual to run, stand, sit, or kneel, unless specified as a planned program.
- Staff using excessive force or unnecessary roughness (pushing, shoving) when working with an Individual.

EXAMPLES OF CLASS 3 ABUSE:

- Staff giving an Individual the finger or other derogatory gestures.
- Staff being sarcastic to an Individual or teasing an Individual in a harassing or mocking manner.
- Staff calling Individuals names or swearing at an Individual.
- Staff threatening an Individual with physical harm or deprivation of necessities.
- Staff restricting use of phone, TV, radios, etc.

EXAMPLES OF CLASS 1 NEGLECT:

- Staff failing to follow diet orders including food texture modification if serious injury results.
- Failure to follow Physician's orders including medication and treatment administration errors if serious injury results.
- Staff failure to keep poisons, cleaning supplies, knives, and other sharps locked up if serious injury results.
- Staff allowing a consumer to bang head, or do other self-injurious acts if serious injury results.
- Staff failing to intervene on behalf of an Individual who is being abused by another person if serious injury results.- Staff depriving an Individual of food or fluids if injury results unless specified in the treatment plan.
- Staff ignoring an individual if serious injury results unless specified in a program plan.
- Staff sleeping on duty if serious injury results.
- Staff not asking for help or medical attention for an individual if serious injury results.
- Staff failing to report observed or suspected Class 1 Abuse/Neglect.

EXAMPLES OF CLASS 2 NEGLECT (resulting in non-serious injury):

- Staff failing to follow diet orders including food texture modification.
- Failure to follow Physician's orders including medication and treatment administration errors.
- Staff failure to keep poisons, cleaning supplies, knives and other sharps locked up.
- Staff not taking time to find out what an Individual wants or needs.
- Staff sleeping on duty or watching TV.

- Staff failing to change briefs, dressing, etc.
- Staff allowing an Individual to go out in inappropriate attire for the weather.
- Staff allowing an Individual to bang head or other self-injurious behaviors.
- Staff failing to report observed or suspected Class 2 Abuse/Neglect.

EXAMPLES OF CLASS 3 NEGLECT:

- Staff failing to follow diet orders including food texture modification.
- Failure to follow Physician's orders including medication and treatment administration errors.
- Staff failure to keep poisons, cleaning supplies, knives and other sharps locked up.
- Staff leaving medication cabinet unlocked.
- Staff neglecting to assure seat belts are fastened.
- Staff not securing wheelchairs of consumers.
- Staff leaving Individuals unattended.
- Staff failing to lock up cleaning supplies and sharp knives.
- Staff sleeping on duty.
- Staff allowing an Individual to bang his head.
- Staff conducting personal business while on duty.
- Staff failing to report observed or suspected Class 3 Abuse/Neglect.

STATEMENT OF DRIVER RESPONSIBILITY

As an employee of Central State I understand that I will be required to drive Central State's vehicles while on duty, or may need to use my own vehicle to conduct business for Central State and that I must maintain a safe driving record for satisfactory job performance.

I am in compliance with the Uniform Policy for Staff and Drivers.

I am not in compliance with the Uniform Policy for Staff and Drivers.

If not in compliance, state why

_____.

By signing this statement I verify that I have read and understand the Uniform Policy for Staff and Drivers. I certify that I am in compliance with the policy and consent to allow Central State to verify this statement. If not in compliance with the Uniform Policy for Staff and Drivers, I will disclose my driving record to Central State and understand that I may not be hired, or if employed by Central State my employment may be terminated upon verification of my driving record.

I understand that determination of safe driving will include annual or periodic reviews of my Master Driving Record on file with the Michigan Department of State.

I agree to advise Central State of any traffic tickets or other citations involving an automobile for which I am found at fault, responsible for, or guilty. I also understand that this policy may be altered, modified, or deleted at the sole option of Central State and I agree to follow any changes made upon notice from Central State.

Signed _____ Date _____
Position _____

CONFIDENTIALITY OF CONSUMERS AND HOME

Each Individual served has a right to confidentiality. In accepting employment with Central State, the employee is placed in a position of trust in regard to information concerning the consumers of the home. Employees must constantly be aware of the confidential nature of ALL information regarding the Individuals served, the employees, and the home.

Additionally, all reports, records, and data are confidential which pertain to testing, care, treatment, reporting, and research associated with serious communicable diseases or infection of HIV, and acquired immunodeficiency syndrome. Any employee who releases information in any form about a person pertaining to their HIV status, may be guilty of a misdemeanor, punishable by imprisonment for not more than one year or a fine of not more than \$5,000 or both, and is liable in a civil action for actual damages or \$1,000 whichever is greater, and costs and reasonable attorney fees. If anyone contacts an employee about an Individual for which this section may be applicable, the employee must immediately direct the person to the Executive Director. The employee should also advise the Executive Director of Central State of the contact.

Information concerning the Individuals served is not to be discussed outside the home. Information concerning the Individuals served may not be released, whether written, orally, or over the phone, to any individual or agency without the approval of the Executive Director.

CONFIDENTIALITY AND HIPAA

Each employee and each person receiving supports has a right to confidentiality. In accepting employment, the employee is placed in a position of trust in regard to information regarding coworkers and people receiving supports. Employees are expected to protect the confidential nature of all information regarding the people receiving supports under the federal HIPAA law. The improper use of information in and/or from the record of individuals receiving supports will lead to performance correction/disciplinary action and may be grounds for legal action including criminal penalties related to identity theft.

It is a violation of Mental Health standards and the rights of Consumers, to take pictures or to make audio/video recordings in and around their homes without the proper written authorization. It is also a violation of both the Consumers and staff's right to confidentiality to keep unauthorized logs or collect data logging the activities in and around the home.

INDIVIDUALS SERVED ALWAYS HAVE THE RIGHT TO REFUSE TO BE PHOTOGRAPHED.

Since personal cell phones and pagers are prohibited, there should be no opportunity to use them to photograph or record the Individuals served, their home or their records. Transmitting protected healthcare information electronically is a violation of the Federal HIPAA law, and is prosecutable. Any employee with permission to photograph an Individual served, their records, or areas in and around their home must also have written authorization from the Executive Director. In the absence of such authorization, the device or documentation may be confiscated. Violators will be reported to the Office

of Recipient Rights and the employee may be prosecuted and/or disciplined up to and including termination of employment.

All reports, records and data pertaining to testing, care, treatment, reporting and research associated with serious communicable diseases or infection of HIV, and acquired immunodeficiency syndrome are confidential. Any employee who releases information in any form pertaining to the HIV status of the person receiving supports may be guilty of a misdemeanor, punishable by imprisonment or a fine or both, and is liable in a civil action for actual damages. If anyone contacts an employee asking for information about a person receiving supports for which this section may be applicable must immediately direct the person to the Executive Director.

Employees are expected to demonstrate the same degree of consideration for the private and confidential lives of their coworkers. Information concerning people receiving supports or fellow co-workers is not to be discussed outside the workplace. Information concerning people receiving supports or fellow co-workers should not be released, whether written, orally, or over the phone, to any individual or agency without the approval of the person, Central State, and/or the appropriate consenting authorities.

When confidential information is appropriately disclosed, only the minimum amount necessary is shared, and only after proper authorization has been received. Any information disclosed is documented in the record of the person receiving supports or in the confidential medical file of the employee.

It is not only a contractual obligation, it is the law as well as the right of each Individual we serve and each person we employ, to have his or her personal business kept private. Central State strongly supports that right.

SECURITY AND HIPAA

Central State uses an information management system that links company computer workstations and laptop computers through the use of a network. An employee whose employment position has been deemed to require routine access to the information system through the use of a company computer will receive specific training regarding Central State Security policies and practices. Employees with access to the network are required to comply with all provisions of the HIPAA and Central State Security Policy. Failure to adhere to security policies will result in performance correction measures up to and including termination.

Employees whose employment position does not require access to the information system are denied access to the corporation's computer network. Exceptions to the access policy are made only by the Executive Director.

Company owned computers and computer workstations are subject to random and unannounced monitoring. Those employees whose position has granted them access to the Central State network and information system are also granted permission to access the internet through the company's dedicated service line. Network access and internet

usage is closely monitored, and employees are required to strictly adhere to all internet usage policies.

COMPUTER ACCEPTABLE USE AGREEMENTS

HIPAA

The HIPAA Security Rule requires Covered Entities to implement a "Unique User Identification" standard for electronic systems with protected health information (ePHI). Unique user identification is a unique name or number used to identify and track specific individuals using ePHI systems, also referred to as "Login ID" or "User ID." This provides a means to verify the identity of the person using the system.

The User ID should only be used by the intended person; use by someone other than the intended person is a violation of the HIPAA Security Rule and fraud. Licensed health professionals who share their password may also be in civil and criminal violation of licensure law.

You must have a separate ID for each provider, and it is your responsibility to ensure you are signed on correctly at each location. In other words, while you are working for Provider A you must log in using the User ID assigned to you for provider A, not the User ID assigned for another provider.

THE HITECH ACT

The HITECH Act imposes data breach* notification requirements for unauthorized uses and disclosures of "unsecured PHI (protected health information)" (basically "unencrypted PHI"), and business associates are now required to also comply. Business associates are required to report security breaches to covered entities consistent with the requirements, and are also subject to civil and criminal penalties under HIPAA if certain conditions exist. Civil penalties for willful neglect are increased under HITECH: up to \$250,000, with repeat/uncorrected violations extending up to \$1.5 million.

The Act requires that patients be notified of any unsecured breach and their PHI might have been accessed, acquired or disclosed as a result of that breach. If a breach impacts 500 patients or more then Health & Human Services (HHS) must be notified and also prominent media outlets of the geographic area will need to be notified. A business associate of a covered entity shall notify the covered entity of a breach, including identification of each individual who's PHI has been breached. A breach is considered discovered on the first day that any employee, officer or agent of an entity or associate becomes aware that a breach occurred.

All required notifications must be made within 60 calendar days of the discovery of the breach. Burden of proof of all notifications falls on the entity or associate. Written notification to individuals (or guardian or next of kin) by first class mail to the last known address is required. If contact information is sufficient or out of date, a conspicuous notice can be provided on the entity's web page or a notice can be placed in print or broadcast media including a toll-free phone number to call for more information. If notification is urgent, a telephone call can also be used in conjunction with other forms of notification.

Notice of a breach shall include:

1. A brief description including the date of the breach and the date of discovery, if known.
2. A description of the types of PHI included in the breach.
3. Steps the individual should take to protect themselves from harm from the breach.
4. A brief description of how covered entity is investigating, mitigating and protecting against future breaches.
5. A toll free telephone number, email address, web site, or postal address to contact for more information.

*The term "breach" means the unauthorized acquisition, access, use, or disclosure of PHI which compromises the security or privacy of such information, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information.

CONSUMERS WORKING POLICY

The Individual served shall not be exploited when engaged in productive work. A consumer shall be paid if he/she is actively doing what another person would be paid for.

DIET ORDERS, MENUS, AND FOOD TEXTURE MODIFICATIONS

All menus are to be prepared and served according to menus, diet orders, and food texture modification guidelines. Food substitutions need to be recorded on the menu or appropriate forms.

VISITORS

Employees may not have visitors while on paid time. The only people authorized to be in the Home or on the property, on third shift, are scheduled staff, Guardians, Home Supervisors, Program Coordinators, Executive Director, and emergency personnel, as necessary. All other visitors are unauthorized and failure to report immediately to the on-call Supervisor is grounds for discipline up to and including termination.

Only authorized persons may be admitted to Central State facilities. No one may be admitted unless he/she is expected, recognized by staff and/or has proper I.D. All doors are to be locked and alarms are to be on at all times. Doors are not to be opened for anyone not known to staff.

Applications for employment will be distributed only at scheduled interviews or through requests for applications over the phone. No applications will be given out at the homes except as part of scheduled interviews.

If Employees are in doubt as to whether or not a person should be admitted, they are to contact the Assistant Home Supervisor or Home Supervisor on call for guidance.

In an emergency situation involving a visitor, call 911 if needed.

STAFF VISITING HOMES DURING NON-WORK HOURS

Central State employees are not to visit Central State contract homes during non-work hours unless the Home Supervisor is notified by the staff person in advance and the staff person is expressly invited by an Individual served. At no time may staff who are not working come to a home to visit with other staff, use the telephone, use the bathroom, etc. Employees are to respect the right of Individuals served to privacy in their homes.

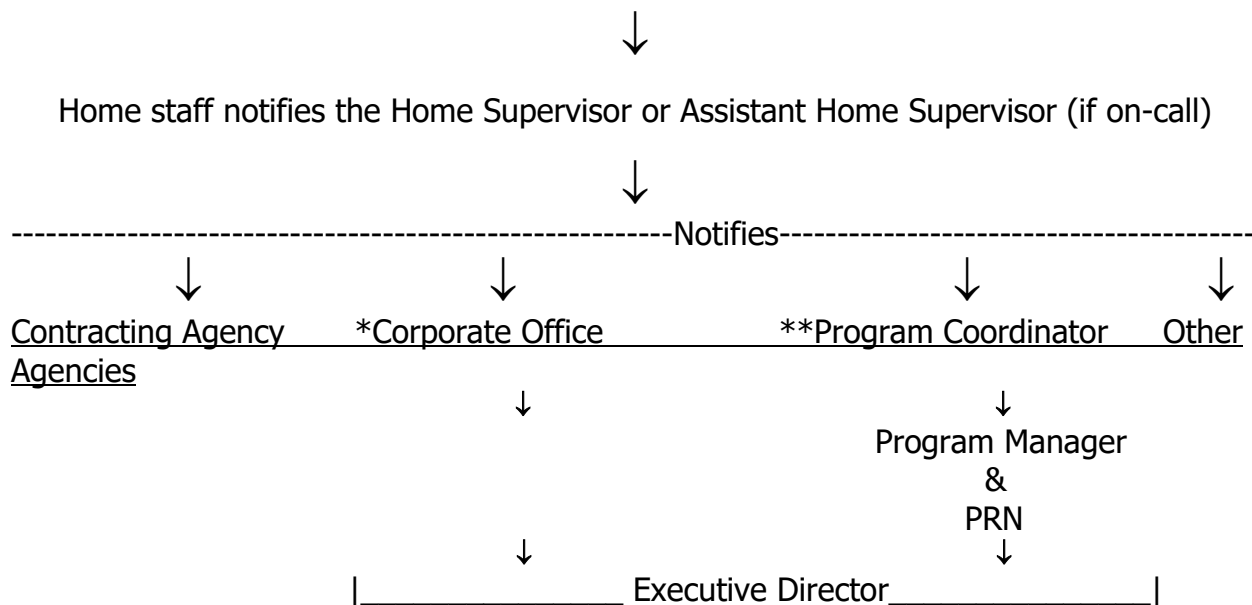
Employees are to leave the premises within 15 minutes of the end of their shift, or their relief arriving, whichever comes later. Employees may not arrive for their shift more than 15 minutes early without the permission of the Home Supervisor.

INVESTIGATIVE POLICY

Employees are expected to cooperate in regard to all investigations, regarding incidents having occurred on the job. Honesty is required of each employee interviewed during such an investigation. Failure to cooperate honestly and IMMEDIATELY in all investigations is grounds for termination of employment.

COMMUNICATION FLOWCHART FOR AUDITS, INSPECTIONS, SURVEYS AND INVESTIGATIONS

Once the agency performing the audit or inspection notifies the home:



* after regular business hours, leave a clear and complete message on the answering machine.

**during regular business hours (9 - 5 p.m. Mon. - Fri.) notify the Program Coordinator assigned to your home. If you cannot reach the assigned Program Coordinator or if it is after regular business hours or a holiday, notify the on-call Program Coordinator.

Staff who takes the message regarding the pending audit or inspection must get the following information from the caller and record it in the staff log:

- 1) The name and title of the caller.
- 2) The name of the agency conducting the audit or inspection.
- 3) The date and time the inspectors will arrive.
- 4) How long the audit or inspection will take.

5) A phone number where the caller can be reached.

Agencies authorized to inspect, audit or investigate group homes include:

- Medicaid
- Michigan Department of Health and Human Services (HCBW & MIOSHA)
- Community Mental Health
- Office of Recipient Rights
- Fire Marshall
- Michigan Department of Human Services (AFC Licensing and Adult Protective Services)
- Health Care Finance Administration (HCFA)
- Home Specific Contracting Agency
- Michigan Protection & Advocacy
- CARF

Do not admit anyone to the home that is not a representative of an authorized agency or does not have proper picture ID.

SLEEPING ON DUTY

It is the policy of Central State that sleeping on duty is strictly prohibited. This prohibition includes laying your head or your body down or reclining with eyes closed and/or the use of blankets and pillows while reclining and/or closing eyes.

All shifts are awake shifts in order to provide for the safe supervision of the people we serve.

Employees are also required to report all policy violations, including any other employee sleeping on the job. The procedure for reporting when no Supervisor is immediately available is to call the on-call Supervisor's cell phone, to notify the Supervisor that an employee is sleeping on duty at that time.

The first substantiated violation of this policy will result in a two-day unpaid suspension with a Decision Day (final warning) in which the employee must recommit to strict compliance with this policy. Repeat violations may result in termination of employment.

This is a very serious issue and violation of this policy could result in the loss of the group home's license or contract. All shifts are awake shifts in order to ensure the health and safety of Individuals served and employees. Employees must stay awake and alert to the needs of the Individuals at all times and report violators according to the procedure described above.

MANAGEMENT RIGHTS

Central State expressly retains and reserves, including, but without limiting the generality of the foregoing, the right to:

1. Hire, fire, suspend and otherwise discipline its employees as Central State, in its sole discretion, deems advisable.

2. To determine the work hours of the employee, to assign the employee and to lay off the employee as Central State, in its sole discretion, deems fit.
3. To determine the job classifications and duties of each employee, subject to change without written notice to the employee.
4. To manage its affairs efficiently and economically, including the determination of quantity and quality of services to be rendered, the control of equipment to be used, and discontinuance of any services or methods of operations.
5. To produce new equipment, methods, or processes, change or eliminate existing equipment, and institute technological changes, decide on supplies and equipment to be purchased.
6. To sub-contract or purchase the construction of new facilities, or the improvement of existing facilities, as Central State at its sole discretion, deems advisable.
7. To determine the number, location, and type of facilities, to direct the work force, to assign the type and location of work assignments, and determine the number of employees assigned to operations.
8. To close or otherwise reduce the scope of operation of any or all facilities.
9. To determine starting and quitting times, and the number of hours to be worked by employees.
10. To establish and change work schedules, work standards, and the methods, processes and procedures by which such work is to be performed by employees.
11. To select employees for promotion or transfer to other supervisory positions, and to determine the qualifications and competencies of the employees to perform the available work.
12. This list of management rights is not intended to be all inclusive.

TELEPHONE USE

The use of telephones is a necessary part of the day-to-day job for many Central State employees. Unfortunately, inappropriate telephone use may also be a source of distraction that cause lower productivity and, in some instances, may present a safety hazard. Violation of Central State policies regarding the personal use of business telephones or communication devices may result in disciplinary action up to and including termination. Employees also may be responsible for charges Central State incurs as a result of violations of this policy.

Central State provides telephones to employees who are expected to communicate with our customers and suppliers by telephone. Other employees who do not regularly use

their phone as part of their job may also have access to a telephone. The telephones provided by Central State are exclusively for business use. Employees are expected to refrain from making or receiving calls of a personal nature with Central State telephones. Central State may monitor phone calls made or received using our company phone system and may access and review call logs and voice mail recordings to ensure compliance with this and other Central State policies. You should have no expectation of privacy when using our phone systems.

COMPANY MOBILE PHONES

Central State may also provide employees with mobile phones and other communication devices. If you are provided with a mobile phone or other communication device, remember the device remains the property of Central State and must be returned to us when we request it. Furthermore, the mobile service that Central State provides is exclusively for the benefit of Central State. Employees are expected to refrain from making or receiving calls, sending or receiving text messages, or sending and receiving emails of a personal nature with Central State communication devices. Central State may review call logs, voice mail recordings, and text message or email transcripts made using a Central State device to ensure compliance with this and other Central State policies. Furthermore, if the communication device issued to you contains a GPS or similar feature, Central State reserves the right to monitor your location when performing your job duties.

PERSONAL MOBILE PHONES

The personal use of personal mobile phones and other communication devices may be a source of distraction that causes lower productivity and in some instances may present a safety hazard. Accordingly, depending on job classification, Central State may prohibit the use of personal mobile phones and other communication devices during working hours. Contact your supervisor to learn if your job classification permits the use of personal mobile phones and other communication devices.

Under no circumstances are employees to use a mobile phone or other communication device while operating any company vehicle or while on company business in your personal vehicle. This policy applies regardless of the ownership of the communication device, applying equally to devices owned by Central State and devices which are the personal property of the employee.

If someone may need to reach you while you are working, you may provide them with the telephone number for your worksite. Central State expects that any calls to employees during working hours that are not business related will occur in exceptional circumstances only and will be kept to a minimum.

EMAIL, VOICE MAIL AND SOCIAL MEDIA

Central State, Inc. protects the technical and information infrastructure of the company by governing the use of its technologies. The purpose of this policy is: to guarantee a constructive relationship between the company and its employees; to manage risk and preserve the reputation of the company, the individuals supported and the Direct Support profession; to discourage the use of company time for personal social media

activities; and to promote awareness among employees of the number of individuals who can access information presented on social network sites.

Central State recognizes that social media can be a fun and rewarding way to share an employee's life and opinions with family, friends and coworkers. However, use of social media also presents certain risks and carries with it responsibilities. To assist in making responsible decisions about the use of social media, Central State has established guidelines.

Definitions

- a. Business purpose is the state reason Central State was originally founded and is a direct reflection of the mission, ethics and value statement.
- b. Proprietary information is also known as a trade secret and is information Central State may wish to keep secret. It includes the company's business and marketing plans, salary structure, customer list &/or details of its computer system.
- c. Social media can mean many things, including all means of communicating or posting information or content of any sort on the internet. This would include but is not limited to the following activities: browsing profiles and photos, reading messages, posting to an individual community web log/blog, web bulletin board or a chat room even when not associated with Central State.
- d. Social networking site is any website that links individuals electronically and provides a forum where users can connect and share information. Examples of popular social networking sites include Facebook, twitter, Instagram, snap chat, Flickr and LinkedIn.
- e. Technologies refer to the collection of techniques, methods and processes used to accomplish the goals of the corporation.

Uses

- a. Employees are reminded that any social media activity is a permanent public record. It is the same as writing the company name on a signed letter to the editor of a newspaper. Ultimately, the employee is solely responsible for what they post online.
- b. Employees are expected to refrain from using social media during working hours or while using Central State resources.
- c. Only employees authorized by the Executive Director may speak on behalf of Central State.
- d. Central State reserves the rights to determine, at Central State's sole discretion, what constitutes permissible use of Central State's email including when to allow employee's personal access using Central State's technologies to the Internet and Intranet whether on paid or unpaid time.
- e. Internet users have a responsibility to use the Internet and Intranet appropriately in conducting the business of the company. Misuse of the Internet and Intranet can result in performance correction procedures up to and including termination.
- f. Attachments from unknown sources or received as a result of solicitation are not to be opened as they may contain a virus that could negatively affect the Central State Network.

- g. When posting Central State related material to electronic bulletin boards, list servers or similar public posting forums on the Internet, such messages must contain a disclaimer at the end of the message stating: "The opinions expressed in this message are mine only, and do not reflect the opinion or position of my employer." Employees should neither claim nor imply that they are speaking on Central State's behalf and must clearly state that they are speaking as individuals.
- h. Employees shall be sure that what they say electronically is factually correct and does not include inflammatory statements or attempt to engage in an aggressive or defensive way.
- i. Employees are expected to be fair and courteous to co-workers, individuals we support, vendor/suppliers or those who work on behalf of Central State.
- j. Employees can only use personal electronic communication equipment and devices at the workplace according to and in a manner that is not in violation of this policy.
- k. The use of texting to convey business or business activities is strongly discouraged.
- l. Employees with "authorized access" to the company's information infrastructure must complete the "Granting and Terminating Access Authorization-HIPPA Security Procedure" form.

Prohibited Conduct

- a. It is prohibited for trade secret and/or proprietary confidential information from being communicated via voice or email unless the information is encrypted. Employees are reminded that they must treat information at all times in a secure manner and must not deviate by communicating it via email or voice mail.
- b. An employee should not commit to email what he or she would not readily commit to a business memo.
- c. Email and voice mail may not be used to defame individuals or to convey messages or images that would violate the employer's policy that strictly prohibits discrimination and all forms of harassment.
- d. The solicitation of employees or distribution of information not related to the company's business is prohibited.
- e. No employee shall take any photographs/videos/audio tapes, or recordings of individuals on any phone, tablet, computer or any other imaging device without specific and written consent except in the case of mandated accident/incident reporting.
- f. Further examples of unacceptable conduct include but are not limited to:
 - 1. Illegally downloading electronic files, including those that may be copyrighted.
 - 2. Accessing, downloading, transmission and/or possession of pornographic, profane or sexually explicit materials.
 - 3. Sending threatening, harassing or offensive messages/files.
 - 4. If posting complaints to social media rather than utilizing the Open Door Policy, complaints or criticism must avoid using statements, photographs video or audio that reasonably could be viewed as disrespectful, negative, rude, malicious, obscene, threatening, intimidating, that disparage the individuals we support, co-workers, suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive

- posts meant to intentionally harm someone's reputation or posts that could contribute to hostile work environment on the basis of sex, disability, religion or any other status protected by law or company policy.
5. Sending chain letters through email.
 6. Attempting to access any computer system without proper authorization.
 7. Setting up or accessing personal accounts without the employer's knowledge and/or permission.
 8. Sending or posting proprietary or company confidential information.
 9. Using company time or resources for personal gain, or searching for employment outside of Central State.
 10. Engaging in any activity that violates local, state, or federal law.
 11. Any employee who discovers a violation of this policy should notify their supervisor.

Privacy

- a. Access to Central State emails on employee personal devices (i.e. cell phones) must be approved by the Executive Director. If approved, the device must be password protected.
- b. Any email or postings should not disclose any information that is confidential or proprietary to Central State. Further, employees cannot use social media to disclose, contribute to existing discussions or discuss any event involving Central State or occurring at Central State premises or worksites.
- c. Employees should have no expectation of privacy in email or voice mail communications whether to supervisors, co-workers, or others. Even if email is deleted for the employee's screens, it is not deleted from the system. Even if employees have private passwords for email access, their email is not private, since their messages (both sent and received) can be accessed.
- d. All email and voice mail are the employer's property and as such, the employer reserves the right to monitor communications.
- e. Employees are prohibited from encrypting and/or blocking access to files on computers.
- f. Internet activity may be monitored by the employer and privileges may be changed or revoked at anytime.
- g. In order to post any photograph, video, audio or text based material concerning individuals supported by Central State or its employees, written consent must be secured from the individual, their guardian/advocate and the Executive Director/designee. To obtain such permissions, the Human Resource Department should be consulted.

Disciplinary Action

- a. Misuse of email or voice mail may result in performance correction actions up to and including termination.
- b. Even when off duty our outside work conduct aimed at coworkers (e.g. posts on social network), whether on company or personal resources, may be investigated by Central State management as potential harassment due to the workplace connection between individuals.
- c. Central State reserves the right to request certain subjects are avoided, withdraw certain posts and remove inappropriate comments.

- d. Illegal activity conducted by an employee using Central State systems will be reported to law enforcement officials.

TRAVEL EXPENSES AND REIMBURSEMENT

Central State will reimburse employees for allowable business travel expenses incurred. These expenses need to have been requested and approved, in writing, in advance of travel.

All business travel expenses should be submitted on the appropriate expense report. Receipts to support all expenses incurred should be attached.

If you become ill or injured while traveling on company business, please notify your supervisor or Human Resources Department immediately.

EQUAL OPPORTUNITY EMPLOYMENT ANTI-HARASSMENT NOTICE

It is the established policy of Central State to extend equal employment and advancement opportunities to all qualified individuals, regardless of their race, religion, color, age, pregnancy, gender, gender expression, disability, creed, genetic information, height, weight, genetic profile, religion, national origin, ethnic background, military service, or citizenship and protected activity (i.e., opposition to prohibited discrimination or participation in the statutory complaint process).

All personnel are reminded that each employee is at all times to be treated courteously by fellow employees, so that he or she is free from harassment or interference based on factors such as those mentioned above.

HARASSMENT AND WORKPLACE BULLYING

Harassment is defined as unwelcome or unsolicited verbal, physical or sexual conduct which interferes with an employee's job performance or which creates an intimidating, offensive or hostile work environment. Examples of what may be considered harassment, depending on the circumstances, are:

- Questions or comments that unnecessarily infringe on personal privacy.
- Offensive, sexist, off color or sexual remarks, jokes, slurs.
- Propositions or comments that disparage a person or group on the basis of race, religion, color, age, pregnancy, gender, gender expression, height, weight, genetic information, creed, disability, religion, national origin, ethnic background, military service or citizenship and protected activity (as described above).
- Derogatory or suggestive posters, cartoons, photographs, calendars, graffiti, drawings, other materials, or gestures.
- Inappropriate touching, hitting, pushing, or other aggressive physical contact or threats to take such action.
- Unsolicited sexual advances, requests, or demands, explicit or implicit, for sexual favors.

- Ethnic slurs, racial “jokes,” offensive or derogatory comments or other verbal or physical conduct based on an individual’s race/color or national origin or because an individual is affiliated with a particular religious or ethnic group or because of physical, cultural or linguistic characteristics.
- Comments based upon cultural traits, clothing or linguistic characteristics such as accent or dress associated with a particular ethnicity, country of origin or religion.
- Requirements or coercion to abandon, alter, or adopt a religious practice or subjection to unwelcome statements or conduct that is based on religion.
- Intimidating or hostile acts.

We will not allow harassment by supervisors, coworkers on non-employees under our control. Employees are required to respect the rights of their coworkers.

BULLYING

Bullying is defined as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.”

Central State Inc. will not tolerate bullying behavior. Employees found in violation of this policy will be involved in performance correction measures up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation is made, the intention of the alleged bully is irrelevant and will not be given consideration. As in sexual harassment, it is the effect of the behavior upon the individual that is important. CSCS considers the following types of behavior examples of bullying:

1. Verbal: Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
2. Physical: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.
3. Gesture: Nonverbal threatening gestures or glances that convey threatening messages.
4. Exclusion: Socially or physically excluding or disregarding a person in work-related activities.

An employee who believes he or she has been subjected to harassment or bullying of any variety/kind, or who has witnessed another employee being harassed or bullied, is strongly encouraged to report the incident to his or her immediate supervisor, the Human Resources Manager or the Executive Director. All complaints will be handled as promptly as possible and in a confidential manner. Statements will be secured from all parties directly involved and from those who are perceived to have casual knowledge. Management will make a judgement regarding the seriousness of the allegation, and may seek legal counsel to ascertain whether or not police intervention is necessitated. CSCS will make a decision regarding the appropriate personnel action to be taken to

correct or remedy the problem. Employees who honestly and in good faith report allegations of harassment and/or bullying are protected from retaliation and criticism.

DISCRIMINATION

We will not discriminate in any aspect of employment including hiring and firing; compensation, assignment, or classification of employees; transfer, promotion, layoff, or recall; job advertisements; recruitment; testing; use of company facilities; training and apprenticeship programs; fringe benefits; pay, retirement plans, and disability leave; or other terms and conditions of employment.

We will not:

- Make employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals based on gender, pregnancy, race, color, religion, national origin, citizenship mental or physical disability, military service, veteran status, political affiliation, familial and marital status, age, sexual orientation, gender expression, height, weight, or genetic information.
- Deny employment opportunities to a person because of marriage to, or association with, an individual of a particular race, religion, genetic profile, national origin, or an individual with a disability. We will also not discriminate because of participation in schools or places of worship associated with a particular racial, ethnic, or religious group.

RETALIATION

We will not fire, demote, harass, or otherwise “retaliate” against an individual for filing a charge of harassment or discrimination, participating in a discrimination proceeding, or otherwise opposing discrimination.

Anyone who feels that he or she has been harassed or discriminated against should report such incidents to any Home Supervisor, Program Coordinator, Program Manager, Human Resources, or the Executive Director.

Employees are encouraged to report harassment before it becomes severe or pervasive. The Company will promptly investigate all charges of violation of this policy. The confidentiality of persons reporting violations will be respected so far as practicable in conducting an investigation of such claims. If it is determined that harassment has occurred, we will take immediate and appropriate corrective action.

TITLES AND HEADINGS

The titles and headings to articles, sections, or paragraphs are inserted for convenience of reference only and are not intended to affect the interpretation or construction of this manual.

CENTRAL STATE COMMUNITY SERVICES, INC.

I have been instructed in the following policies and procedures.

Emp. Initials

- _____ Vision, Mission and Character Values Statements
- _____ Ethics Statement
- _____ Waiver Clause
- _____ At-Will Status of Employment
- _____ Handbook Changes
- _____ Equal Admission Statement
- _____ Equal Employment Opportunity Statement
- _____ Americans with Disabilities Act
- _____ New Employment Procedures
- _____ Employment Requirements and Conditions
- _____ Staff Evaluations
- _____ Training & Training Requirements - Licensing
- _____ Personnel File/Record
- _____ First Aid
- _____ Organization Chart
- _____ General Expectations of Staff
- _____ Disciplinary Action Policy/Performance Correction
- _____ Allegation of Abuse
- _____ Criminal Convictions and Criminal Charges
- _____ Confidentiality
- _____ Employee Honesty and Integrity
- _____ Employment Verifications
- _____ Employee Reference Requests
- _____ Nepotism Statement
- _____ No Solicitation Policy
- _____ Promotions
- _____ Request for Waiver of \$100 Cap on Personal Property
- _____ Immigration Law
- _____ Employee Classifications
- _____ Staffing Policy/Work Schedules
- _____ Exempt Employees
- _____ Absences and Tardiness
- _____ Overtime
- _____ Medical certification for return to work
- _____ Shift Coverage for Staff Sick Days
- _____ Approving and Documenting Shift Changes
- _____ Pay Period
- _____ Time Sheet Administration (or Schedules)
- _____ Bonus Policy
- _____ Workers' Compensation
- _____ Sick and Personal Time

- _____ Vacation
- _____ Serious Illness or Injuries
- _____ Requests for Time Off
- _____ Family Medical Leave (FMLA)
- _____ Leave of Absence
- _____ Policy for Continuing Benefits for Absent Employees
- _____ COBRA Statement
- _____ Social Security/Medicare
- _____ 403(b)
- _____ Medical, Dental, Prescription and Life Insurance Coverage
- _____ Group Insurance Subscriber Application Form
- _____ Section 125 Plan
- _____ Breastfeeding Mother's Policy
- _____ Acceptance of Gifts and Loans
- _____ Communications with CSCS Administrative Staff
- _____ Conflict of Interest
- _____ Dress Code
- _____ Drug Free Workplace
- _____ Employee Communicable Diseases
- _____ Grievance Procedure
- _____ Resignation
- _____ Job Referral Fee Policy
- _____ Inspection of Containers and Packages
- _____ Jury Duty
- _____ Lumbar Support Belt
- _____ Sexual Harassment Policy
- _____ Smoking Policy
- _____ Violence in the Workplace Policy
- _____ Inspection of Property
- _____ Personal Property
- _____ Personal Vehicle
- _____ Incidents that Must be Reported to a Supervisor and Program
- _____ Coordinator Immediately
- _____ Control and Discipline
- _____ Recipient Rights Protection System
- _____ Recipient Rights Communication Flow Chart
- _____ Recipient Rights Definition and Classifications
- _____ Examples of Abuse Class 1 - Class 3
- _____ Examples of Neglect Class 1 - Class 3
- _____ Statement of Driver Responsibility
- _____ Confidentiality of Consumers and Home
- _____ Confidentiality/HIPAA
- _____ Security/HIPAA
- _____ Computer Acceptable Use Agreement

- _____ Consumers Working Policy
- _____ Diet Orders, Menus, and Food Texture Modifications
- _____ Visitors
- _____ Staff Visiting During Non-work Hours
- _____ Investigative Policy
- _____ Communication Flow Chart- Audits, Inspections, Surveys & Investigations
- _____ Management Rights
- _____ Telephone Use
- _____ Email, Voicemail & Social Media
- _____ Travel Expenses & Reimbursement
- _____ EOE Anti-Harassment Notice
- _____ Harassment & Bullying
- _____ Discrimination
- _____ Retaliation
- _____ Titles and Headings

I understand these policies and understand that adherence to them is a condition of employment with Central State Community Services, Inc.

Employee Signature

Date

Supervisor Signature

Date