



CREATIVE CONCEPTS FOR LIVING, INC.

EMPLOYEE MANUAL

Revised: July 1, 2018

This Employee Manual is derived from the Creative Concepts for Living, Inc. Policy and Procedure Manual.

The purpose of the Employee Manual is to summarize and reference the Policy and Procedure Manual.

Employees are encouraged to refer to the Policy and Procedure Manual for more detailed information. In the event that there is contradicting information in the Employee Manual and the Policy and Procedure Manual, the Policy and Procedure Manual shall serve as the official document.

Items in this manual are subject to change at any time at the discretion of Creative Concepts for Living. Each employee will be given the information and then it is the employees' responsibility to know the information and keep their manual updated. There will be a master manual kept at each location for employees' reference.

If employee does not have immediate access to necessary information, they are to contact their supervisor or designated manager to obtain. This manual, any other documents given to you in connection with it, and/or any statements made by any employer of Creative Concepts for Living are not to be interpreted as a guarantee of your continued employment with Creative Concepts for Living; your employment with Creative Concepts for Living is at will. This manual is not an employment contract.

CREATIVE CONCEPTS FOR LIVING MISSION STATEMENT

Creative Concepts for Living is committed to assisting individuals in achieving a goal of living in their community of choice, with necessary support to live the life they envision for themselves. We are dedicated to assisting people in becoming valued members of his/her community, through involvement and the facilitation of natural support, regardless of his/her level of support needed.

OVERVIEW OF CREATIVE CONCEPTS FOR LIVING, INC.

Creative Concepts for Living, Inc. is a non-profit corporation, which exists to provide Missouri residents in the St. Louis area who have a developmental disability. The majority of the funding comes from the State of Missouri-Department of Mental Health under the oversight of the St. Louis Regional Center. They are charged with monitoring this funding under the rules and regulations of the Medicaid Waiver Program. Creative Concepts for Living activities are overseen by a Board of Directors comprised of individuals with professional, academic, or general interest in providing services and support to people who have disabilities.

AT-WILL EMPLOYMENT

Employment and volunteer relationships with Creative Concepts for Living are on an at-will basis. Employee or Creative Concepts for Living may end the relationship at any time, for any legal reason, with or without cause.

GENERAL EMPLOYEE CONDUCT

Working for Creative Concepts for Living involves demonstrating respect for the opinions and rights of others. As a member of the team, employees are expected to accept certain responsibilities and adhere to acceptable principles of conduct. Because individual employee conduct reflects on Creative Concepts for Living, its employees, and the individuals supported, employees are encouraged to observe the highest standards of behavior at all times. The following is a non-exclusive list of behaviors that are inappropriate. Creative Concepts for Living may impose discipline, up to and including termination, based upon the conduct below or for any other reason permitted by law:

- a. Violating Creative Concepts for Living's policies against discrimination or harassment,
- b. Soliciting or accepting gratuities or consulting contracts from supported individuals, applicants, client families or grantees,
- c. Excessive absenteeism or tardiness,
- d. Excessive, unnecessary, or unauthorized use of Creative Concepts for Living facilities
- e. Falsifying employment or other records
- f. Using abusive, obscene, or threatening language or gestures
- g. Theft
- h. Disregarding policies on the safety, health, welfare, and confidentiality of those served, employees, visitors, and other persons affiliated with the agency
- i. Insubordination
- j. Reporting to work intoxicated or under the influence of non-prescribed drugs, or otherwise in violation of the Drug Free Workplace Act
- k. Violation of client rights
- l. Violation of Creative Concepts for Living Code of Ethics
- m. Employees are responsible for keeping their personal items secure. Creative Concepts for Living is not responsible for lost, stolen or damaged property.

Each employee has an obligation to observe and follow Creative Concept for Living's policies and to always maintain proper standards of conduct. If an individual's behavior or actions interfere with the orderly and efficient operation of Creative Concepts for Living, corrective disciplinary measures will be taken. Disciplinary action may include, but is not limited to, verbal and/or written warnings, suspensions without pay, and termination. The appropriate disciplinary action will be determined solely by Creative Concepts for Living.

Creative Concepts for Living need not impose one form of disciplinary action before another. Disciplinary action is administered without regard to race, creed, age, sex, or disability.

Any employee arrested or convicted of an illegal activity (or pleading no contest to such a charge) must notify their supervisor and/or human resource department immediately. The employee will need to provide legal documentation within five business days before returning to work. Failure to do so will result in termination. The Human Resource Department will review the documentation and verify the employee is still eligible for employment.

EMPLOYEE CODE OF ETHICS

Creative Concepts for Living has a simple and straightforward policy on the rules of conduct and behavior that are expected from employees and agents when they are conducting CCL business. It is a commitment to do what is right, obey all laws, behave with integrity and honesty, treat people fairly, respect diversity, accept accountability, communicate openly and always behave in a way that is above reproach. Generally, these requirements are referred to as ethics. Each employee is required to maintain these high ethical standards at all times even though doing so may result in the loss of business to CCL. No employee of CCL should feel that a compromising or unethical situation is justified by any possible business result.

As employees who support the mission of Creative Concepts for Living, we agree to:

1. Foster integrity in all that we say and do.
2. Demonstrate respect for everyone.
3. Never be satisfied with the status quo.
4. Embrace and celebrate change.
5. Always show loyalty to those we serve.
6. Work together to support others on the road to self-determination through risk and empowerment.
7. Never maliciously or recklessly injure the professional reputation of another person.
8. Take all reasonable care in our work to minimize risk of injury to any person, including oneself, and to prevent damage to property.
9. Inform all important Team members when their advice is accepted, that the persons overruling or neglecting their advice is (or are) aware of any possible danger or adverse consequences which they believe may result from such overruling or neglect.
10. Be sure that everything we do is lawful.
11. Not communicate to any person any information communicated to them in confidence either as an individual or as a group member, client, or employer without the express authority of that client or employer.
12. Protect the health, safety, and general welfare of all clients and employees.
13. Seek to report all information accurately and honestly, and as otherwise required by applicable reporting requirements.
14. Avoid using company contacts to advance private business or personal interests at the expense of the company, individuals served, or affiliates.
15. All business practices will operate in a non-predatory manner that upholds integrity for the agency and demonstrates respect for all individuals involved.
16. Relative to marketing, we will not misrepresent our agency, our services, individuals served, or affiliates.
17. Any contractual relationships clearly in violation of CCL's Code of Ethics will be corrected to comply or terminated.

18. Obey all Equal Opportunity Laws and act with respect and responsibility towards others in all of dealings. *Please see Equal Opportunity Employment Policy, Purpose, and Procedure document for further information.*
19. Remain personally balanced so that one's personal life will not interfere with the one's ability to deliver quality products and services to the company and the Individuals served.
20. Disclose unethical, dishonest, fraudulent and illegal behavior, or the violation of company policies and procedures, directly to Management of Creative Concepts for Living, Inc.
21. Ensure that employees may report violations in confidence and without fear of retaliation.
 - A. If your situation requires that your identity be kept secret, your anonymity will be protected.
 - B. CCL does not permit retaliation or retribution of any kind against employees for good faith reports of ethical violations.
22. Personal fundraising for mission-based causes, such as Scout programs/school fundraisers among peer level co-workers may be conducted with permission from Human Resources Director.
23. Exchange of money involving service delivery is prohibited.
24. Exchange of personal property involving service delivery is prohibited.
25. Exchange of gratuities involving service delivery is prohibited.
26. Exchange of gifts is generally prohibited. However, there may be some situations that are an acceptable exception to this prohibition. Creative Concepts for Living, Inc. must be informed immediately of any gift received from families or clients. Gift acceptance will be evaluated for appropriateness on a case-by-case basis.
27. As appropriate, personnel may serve as witness to consumer signature for consumer legal and financial documents, as part of supportive decision making process and per the CCL policy on witnessing signature,
28. Violation of this Code of Ethics can result in discipline, including possible termination. The degree of discipline relates in part to whether there was voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

In some situations, it is difficult to know right from wrong. Since we cannot anticipate every situation that will arise, it is important that we have a way to approach a new question or problem. These are the steps to keep in mind:

1. Make sure to have the facts, in order to reach the right solutions, we must be as fully informed as possible.
2. Ask yourself: What specifically am I being asked to do? Does it seem unethical or improper?
3. This will enable you to focus on the specific question you are faced with, and the alternatives you have. Use your judgment and common sense.
4. Clarify your responsibility and role. In most situations, there is shared responsibility. Are your colleagues informed? It may help to get others involved and discuss the problem.
5. Usually employees should discuss problems with their Supervisors. This is the basic guidance. In many cases, your Supervisor will be more knowledgeable about the questions, and will appreciate being brought into the decision-making process. Remember that it is your Supervisor's responsibility to help solve problems.
6. Always ask first, act later: If you are unsure of what to do in any situation, see guidance before you act.

Remain aware of:

1. Professional boundaries-exercise sensitive professional and moral judgments daily.
2. Providing special services because the family donated money.

3. Using a vendor that will cost more because they did volunteer work for the agency.
4. Cell phones, tablets, electronic devices may hinder the quality of care and services provided.
5. Bringing family or friends on the job.
6. Taking Individuals that receive services to your home.
7. Releasing Individuals served phone numbers to anyone

This Code is not intended to be a comprehensive rulebook and cannot address every situation that our employees may face. In the event any employee feels uncomfortable about a situation or has any doubts about whether it is consistent with CCL's ethical standards, he or she should seek help. We encourage our employees to contact their supervisor for help first. If a supervisor cannot answer a particular question, or if an employee does not feel comfortable contacting his or her immediate supervisor, such employee should contact the supervisor's supervisor, and continue to go to the next level up if needed. In addition, the Emergency On Call Phone is held by a member of the Administration at all times and can be used in situations that need immediate attention.

- Anyone who violates these rules of conduct and behavior could be subject to criminal or civil penalties and/or be subject to corrective action up to and including discharge from CCL.
- Any employee who has knowledge of a violation of the Code of Ethics must report the violation to supervisor (or other management) immediately.
- Supervisors and other members of the management team must report and address as soon as possible, no more than one business day.
- Administrative team will investigate the alleged violation and strive to have investigation completed and decision made regarding the alleged violation within three business days.
- In cases where more time is needed to investigate, team will inform all involved parties of reason more time is needed and expected time frame.

EQUAL OPPORTUNITY EMPLOYMENT

Creative Concepts for Living provides equal employment opportunity to all applicants and employees without regard to race, religion, creed, color, sex, national origin, age, disability, status as a uniformed service veteran, marital status, sexual orientation, gender identity, transgender status, or status in any other group protected by federal, state, or local law or exercise of protected rights

This policy extends to all terms and conditions of employment, including hiring, placement, promotion, and termination, leaves of absence, compensation, transfer, and any placement agency known to discriminate in its referrals on the basis of any of the characteristics mentioned above. If you feel that you have suffered unlawful discrimination, contact your supervisor or the Executive Director. No form of retaliation is permitted for filing bona fide charges of illegal discrimination. Should such allegations prove groundless, however, disciplinary action may be taken against the complainant.

HARASSMENT

Workplace harassment is: the offensive, belittling, or threatening behavior directed at an individual worker or a group of workers through pitiless, malevolent, hurtful, or embarrassing attempts to undermine an individual worker or group of workers.

Creative Concepts for Living expressly prohibits any form of unlawful employee harassment based on race, religion, creed, color, sex, national origin, age, disability, status as a uniformed service veteran, marital status, sexual orientation, gender identity, transgender status, or status in any other group protected by federal, state, or local law or exercise of protected rights.

Violation of this policy shall subject an employee to disciplinary action up to, and including, termination. Harassment by vendors, clients, customers, or visitors of Creative Concepts for Living is also prohibited. Any

such improper interference with the ability of our employees to perform his/her expected job duties will not be tolerated.

If you experience any job-related harassment based on your sex, race, national origin, disability, or other status or protected activities, or believe that you have been treated in an unlawful or discriminatory manner, promptly report the incident to your supervisor, who will conduct a complete investigation of the matter and take appropriate action. If you are uncomfortable or believe it would be inappropriate to discuss the matter with your supervisor, you may report the matter directly to the Executive Director, who will complete investigation. Your complaint will be kept confidential to the maximum extent possible while conducting a fair and thorough investigation. If Creative Concepts for Living determines that an employee has engaged in the harassment of another employee, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

CONFIDENTIAL PERSONNEL FILES

CCL retains personnel records for each employee. Records may be paper or electronic. This file contains information regarding the individual's employment as job descriptions, performance appraisals, beneficiary designation forms, letters of recommendation, and disciplinary notices. All employee records are kept confidential with only the administrative team having access to them. Employee files are kept secured. Paper records are shredded if no longer needed.

Employees must notify immediate supervisor of any changes in name, telephone number, home address, email address, marital status, dependents, beneficiary designations, educational attainments, in-services attended, and any other relevant factors.

JOB DESCRIPTION

Job descriptions set forth the requirements of a job. They aid Creative Concepts for Living in making employment decisions and in evaluating current employees. The applicable job description is reviewed with each employee upon hire and may be reviewed with the employee during performance evaluations. Creative Concepts for Living reserves the right to interpret, add to, delete, and modify any aspect of the job descriptions. If you feel that your job description might need revisions at any time, you should talk with your immediate supervisor about possible revisions.

BACKGROUND CHECKS/ HIRING SCREENINGS

Creative Concepts for Living thoroughly reviews all background checks that are returned. These background checks include, but are not limited to: Family Care Safety Registry which includes a criminal record review, EDL check, and MO Department of Social Services New Hire Reporting, Driving Record check, and Department of Health and Senior Services Office of Inspector General Exclusions Database, and the US Department of Homeland Security's E-verify site. If any information received during the screening process varies from what the employee has stated in the interview, on the application, or on supplemental forms, the employment may be terminated.

DRUG FREE WORKPLACE

Creative Concepts for Living adheres to the requirements of the Drug-Free Workplace Act of 1988. Use of controlled substances is inappropriate behavior that subjects any coworkers, grantees, visitors, and others to unacceptable safety risks and undermines the operating effectiveness of Creative Concepts for Living. Creative Concepts for Living reserves the right to request drug screenings as deemed necessary and as permitted by law. Creative Concepts for Living reserves the right to terminate any employee that refuses a drug test.

SMOKING

Creative Concepts for Living is a smoke-free/tobacco-free agency, inside and out. To promote safety, comfort, and health for all individuals, tobacco use by employees on the clock and/or on CCL property is prohibited.

This includes inside residences, cars, vans, Creative Concepts for Living office, and public places when individuals supported are present and staff is compensated by Creative Concepts for Living. Smokeless tobacco and vapors are prohibited. Employees who violate this policy are subject to disciplinary action.

FIREARM POLICY

Employees of Creative Concepts for Living are not allowed to have concealed or non-concealed fire arms of any type on any Creative Concepts for Living property or at any Creative Concepts for Living function, including while driving Creative Concepts for Living clients around. Any employee who carries a firearm whether legally or not, on company premises or during company time may be terminated immediately.

WORKPLACE VIOLENCE

Creative Concepts for Living does not tolerate violence (physical aggression, threats, and verbal altercations) toward other employees, clients, nor any other persons or property. Any employee displaying any types of violence (physical aggression, threats, and verbal altercations) will be subject to disciplinary action up to and including termination. An employee may also be transferred based on suspected aggression between two employees.

SAFE PRACTICE RULES

Creative Concepts for Living tries to provide a safe and healthful environment for employees, clients, visitors, and others when they are on Creative Concepts for Living premises or attending agency-sponsored programs.

The Executive Director is responsible for establishing procedures and programs that minimize the risk of personal injury to everyone using Creative Concepts for Living facilities or equipment or attending agency-sponsored programs. The failure to follow these guidelines may endanger you, your co-workers, and the individuals supported, therefore jeopardizing continued employment with Creative Concepts for Living.

- a. All employees of this agency shall follow these safe practice rules, render every possible aid to safe operations, and report all unsafe conditions or practices to the supervisor/employer.
- b. Supervisors shall insist that employees observe and obey every rule, regulation, and order necessary to the safe conduct of the work and shall take such action necessary to obtain compliance.
- c. All employees shall be given frequent accident prevention instructions, practice drills, and articles concerning workplace safety and health.
- d. Anyone known to be under the influence of alcohol and/or drugs shall not be allowed on the job while in that condition. Persons with symptoms of alcohol and/or drug abuse are encouraged to discuss personal or work-related problems with the supervisor/employer.
- e. No one shall knowingly be permitted or required to work while his/her ability or alertness is impaired by fatigue, illness, or other causes that might expose the individual or others to injury.
- f. Horseplay, scuffling, and other acts that tend to endanger the safety of well-being of other employees are prohibited.
- g. Workers shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of his/her duties.

All Creative Concepts for Living employees must have an acceptable health inventory approved by the CCL nurse. It is the responsibility of the employee to complete a health inventory and submit to the office by the annual due date. Creative Concepts for Living requires that all employees report to the Administrative Director if they have any communicable diseases that could cause a danger. All information will be kept confidential. Failure to comply will directly affect the employee's performance evaluation, and continued employment will be jeopardized. Employees will be trained on delegated nursing task by Nursing Team who will assess each employee's ability to safely complete task.

All employees are required to use proper lifting procedures as defined in appropriate training and in accordance with the individual's annual plan. There can be no exceptions unless one has received approval from the Executive Director. Any employee who violated this policy will be subject to disciplinary action, up to and including termination. In addition, the failure to follow the individual's plan instructions may result in a neglect charge. Work shall be well-planned and supervised to prevent injuries when working with equipment.

Employees are required to follow all precautions as listed on the labels of all household chemicals used. All employees of Creative Concepts for Living are required to follow the safety precautions outlined in the Blood borne Pathogens training received at the beginning and throughout your employment. Refer to Policy and Procedure Manual for details.

ACCIDENTS/INJURIES

All employees are required to follow the safety procedures that have been established. They are expected to report any potentially unsafe or hazardous conditions. If/when a life-threatening injury occurs, the appropriate emergency service is contacted immediately (911). First Aid is to be administered by a certified individual as needed. The individual's supervisor is to be notified immediately. If/when an employee sustains a non-life threatening injury, the immediate supervisor and the injury coordinator are to be notified. All employees will be required to complete a drug/alcohol screening process at the medical provider following a work-related injury.

Any attempt to defraud or otherwise misrepresent the circumstances, severity, or other aspects of an injury will result in disciplinary action, up to and including termination of employment. Acts of this nature may negate the validity of the claim, thus jeopardizing insurance benefits, and could lead to further legal action against any person attempting to defraud or otherwise misrepresent circumstances.

If an employee is injured in the course of work and are absent from work, the employee is subject to the provisions of the State's workers' compensation program and are paid accordingly. Currently, no compensation is paid for the first three days you are unable to work due to a work-related injury. If you are unable to work for more than fourteen days, the "three-day waiting period" will be paid. If available, an employee may use PLT time in order to be compensated for this time.

Modified duty may, in some situations, be available following a workers' compensation qualifying injury. Availability is based on the restrictions put on employees and the positions that can accommodate these restrictions. Once an employee is released from any restrictions regarding the injury, a permanent position will then be assigned. If an employee has permanent restrictions assigned due to a work-related injury, the administrative team will evaluate all available positions possible, with or without reasonable accommodation, and the employee will be reassigned and/or released from Creative Concepts for Living employment if no positions are available. Due to the nature of our business, in that staffing must always be provided, Creative Concepts for Living cannot guarantee that an employee will be returned to his/her original work assignment.

USE OF CREATIVE CONCEPTS FOR LIVING AND CLIENT EQUIPMENT AND SUPPLIES

Employees are expected to use Creative Concepts for Living and client property carefully. Property may include but is not limited to buildings, vehicles, furniture, appliances, equipment, and supplies. In case of obvious misuse, damage, or loss of equipment, an employee is expected to pay all or part of the replacement costs of Creative Concepts for Living or client equipment. Creative Concepts for Living property or services cannot be used for any illegal activity.

Employees must monitor equipment, supplies, and property for damage or misuse. Employees must report and document damage or misuse caused by themselves or others to Creative Concepts for Living.

Employees are to notify his/her supervisor any time they notice a repair needed to the site where they work. If the repair is serious, for example, heating, air conditioning, plumbing, or water leaking, then the employee must

notify appropriate on-call supervisor. Employees need to report to his/her supervisor whenever maintenance/repair is performed at a location.

Agency computers, communication devices, and networks exist for business purposes and not for personal activities. There is no expectation of privacy on work computers, communication devices, and networks and security is not guaranteed.

AGENCY-OWNED VEHICLES

To drive vehicles owned/leased by Creative Concepts for Living, an employee must be an Authorized Driver for each specific van by designated trainers. Each vehicle will have an Authorized Driver list; if an employee's name is not on the list for that specific vehicle then they cannot drive it. If an employee drives a Creative Concepts for Living-owned vehicle without being an Authorized Driver, then that employee will not be covered by Creative Concepts for Living insurance and will be personally responsible for the vehicle and everyone in that vehicle.

Creative Concepts for Living-owned vehicles should never be used for personal use.

Each employee must complete the appropriate paperwork before the employee leaves with a vehicle owned by Creative Concepts for Living and when the employee returns with that vehicle.

The employee must immediately report any documentation omissions to the supervisor. The employee must notify on-call supervisor for any safety issues that need to be addressed before that vehicle should be driven again. All accidents and incidents must be reported to the supervisor on call. The police must be called if another person or vehicle is involved, or if the employee believes that someone may be injured. Employees are required to wear seat belts at all times when driving their own car or any agency-owned cars for Creative Concepts for Living. When transporting client's employees cannot use cell phones, smoke or eat while driving.

CONFLICT OF INTEREST

Employees shall not accept any fees or other remuneration from any organization or institution in conjunction with a project program for which Creative Concepts for Living funds are being sought or having been granted. Employees shall not accept any fees or other remuneration for services they provide to Creative Concepts for Living clients in any form other than a Creative Concepts for Living payroll wages. All employees should strive to avoid conflicts of interest as well as the appearance of any such conflict. If an employee's spouse or other immediate relative has any financial or managerial connection to a project or organization for which Creative Concepts for Living funds are being sought or have been granted, the relationship must be disclosed before any proposal concerning that project or organization is reviewed. The employee may not participate in or remain in the room during any discussion of the project or organization in question.

AVAILABILITY CONFLICT

All employees are required to inform Creative Concepts for Living of any outside work or school commitments. This notification will be in writing to the Human Resource department outlining number of work hours and responsibility employee has to the other employer. Employment may be subject to termination if other commitments prevent the employee from fulfilling his/her responsibilities as determined by the Executive Director.

TRANSFERS

Staff may submit a letter if they are interested in a transfer to another positions within the agency. All transfers are subject to the approval of the Administrative team and the individuals supported in the home. Creative Concepts for Living is not required to preference current employees for open positions. Staffs are not granted transfers during the introductory period or within the first 90 days of any status or schedule change.

PERFORMANCE REVIEWS AND RAISES

Employees will have a performance evaluation completed by their supervisor at least once annually. Employees are encouraged to discuss items on his/her evaluation with their supervisor and/or to make comments on the evaluation.

Employees must be employed for one year in order to be eligible for any type of raise. Creative Concepts for Living will evaluate whether or not raises can be given and if so what percentage annually based on the annual agency budget. Compensation may be limited by any salary caps currently in effect.

EMPLOYEE TRAINING

Creative Concepts for Living employees are required to obtain and maintain training certifications as mandated by the Department of Mental Health. Employees will receive compensation for his/her time spent in person at CCL Classroom training. Creative Concepts for Living training classes are provided free to employees who remain employed for at least 3 months. Employees who do not remain employed for 3 months will be charged for the cost of their training for Level 1 Medication Aid and Mandt trainings. Certain classes have outside fees that will be collected by CCL, such as for the certificates provided by The American Red Cross for First Aid and CPR. If an employee signs up for a class and does not attend or fails to give 2 hours notice of the intent to cancel the class, the employee will be responsible for paying for the class. Class fees are located on the back of the training calendar. Training costs/fees associated with taking classes outside the agency are the employee's responsibility.

It is the responsibility of the employee to ensure that all training is kept current. Creative Concepts for Living will inform employees of any changes in their training status. Failure to keep training requirements updated will be grounds for disciplinary action, up to and including termination.

PERSONAL COMMUNICATION DEVICE USAGE

A. This policy addresses use of communication devices while at work, the personal use of business and/or personal communication devices, and the policy regarding the safe use of communication devices by employees.

B. Personal Cellular Phones, Tablets, or other Communication Device

1. While at work, employees are expected to exercise discretion in using personal communication devices. Personal calls during work hours may interfere with employee productivity, safety, and may be distracting to others. Employees are encouraged to make personal calls during breaks. Employees are prohibited from using their communication device in any illegal, illicit, or offensive manner.
2. Employees whose job responsibilities include driving should refrain from using their communication device while operating a vehicle. Drivers shall comply with all federal, state, and local laws and regulations regarding the use of technology devices
3. Employees should not use any communication devices during meetings or trainings. In the event of an emergency, employee may inform facilitator of need to step out quickly, for up to 5 minutes. If personnel miss key information due to stepping out, facilitator may determine if they need to repeat the training or set up an additional meeting time.

C. Direct Care Staff Professional (DSP) Employees:

1. Employees are not allowed to use cell phone, tablets, or other electronic communication devices while providing direct care to consumers; unless specified for usage for the Individual and services provided.

2. During an investigation of Abuse and Neglect, an employee will be asked to leave their communication devices in their car, home, or with the front desk. Communication devices are not allowed while gathering statements for an investigation.
3. CCL is not responsible to reimburse employees for any data used on personal devices if an employee utilizes their own personal device for work. CCL provides a computer, internet, and a tablet at each site.
4. In the event an employee needs to make or take an important phone call or message while providing direct care, they need to follow protocol outlined for the consumers' level of oversight.
5. If a consumer is under line of sight supervision or arms' length supervision, the staff assigned for that consumer may need to wait until they are relieved to use their personal communication device.
6. In cases where it is appropriate for staff to briefly use their personal communication device while providing direct care, they are to inform the individuals they are supporting that they need to take a call.
7. Calls are only to be made in an emergency and are limited to five minutes in duration.
 - a. Employees should remove themselves from the main part of the home while on the call unless providing one on one supports.
8. Employees are not permitted to use cell phones, tablets, or any other electronic device while driving with a consumer either in their vehicle or in a CCL van. While providing transportation services, employees are required to have a communication device available in case of an emergency. In the event of an emergency, personnel must pull over and cease vehicle operation prior to using communication device.

D. On-Call Employees:

1. All On-Call employees will abide by the same rules as the direct care employee when working in shift directly with a consumer except during emergencies.
2. CCL understands that being On-Call means a phone call may have to be taken more often but the On-Call staff needs to not only try to limit the calls received, but also the duration whenever possible.

VISITORS

Creative Concepts for Living, Inc limits visitors to the workplace and requires employees who sponsor any visitor (for personal or business reasons) to abide by all policies, procedures, and guidelines as outlined in policy and procedure manual. Visitors include all persons who are granted access to CCL premises, including, but not limited to employees, clients, clients' guests, case managers, or other members of support team.

ANIMALS IN THE WORKPLACE

Individuals supported by Creative Concepts for Living enjoy visiting with pets. Employees may request permission to bring his/her pets to visit at homes or at the office by following guidelines as outlined in policy and procedure manual. Employee is solely liable for any damage or harm caused by the animal.

DRESS CODE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image Creative Concepts for Living presents to customers and visitors.

We expect you to present a clean and professional appearance when you represent us, whether that is in, or outside of, the office. There may be circumstances that require an additional standard of dress code, such as accompanying a client to a community activity where certain clothing is considered the social norm.

The following guidelines will apply when working with Creative Concepts for Living clients.

- Rubber soles, full-foot coverage shoes are required.
- Post type earrings and/or a watch are the only allowable jewelry. Rings are not allowed due to the use of disposable gloves
- Shorts and skirts need to be mid-thigh or longer
- No clothing with comments or pictures that could be perceived by anyone as obscene or offensive are allowed.
- No undergarments or midriff may be seen or clothing that reveals too much skin or your underwear.
- No scrubs, lounge wear, or house sippers should be worn.
- No torn, dirty or frayed clothing.

Employees that are dressed inappropriately will be asked to return home to change. They will not be compensated for his/her time. Due to the nature of this job, some individuals may be particularly sensitive to odors, including body odor and various perfumes/colognes. In such cases, Creative Concepts for Living may need to request a change in hygiene in order to continue employment.

MEDIA RELATIONS

Employees and former employees that engage in media relations, including social networking sites, whether outside of work or authorized by Creative Concepts for Living, may not post any material or information on any blog or site, regardless of whether it is accessible by the public or requires a password that:

- Intentionally or inadvertently discloses any confidential business information of Creative Concepts for Living.
- Violates HIPAA by disclosing protected health information about Creative Concepts for Living clients (this includes but is not limited to posting photos and/or video that include clients on social media sites (regardless of media release), using clients' names, and/or discussing situations involving clients online, etc)
- Display false or misleading information that violates any other opinions or conclusions of Creative Concepts for Living or any of its employees, consumers, or affiliated business entities.
- Violates the privacy rights of another Creative Concepts for Living employee.
- Violates any law, such as laws that prohibit defamation, harassment, discrimination, and retaliation.
- Violates the Creative Concepts for Living Code of Ethics.

Employees may not use Creative Concepts for Living names to endorse or promote any product, service, opinion, cause, or political candidate. Employees are furthermore prohibited from using media and/or social networking sites to recommend or provide reference for any existing or former employee.

If an employee is contacted by a representative of the media (social networking site, a reporter, blogger, advertiser, photographer, etc.) about Creative Concepts for Living, the employee must contact his/her supervisor immediately and refrain from contact with the media representative. Employees are not authorized to speak on behalf of Creative Concepts for Living. Employee must refer the representative to the Executive Director and may give them the agency phone number or web site where they may contact the Executive Director.

Employees are personally responsible for any postings they make identify Creative Concepts for Living, and can be held personally liable for any statements deemed to be slanderous, defamatory, obscene, threatening,

harassing, discriminating, retaliatory, violate privacy rights, or include confidential or copyrighted information (e.g., videos, or text that belongs to someone else).

A violation of this policy can result in disciplinary action, up to and including termination, as well as legal action against an employee for damages and injunctive relief. This includes a violation of Creative Concepts for Living internet, computer, email usage, and confidentiality policies, as well as its harassment and equal employment opportunity policies.

EMPLOYEE & VOLUNTEER GRIEVANCE POLICY

Creative Concepts for Living is committed to providing quality employment opportunities. If at any time an employee or volunteer is unhappy with their employment or volunteer position, they should follow steps outlined below. After each step if the individual feels that they are not satisfied, they are encouraged to move on to the next step. For steps one through four, individual should receive a response concerning the situation within three working days.

1. Contact immediate supervisor
2. Contact supervisor of immediate supervisor
3. Contact HR Director
4. Contact the Executive Director
5. Contact the President of the Board of Directors, who can be reached through our office. The Board of Directors should respond within ten working days.

COMPLAINT RESOLUTION

For working relationships within Creative Concepts for Living to remain effective, efforts are made to resolve misunderstandings and conflicts before serious problems develop. If a situation is not resolved, you are encouraged to discuss it with the other individual(s) involved. If that discussion does not resolve the situation, you are encouraged to discuss the matter with your immediate supervisor. If that situation does not resolve the situation, you are encouraged to speak with the Human Resource Department.

Creative Concepts for Living does not tolerate any retaliation against any employee for following this complaint resolution process. However, the process is not construed as limiting or delaying Creative Concepts for Living's rights to take disciplinary action (up to and including termination) against any employee if Creative Concepts for Living feels that such action is inappropriate, for any reason in this handbook, or for any other reason permitted by law.

TWENTY-FOUR HOUR SERVICES / INCLEMENT WEATHER

The specialized nature of supported living precludes any closing of the agency. The administrative team of Creative Concepts for Living works to stay informed of potential emergencies, to include inclement weather and to keep all stakeholders informed and prepared for emergencies. Personnel who provide direct care services are expected to report to work as scheduled. Creative Concepts for Living may assist with the coordination of transportation for employees at the employees' cost, during times of inclement weather. On those days, tardies will not be counted against the employees. Employees who are late and/or absent from work because of inclement weather or other natural disasters must notify his/her immediate supervisor of his/her difficulties at the start of the work day. Absences do apply for missing work due to inclement weather.

PERSONAL ERRANDS

- A. Creative Concepts for Living does not tolerate employees running personal errands on company time.
 1. It is a violation of policy when Support Staff complete personal errands while providing direct care to consumer(s).
- B. The following is prohibited while on the clock providing direct care:

- a. Going to the bank to complete employee's personal banking
- b. Stopping by the office to complete deal with paperwork or other duties related only to employment and not involving consumers' needs
- c. Taking consumers to staffs' home or events employee participates in, without permission from supervisor
- d. Going to get something to eat and not the consumer. Each consumer has an individualized meal procedure that must be followed.
- e. Shopping for employee and not the consumer
- f. Any errand that is being done for employee's best interest and not the consumer. *Example: Going to the movie or church of employee's choice and not the consumers*

C. Any violation of these policies will/may result in immediate disciplinary action, up to and including termination.

REPAIRS

Anytime a repair is needed, regardless of the cause, it must be reported immediately. When a repair is needed, employees will contact their Support Coordinator to report the issue. Failure to report a needed repair will result in disciplinary action.

Common repairs include but are not limited to:

- a. A/C-Furnace malfunctions
- b. Check engine light comes on in a CCL van
- c. Client runs into a wall or door (regardless of location)
- d. Client damages an employee vehicle while on shift (failure to report incident immediately will effect payment for repair)
- e. Broken window at a home
- f. Window doesn't work in a CCL van
- g. Damage occurs to a CCL van

COMMUNICATION PROCEDURE

All personnel will be issued a CCL email upon hire. This email should be checked at least once a day and may relay crucial employment information. It is important that all CCL employee business be communicated via CCL email. Upon termination of employment, the CCL email will be deleted within 24 hours, and it is the responsibility of the employee to establish alternate contact information with CCL Human Resources. When personnel communicate from their personal email, CCL management may not be able to reply back, due to confidentiality issues. It is the employee's responsibility to keep their password updated, as well as keeping confidential information email secured. Paycheck questions should go to financial@ccliving.org, not to any one person.

While working for CCL, in event of emergency, call 911 first, then report as appropriate. For non-emergency abuse/neglect, illness, injury, property damage, absence of client or personnel contact designated on-call supervisor and follow procedure and training. On-call supervisor must be made aware when employees are unclear of job expectations, find errors or discrepancies from previous shift, do not have a vehicle, or if staffing is out of ratio.

When in doubt as to whether to call a supervisor, it is always better to call a supervisor than to not have. When calling someone's cell phone leave a message if you do not reach them. If they do not respond to you within twenty minutes, then call that person's supervisor and continue up the chain of command until you reach someone.

- A. Call your supervisor's cell phone and leave the number where you can be reached if they don't answer when:
1. You witness or suspect abuse/neglect
 2. Non-medical emergencies
 3. A consumer is ill
 4. A consumer is missing
 5. Consumer/staff injury
 6. Situations when staff/consumer are feeling threatened
 7. Whenever an incident report is needing to be filled out
 8. You do not have a vehicle with you
 9. Questions or concerns about your shift
 10. Items not completed by the shift you are relieving or completed correctly according to the shift change checklist i.e., daily note blanks, money discrepancies, medication errors, grocery shopping, doctors' appointments, laundry, etc.
 - i. The employee must make contact with the supervisor within one hour of the start of shift to inform them of issues found.
 11. You are calling off
 12. You are not properly relieved on time
 13. Your coworker does not show up within fifteen minutes of the start of their shift
 14. Any issue with a consumer that is out of the ordinary such as a fall, aggressive behavior, etc.
- B. Non-emergency type issues one can call your supervisor's cell phone, text or email them:
1. You have paycheck concerns
 2. Personnel types of concerns
 3. Guardian/case manager concerns that are not emergencies
 4. Something that the supervisor needs to respond to or be made aware of within 2 hours
 5. Supplies are needed
 6. General information that does not require immediate attention by the supervisor
- C. Support Coordinators are to immediately contact Program Directors for reportable instances and/or consumer emergencies.
- D. Other issues may be relayed via text to the Support Coordinators.
- E. During business hours you can also call the office and speak to someone who can locate the person you are trying to reach.
- F. When in doubt as to whether to call a supervisor, it is always better to call a supervisor than to not have.
- G. When calling someone's cell phone leave a message if you do not reach them.
1. Explain the issue and if it's an emergency then one should receive a call back within 20mins.
 2. If they do not respond within twenty minutes, then call the On-Call cell phone (if not during normal business hours/or on the weekend) or the Program Manager over the home and continue up the line of management supervision until you reach someone.
 3. If the issue is not an emergency (see list above), then one's supervisor should respond within 2 hours.
 4. Email is checked every 4 hours between 8am-8pm.

FINANCIAL RESPONSIBILITY

At various times Creative Concepts for Living employees may be responsible for handling both client and/or Creative Concepts for Living monies. All employees are to respect that they are caretakers for these funds and

therefore will demonstrate the highest standards regarding the use of these funds. Any misuse or appearance of misuse will be cause for disciplinary action up to and including termination of employment.

Employees misrepresenting themselves or Creative Concepts for Living in order to cash client checks, use client funds or property, or use personal financial information will be subject to disciplinary action up to and including termination. They will also be reported to law enforcement authorities as appropriate.

Employees may encounter situations while assisting the clients when they may need a small amount of financial assistance in paying a grocery bill or another similar situation when there is not cash readily available at the house. If the employee follows proper procedure in notifying the support coordinator that a client is in need of cash AND approval for loaning the client the cash, then the employee will be reimbursed from the client when the client has cash ledgers at the house and the coordinator must note that they gave prior approval. Unauthorized expenditures by staff will not be reimbursed.

In some cases, chaperone funds are provided for staff in order to accompany the clients into the community for their needed activities. Employees should only use the minimum amount of funds needed to accompany the client. If the supervisor deems employees purchase as misuse of funds the employee will be asked to pay back the funds and will be subject to disciplinary action.

RIGHTS OF INDIVIDUALS SUPPORTED

Creative Concepts for Living strictly prohibits abuse/neglect and misuse of funds of individuals it supports. In addition, Creative Concepts for Living prohibits exploitation of the individuals supported as well as falsification of service delivery records. All Creative Concepts for Living employees are mandated reporters of abuse and neglect. If a staff member observes physical or verbal abuse, misuse of funds, neglect, assault, or battery of an individual who is supported by Creative Concepts for Living, the observing staff will immediately report what he/she observed to the immediate supervisor, Executive Director, or Confidential Reporting Line. Creative Concepts for Living does not conduct any research involving the individuals it supports.

Creative Concepts for Living prohibits the restriction of individuals' rights. Exceptions are made when restrictions are necessary to maintain safety and well-being of the individual. In such cases, the supported individual has participated in the decision of such restrictions, the restriction has been approved by the HRC, and the restriction is documented in the individual's ISP.

Creative Concepts for Living is committed to providing the individuals supported the highest quality of service. If at any time an individual supported, or a member of their support team, is unhappy with the quality of service received, employees must support the individual to discuss with the appropriate team member.

ABUSE AND NEGLECT

CCL is committed to protecting individuals we support from abuse and neglect as well as from any exploitation including, but not limited to, misuse of their funds or property. We work to ensure that all employees are trained to identify and report abuse and neglect. All employees of are mandated reporters of abuse and neglect. If an employee or volunteer ever has questions or concerns about a situation you suspect is inappropriate, they must contact their supervisor or other delegated management.

DEFINITIONS

Neglect: Failure of an employee to provide reasonable or necessary services to maintain the physical and mental health of any individual they support when such failure presents either imminent danger to the health, safety, or welfare of an individual; or a substantial probability that death or serious physical injury would result. This would include, but is not limited to, failure to provide adequate supervision during an event in which one individual causes serious injury to another individual. Neglect also

includes failure to follow medical orders including diet orders, medical care, or medication administration.

Physical Abuse: An employee purposely beating, striking, wounding, or injuring any consumer, or in any manner whatsoever mistreating or maltreating a consumer in a brutal or inhumane manner. An employee handling a consumer with any more force than is reasonable for a consumer's proper control, treatment, or management.

Verbal Abuse: An employee making a threat of physical violence to a consumer, when such threats are made directly to a consumer or about a consumer in the presence of a consumer.

Misuse of Funds/Property: The misappropriation or conversion for any purpose of a consumer's funds or property by an employee or employees with or without the consent of the consumer, or the purchase of property or services from a consumer in which the purchase price substantially varies from the market value.

Sexual Abuse: Any touching, directly or through clothing of a consumer by an employee of a consumer for sexual purpose or in a sexual manner.

This includes but is not limited to:

- Kissing
- Touching of genitals, buttocks, or breasts
- Causing a consumer to touch the employee for sexual purposes
- Promoting or observing for sexual purpose any activity or performance involving consumers including any play, motion picture, photography, dance, or other visual or written representation
- Failing to intervene or attempting to stop inappropriate sexual activity or performance between consumers.
- Encouraging inappropriate sexual activity or performance between consumers

REPORTING REQUIREMENTS

Any employee who has reasonable cause to believe that a client has been subjected to abuse or neglect shall immediately make a verbal or written complaint. Failure to report shall be cause for disciplinary action and/or criminal prosecution. If a complaint has been made, the head of the facility or program and all employees shall fully cooperate with Department of Mental Health employees or employees from other agencies authorized to investigate the complaint. The agency's investigator must immediately report any alleged or suspected abuse which results in the physical injury or sexual abuse to local law enforcement officials and cooperate fully with any investigation. The alleged perpetrator will be suspended while investigation is completed.

RESULTS

Unsubstantiated:

- If an investigation determines that the allegation is unsubstantiated, the employee who was suspended during the investigation may be eligible to return to work. The administrative team reviews each case to determine if the employee involved as an alleged perpetrator is eligible to return to work. In some cases, it is determined that there was no wrong-doing on their part and they may be eligible for wages for the days missed during investigation.
- In some cases, it may be determined that while the official DMH charge of abuse/neglect is not substantiated, the employee may have violated policy, violated the Employee Code of Ethics, failed to perform job duties as required, or other infraction that warrants disciplinary action, up to and including termination of employment. In such cases, the suspension days are not compensated.

- In cases where the employee is not charged with abuse or neglect and remains eligible for continued employment with CCL, the administrative team will determine if transfer to a new site is required. This may happen even in the event of no wrong-doing on the part of the employee, if it is determined that the relationship of the employee and the supported individual

Substantiated:

If the Missouri Department of Mental Health substantiates that a person has perpetrated physical abuse, sexual abuse, verbal abuse, neglect, or misuse of funds/property, the perpetrator will be terminated from employment with Creative Concepts for Living, Inc. They shall not be employed by the agency, nor be licensed, employed, or provide services by contract or agreement at an agency licensed through DMH. The perpetrator’s name shall be placed on the department Disqualification Registry pursuant to section 630.170, RSMo. Persons who have been disqualified from employment may request an exception by using the procedures described in 9 CSR 10-5.210 Exception Committee Procedures. No director, supervisor, or employee of an agency shall evict, harass, dismiss, or retaliate against a consumer or employee because he/she or any member of his or her family has made a report of any violation or suspected violation of consumer abuse, neglect, or misuse of funds/property. Penalties for retaliation may be imposed up to and including cancellation of agency contracts and/or dismissal of such person.

INDIVIDUALIZED SUPPORT PLAN

Creative Concepts for Living will ensure that people with disabilities have full access to enjoy the benefits of community living by supporting and implementing services set forth in the Individual Support Plan created and driven by the Individual in accordance with HCBS guidelines and approved documents.

All direct care providers must be trained on a consumer’s ISP prior to providing services to the individual. In addition to the job description, employment agreement, and training, the ISP serves as an outline of job duties specific to the delivery of services to each individual supported. It is the responsibility of each employee and volunteer to be familiar with the ISP of individuals to whom they provide services. Acknowledgement of training on ISPs is tracked in Therap.

EMPLOYMENT STATUS

- **Full-Time Employees** are individuals hired to work a scheduled 30 hours or more workweek on a regular basis. These employees may be “exempt” or “non-exempt”. They are entitled to participate in all of the benefits provided by Creative Concepts for Living as defined in subsequent sections. Full-time employees must be paid for 35 hours per week, either worked or using Paid Leave Time.
- **Part-Time Employees** are hired to work fewer than 35 hours a week on a regular, or as needed basis. Failure to do so will result in termination. These employees may be “exempt” or “non-exempt”. Part-time, non-exempt employees are not entitled to participate in the benefit program provided by Creative Concepts for Living. PRN employees are part time employees hired to work on an as needed basis. PRN staffs need to work a minimum of one shift each pay period to maintain employed with Creative Concepts for Living.
- **Temporary Employees** are individuals placed on Creative Concepts for Living’s payroll with the understanding that his/her employment ceases when a particular assignment is completed. They may be “exempt” or “non-exempt”. Temporary employees are not entitled to participate in the benefit program provided by Creative Concepts for Living.

WORK HOURS

Due to the nature of Individualized Supported Living, the hours vary according to the needs of individuals supported by Creative Concepts for Living.

The regular workweek for full-time hourly employees consists of at least 35 hours.

1. Full time employees are expected to maintain a minimum of 35 hours per week by working or use of PLT.
2. If a full time employee does not work at least 35 hours per week and does not have PLT to apply, they are in violation of their full time employment agreement.
3. Incidents of full time employees not working 35 hours per week nor having PLT available will be tracked. Excessive incidents of being under 35 hours per week will be addressed in corrective action, and may result in the loss of full time status to include their seniority calculation for PLT and full time benefits. Also may result in loss of assigned full time schedule. Employee must interview and be approved for a part time or PRN position or will be dismissed. When an employee loses Full time status due to failure to fulfill full time obligation, employee is not eligible for rehire or reinstatement to Full Time for 90 days.
4. **Excessive incidents of full time employees not working 35 hours per week nor having PLT available is currently defined as three incidents within a three-month period.**

Part-time hourly employees are expected to fill their scheduled number of hours per week by working assigned hours or use of PLT.

5. If a Part time employee does not work their scheduled hours each week and does not have PLT to apply, they are in violation of their part time employment agreement.
6. Incidents of part time employees not working their scheduled number of hours nor having PLT available will be tracked. Excessive incidents of being under scheduled hours per week will be addressed in corrective action, and may result in the loss of part time schedule. Employee must interview and be approved for a part time or PRN position or will be dismissed.
7. **Excessive incidents of part time employees not working scheduled hours per week nor having PLT available is currently defined as three incidents within a three-month period.**

Work schedules for PRN employees are arranged week to week based on agency staffing needs and availability of PRN employees.

8. PRN employees are expected to work a minimum of 16 hours per pay period.
9. If a PRN employee does not work at least 16 hours per pay period, they are in violation of their PRN employment agreement.
10. Incidents of PRN employees not working at least 16 hours per pay period will be tracked. Excessive incidents of being under required hours will be addressed in corrective action, and may result in termination.
11. **Excessive incidents of PRN employees not working 16 hours per pay period is currently defined as three incidents within a three-month period.**

It is the policy of the agency that all employees report to work as scheduled and agreed upon in the terms of employment. The following procedures apply:

1. Time is accurately reported on an agency provided recording document.
2. Documentation of services must be completed on a daily basis according to policy, with the exact time you begin and end work.
3. Documentation of service must be completed each shift, for each individual supported.
4. Failure to complete required documentation accurately and within required timeframes may result in corrective action, up to and including termination.
5. Failure to complete required documentation accurately and within required timeframes may result in delayed compensation and/or lack of compensation.
6. No employee will work more than 18 hours in a 24 period hour without the approval from a supervisor.
 - a. Failure to get approval may result in corrective action, up to and including termination.
 - b. Staff members are responsible for managing their own time and being aware of the number of hours and locations they are agreeing to work.

Employees do not receive time off for meal breaks during his/her shift.

12. If an employee requires a break during his/her shift, they need to contact his/her supervisor, prior to the beginning of his/her shift to arrange for coverage during his/her break.
13. Although they are not automatically granted, all efforts will be made to accommodate any such requests.
14. Employees will be required to clock out during any such break times and will not be compensated during break periods.

Employees providing direct care to may not leave shift until they have been relieved from another employee to maintain correct staffing ratio and protective oversight for the individuals supported.

SHIFT RESPONSIBILITY

Personnel are to contact the on-call supervisor when they:

- Are absent, tardy, want to trade shifts, or need to leave shift.
- Do not have a vehicle.
- Have questions or concerns about shift.
- Need to report items not completed correctly by previous employee(s) or not completed according to the shift change checklist i.e., daily note blanks, money discrepancies, medication errors, grocery shopping, doctors' appointments, laundry, etc.
 - The employee must make contact with the supervisor within one hour of the start of shift to inform them of issues found.
- Are not properly relieved on time.
- A co-worker who is scheduled does not show up within fifteen minutes of the start of their shift.

SCHEDULING POLICIES

The regular workweek for full-time employees consists of at least 35 hours. Daily and weekly schedules may be changed from time to time by administration to meet the changing needs of the organization. Creative Concepts for Living reserves the right to change schedules for any reason permitted by law. Any such changes are announced as far in advance as possible. Employees can be notified of his/her new schedule by his/her supervisor and will be expected to follow the given schedule immediately; every effort is made to give the employee two weeks' notice. Failure to follow a given schedule will result in disciplinary action up to and including termination.

Time must be accurately reported on an agency provided recording document. No employee will work more than 18 hours in a 24 period hour without the approval from a supervisor. Failure to get approval may result in disciplinary action, up to and including termination. Staff members are responsible for managing their own time and being aware of the number of hours and locations they are agreeing to work.

Employees are not scheduled to receive time off for meal breaks during his/her shift. If an employee requires a break during his/her shift, they need to contact his/her supervisor, prior to the beginning of his/her shift to arrange for coverage during his/her break. Although they are not automatically granted, all efforts will be made to accommodate any such requests. Employees will be required to clock out during any such break times and will not be compensated during break periods.

Employees may not leave shift until they have been properly relieved from another employee.

In order to provide protective oversight, there may be times, due to relief issues, that it would be mandatory for employees to work beyond his/her normal work schedule. No employee may leave shift without being properly relieved by another employee.

Hourly employees who are working during a daylight savings clock change will be paid based on the hours of actual awake time and not his/her schedule and clock in as the normal procedure.

The nature of Creative Concepts for Living's business will, from time to time require that staff members attend meetings outside of normal schedule and/or normal work site. When such sessions occur during normal working hours or extend beyond normal working hours, no special provisions are made. Full-time employees are expected to attend mandatory meetings. If an employee fails to attend a scheduled mandatory meeting they will receive an absence. Employees will be given a minimum 48 hours notice of the meeting date and time. An employee may not be able to return to work until you meet with your supervisor after missing a house meeting.

KEY DATES (HOLIDAY)

- A. Creative Concepts provides services every day of the year. Key dates throughout the year call for special consideration of agency staffing needs. Those dates include, but are not limited to: holidays, dates consumer day services are closed, and dates with high demand for requests off.
- B. The Administrative Team will meet quarterly to address key dates for upcoming quarter and will announce any variations from standard procedure to all personnel via email in the monthly newsletter.
- C. Creative Concepts for Living's does not pay holiday/key-date wages beyond normal wage.
- D. Administrative team may decide to offer an employee appreciation bonus to Non-Exempt Support Staff for hours worked on designated key dates, during specific hours to support agency staffing needs.
- E. If a key date employee appreciation is to be offered, it will be announced 30 days prior.
- F. CCL Personnel should not assume they are off for a key date/holiday, even if they are not normally scheduled that day.
- G. Each team needs to discuss how they will distribute coverage fairly for key dates. For direct support providers, coverage may depend upon plans of individuals supported.
- H. Support Coordinators are who are not scheduled to be off for a key date and should work their scheduled shift in the house unless otherwise approved by their Program Manager
- I. Support Coordinators should send the Program Manager the client's schedule/plans 2 weeks prior to the key date.
- J. Non-exempt Employees are required to work his/her scheduled shifts prior to and immediately following **all** recognized Creative Concepts for Living key dates. Failure to do so will result in a loss of eligibility for any employee appreciation bonus related to key dates.
- K. The Key date procedure for personnel who provide direct care is as follows:
 - 1. A three-week notice is required to request a key date off. Requests should be made according to current request off policy. In order to be fair to all employees, an employee should not assume that he/she has a key date off just because it falls on a regularly scheduled day off.
 - 2. It is understood that all staffing patterns are determined first by client need and second by staff wants. However, Creative Concepts for Living encourages fair and even distribution of the designated holidays. Therefore, the immediate supervisor (or other designated staff) maintains a staff-rotation history intended to result in equitable distribution.
 - 3. The direct care provider scheduled to work the key date as one of his/her regularly scheduled days are presumed on duty unless arrangements are made with his/her immediate supervisor.

4. It may occur that no person receiving services is in residence on any given key date. The staff person regularly scheduled to work that day will be transferred for the day. The immediate supervisor will coordinate the individual's needs with the Program Team. If an employee refuses to work at another assigned location, then corrective action will be taken.
- L. Exempt Employees must be employed 90 days prior to the first day of the month of a holiday in order to qualify for the key dates recognized by Creative Concepts for Living.
- M. Exempt employees may be required to work on-call or in a schedule.
 1. If the exempt employee is required to work, then at their supervisor's discretion they will be given an equal amount of PLT added to their balance (up to 8 hours), with supervisor approval and the completion of appropriate paperwork.
- N. Exempt administrative employees who are not required to work or be on-call will not work on recognized key dates when the office is closed. No PLT will be required for these days, and compensation will not be adjusted.
- O. Creative Concepts for Living is not able to guarantee exempt employee's time off-call during key dates observed by Creative Concepts for Living.
 1. Exempt employees wishing to be off/off-call must submit a request for time off to their supervisor for approval.
 2. Each year the administrative team will evaluate the number of exempt on-call employees and the observed key dates to devise a fair and equitable distribution of coverage.

DAILY DOCUMENTATION

All personnel providing direct care services to individuals are required to document the individual daily/progress notes for each client they are supporting. Individual daily documentation notes are used for a time sheet. Employees must sign and date each individual daily note for all people that reside in the home in which you work.

THERAP DOCUMENTATION

Therap is a web-based, easy and efficient service that provides documentation and communication resources for Creative Concepts for Living, in providing support to people with developmental disabilities. Therap requires an online component to access, compose, store and review Therap applications, as well as to send secure communication. Program computers and internet capabilities are to be used for designated Therap documents and applications as designated by Creative Concepts for Living. The computer software is the property of Therap services. The equipment and information is the property of Creative Concepts for Living and is to be used only for legitimate business purposes. Users are provided access to the computer network to assist them in the performance of their jobs, and certain users may also be provided with access to the internet through the computer network.

All employees have a responsibility to use Creative Concepts for Living's computer resources, Therap, and the internet in a professional, lawful and ethical manner, and consistent other related policies. Personal Use or Abuse of the computer network or the internet, or violation of this policy, may result in disciplinary action, up to and including termination of employment, and/or civil or criminal liability.

The following are required for all employees that use the Therap system:

- A. Employees will choose a password of their choice to enable access to the system and to review activity tracking. The "electronic signature" tracks time and date stamps all employees' entries within Therap. Employees should never give this password to other

- employees. Each employee will receive initial training as an Intro to Therap before they are given their password and working with an individual directly.
- B. Program computers and internet capabilities are not to be used for personal use, including but not limited to, on-line purchases (personal or for clients), accessing personal email accounts, visiting social media sites, etc. and accessing websites of inappropriate content (offensive, violent, sexual content, etc.).
 - C. All computer workstations are equipped with Ant-virus software to protect against viruses. Employees should not disable anti-virus software. If it is suspected that a workstation has been infected, employees should contact their immediate supervisor to report.
 - D. Communication through Therap must be professional, accurate, sensitive, and respectful toward all parties involved. No derogatory, slanderous, discriminatory, harassing, obscene or otherwise inappropriate documentation or communication is permitted.
 - E. Any research including topics that could be related to the programs must be approved in advance by Creative Concepts for Living management.
 - F. Employees are not permitted to install computer applications on program computers without prior authorization from Creative Concepts for Living management
 - G. Clients' friends, family, or guardians, are not permitted to access program computers without prior approval from Creative Concepts for Living.
 - H. Representatives of Department of Mental Health or any Target Case Management (TCM) entity will be given access of individual's records and data collection as needed for Case Management, Medical Reviews, and Investigation with Creative Concepts for Living Administrative approval.
 - I. The use of Secure Communication in sharing sensitive information is strictly confidential. Any unauthorized sharing of such information may be considered a breach of confidentiality.
 - J. Users are given computers and Therap access to assist them in the performance of their jobs. Users should have no expectation of privacy in anything they create, store, send or receive using the company's computer equipment and Therap. The computer network is the property of Creative Concepts for Living, and may be used only for company purposes.
 - K. Creative Concepts for Living has the right to monitor and log any and all aspects of its computer systems including, but not limited to, monitoring internet sites visited by users, monitoring Therap access, monitoring chat and social medial sites, monitoring file downloads, and all communications sent and received by users.
 - L. Non-exempt employees are prohibited from signing onto Therap during their unpaid time, and are prohibited from signing onto Therap at a location other than one considered company property unless authorized by their managers. Creative Concepts will not compensate for data usage used by employee unless authorized by their Program Manager.
 - M. All shift documentation must be completed by the end of each shift; this includes all Modules/Programs being utilized. Failure to do so may result in delay of pay, non-payment, and may be grounds for termination.
 - N. Use of on-line document should be efficient, and should in no way decrease direct interactions with clients who are receiving support.
 - O. Information that is sent through electronic communication in Therap is verification that the documentation has been received and reviewed by the employee. This can be done by:
 1. Marking Read
 2. Acknowledging

3. Approving
Employer Reports of the employee reviewing the information.

INCIDENT REPORTS

An Incident Report refers to any number of reports that may include injury or illness of personnel, administrative office critical events, disaster/catastrophe/emergency events, and consumer care based incidents.

An Incident Report related to direct care of individuals supported is referred to a General Event Report (GER) throughout our policy, and reported through the Missouri Department of Mental Health system.

When a GER needs be filled out, the employee involved needs to notify immediate supervisor immediately. For direct care incidents, Support Coordinator needs to notify the Program Manager, Case Manager, and guardian of the incident. GERs are completed and submitted via Therap GER system, refer to Therap GER Procedure for details.

The following is a list of incidents that require a General Event Report Form to be filled out, but not limited to:

1. Accident
2. Behavioral Incident
3. Choking
4. Destruction of staff property
5. Elopement / Wandering
6. ER Trip
7. Failure to follow behavior plan
8. Fall
9. Fire
10. Found on Floor
11. Biohazards
12. Misuse of Funds
13. Illness to include Communicable Disease and Infection Control
14. Ingestion of non-food items
15. Injury to Consumer- Unknown Origin
16. Med Error
17. Notification of death in community
18. Abuse
19. Neglect
20. Aggression, Violence, or threatening behavior
21. Use and unauthorized possession of weapons
22. Property Damage
23. Restraint
24. Rights Violation
25. Self-Harm
26. Sexual Misconduct/Sexual Assault
27. Suicide Attempt
28. Supervision Level Not Followed
29. Theft
30. Threat/Harm
31. Vehicular Accident
32. Verbal Abuse
33. Or anything out of the ordinary for the consumer
34. Other sentinel events

ATTENDANCE

Regular, punctual attendance is an implied term of every employee's contract of employments. It is expected that each employee takes responsibility for achieving and maintaining good attendance. Due to the specialized nature of our 24 hour services, Creative Concepts for Living does not tolerate excessive unapproved absences from work or excessive tardiness, except as otherwise provided by law. Time off from work is either Scheduled or Unscheduled. Any employee who does not work scheduled hours and has PLT available will be paid their PLT for the hours missed in any given week.

Definitions:

1. **Scheduled Time Off:** Request for time off submitted and approved in advance. (See Scheduled Time Off policy)
 2. **Unscheduled Time Off or Absence:** Any time that personnel do not report to work as scheduled, with less than one week's advance notice. This includes shift work, staff meetings, trainings, and in-services. Any time personnel miss more than one hour of their shift, it may be counted as an absence.
 3. **Tardy:** When personnel do not report ready to work at the scheduled starting time. This includes shift work, staff meetings, trainings, and in-services.
 4. **Early Quit:** When personnel leave their shift early.
 5. **Trades:** When personnel trade their scheduled hours for another shift within the same week. Trades will be categorized as approved or not approved.
- A. Excessive attendance issues will be addressed with corrective action and may result in termination.
- B. When personnel cannot work a scheduled shift, it will be recorded as an absence unless they can arrange an approved trade to get their hours within the same week.
- C. Excessive trades will be reviewed. If the excessive trades are impeding services, the employee may be required to choose an alternate schedule and/or receive corrective action.
- D. All personnel who will be absent from work must speak with their immediate supervisor or supervisor designee at least four hours before the start of his/her shift. Leaving a voice mail message, sending a text or email to the supervisor does not count as speaking to the person. A notice of less than four hours is considered an inappropriate call off and will be subject to corrective action, with termination possible.
- E. All staff who will be tardy or leave shift early for must speak with his/her immediate supervisor or his/her designee as soon as possible. A tardy is recorded when an employee is 15 minutes or more late for the scheduled starting time. Three tardies will result in an absence. An early quit is recorded when an employee leaves shift 15 minutes or more before the scheduled end time. Three early quits will result in an absence. Any combination of early quits and tardies will count as one absence.
- F. **NON-EXEMPT EMPLOYEES WHO PROVIDE DIRECT CARE SERVICES**
1. When an employee who is scheduled to provide direct care calls off for their shift, their supervisor will ensure the shift is added to agency scheduling system.
 2. Scheduling team will review employees who are available to pick up the shift and approve according to scheduling procedure.
 3. If no employees are available to fill the shift, or if the only available employees are not approved to fill the shift based on scheduling guidelines, it is the responsibility of the Support Coordinator to fill the open shift.
 4. The attendance issue will be recorded in scheduling system. Weekly report generated and submitted to Human Resources for data entry and attendance tracking.

5. If documentation is submitted that explains/excuses the lack of advance notice, that documentation will be reviewed and absence may be adjusted for record.
- G. Three (3) or more consecutive day's absence may require a signed statement from a doctor to return to work. The statement must include the start date of illness and the date the employee may return to work.
 - H. All personnel who are not able to fill their entire scheduled shift must speak with immediate supervisor or supervisor's designee as soon as possible.
 1. A tardy is recorded when an employee is 15 minutes or more late for the scheduled starting time.
 2. An early quit is recorded when an employee leaves their shift 15 minutes or more before the scheduled end time.
 3. Tardies and early quits will be recorded and tracked in personnel file.
 4. Any combination of three tardies and/or early quits will count as one absence.
 - I. If a supervisor determines that an employee has missed a substantial portion of their scheduled hours due to tardiness or an early quit, then the supervisor may send the employee home and give an absence, provided that the employee did not begin to work.
 - J. If an employee or volunteer fails to report to work or fails to notify immediate supervisor within 4 hours of start time regarding absence it is considered job abandonment, which may result in immediate termination. Documentation of emergency situations will be reviewed.
 - K. Creative Concepts for Living reserves the right to schedule meetings as deemed necessary.
 1. For Informational Meetings: Employees will be given a minimum of 7 days' notice of the meeting date and time.
 2. For Emergency Meetings: Employees will be given a minimum 48 hours' notice of the emergency meeting date and time. To hold an emergency meeting, the supervisor requesting the meeting must submit request in writing to Administration and the request must be approved.
 - L. All employees are expected to attend scheduled meetings.
 1. If an employee cannot attend a scheduled meeting, they must notify supervisor and follow Request Off steps or receive an absence.
 2. If an employee fails to attend a scheduled mandatory meeting and fails to make other arrangements with their supervisor, they will receive an absence.
 3. An employee may not be able to return to work until they have met with their supervisor to obtain the necessary information after missing a meeting.
 - M. The nature of Creative Concepts for Living's business will on occasion require that personnel attend meetings and conferences outside of schedule. When such sessions occur during normal working hours or extend beyond normal working hours, no special provisions are made.

LEAVE TIME

A. LEAVE OF ABSENCE (WITHOUT ANY PLT, Non-FMLA)

- a. Subject to all applicable law, full-time and part-time employees who take off for more than one week without pay will have his/her position posted. At two weeks, the employee will lose seniority established. If and when the employee resumes active employment status, the return from Leave date will be used to determine seniority to include full time status and benefits eligibility. If an employee continues to be off without pay for four weeks, then the employee will be terminated.
- b. The employee will have the option to re-apply for the position when the employee is able to return to work if the position is still open.

- c. If the position is not open, then the employee may apply for other positions within the agency. Creative Concepts for Living does not guarantee that an employee will be hired back once terminated.

B. LEAVE OF ABSENCE (EMPLOYED OVER ONE YEAR AND MEET MINIMUM HOURS REQUIREMENT)

1. Family Medical Leave

- a. Creative Concepts for Living will grant a leave of absence to regular full-time and regular part-time employees who meet the requirements described below for the care of a child after birth or adoption or placement with the employee for foster care, the care of a covered family member (spouse, child, or parent) with a serious health condition, or in the event of an employee's own serious health condition.
- b. Leaves will be granted for a period of up to 12 weeks in any 12-month period.
- c. Eligibility.
 - i. An employee must have completed at least 12 months of service with Creative Concepts for Living and have worked a minimum of 1,250 hours in the 12-month period preceding the leave to be eligible for leave.
 - ii. In addition, to be legally eligible for leave, an employee must work at a Creative Concepts for Living facility that employs at least 50 employees at that facility or within 75 miles of that facility.
 - iii. Creative Concepts for Living, however, has made the decision to apply the terms of the Act whenever possible.

2. Leave of Absence after Birth, Adoption, or Foster Care Placement, or to Care for Another

- a. Employees requesting a leave of absence to care for a child after birth, adoption, or placement in their home for foster care, or to care for a covered family member with a serious health condition, will be granted unpaid leave under the following conditions:
 - i. If the leave is planned in advance, employee must provide CCL with at least 30 days' notice prior to the anticipated leave date.
 - ii. If the leave is unexpected, employee must notify supervisor as far in advance of the anticipated leave date as is practicable. (Normally, this should be within two business days of when the need of the leave becomes known.)
 - iii. All Creative Concepts for Living benefits that operate on an accrual basis (e.g., vacation, sick, personal days, other paid time off) will cease to accrue during any period of FMLA leave which is unpaid. Employees are required to use any available PLT during the leave period. Once these benefits are exhausted, the balance of the leave will be without pay.
 - iv. If employee is eligible for health benefits, they will continue during the leave, provided they continue regular employee contributions to these plans. Other benefits will be handled according to the terms of each benefit plan.
 - v. Employees requesting a leave to care for a covered family member with a serious health condition may be required to provide medical certification from the family member's physician attesting to the nature of the serious health condition, probable length of time treatment will be required, and the reasons that the employee is required to care for this family member.
 - 1) This certification, if requested by the Creative Concepts for Living, must be provided by the employee within fifteen days of the request.
 - 2) Employees may also be required to provide additional physician's statements at Creative Concepts for Living's request at reasonable intervals.
 - 3) Further, the family member may be required to submit to a medical examination by a physician designated by Creative Concepts for Living at the agency's expense.

3. Leave for Employee's Serious Health Condition

- a. Employees who request a leave of absence for their own serious health condition will be granted leave under the following conditions:
 - i. If the leave is planned in advance, employee must provide CCL with at least 30 days' notice prior to the anticipated leave date.
 - ii. If the leave is unexpected, employee should notify supervisor as far in advance of the anticipated leave date as is practicable. (Normally, this should be within two business days of when the need for the leave becomes known.)
 - iii. Any time that an employee expects to be, or are absent for more than three consecutive work days as a result of their own serious health condition (including pregnancy), employee will be required to submit appropriate medical certification from your physician. Such certification must include, at a minimum, the date the condition began, a diagnosis, and the probable date of return to work. This certification must be provided within fifteen days of the agency's request.
- b. All Creative Concepts for Living benefits that operate on an accrual basis (e.g., vacation, sick, personal days, other paid time off) will cease to accrue during any period of unpaid leave. Employees are required to use any available PLT during leave period.
- c. If employee is eligible for health benefits, they will continue during the leave, provided employee continues to pay regular employee contributions to these plans. (Other benefits will be handled according to the terms of each benefit plan.)
- d. During leave period, employee may also be required to provide Creative Concepts for Living with additional physician's statements attesting to continued incapacity and inability to work. Employee may also be required to submit to medical examinations by physicians designated by Creative Concepts for Living at CCL discretion and at CCL expense, at the beginning of, during, or at the end of the leave period, and to provide CCL with access to your medical records as required.

4. Leave Entitlement

- a. Eligible employees are entitled to leave for up to 12 weeks in any 12-month period, rolling period; that is, the entitlement is measured from the date of request for leave.
- b. Leave taken to care for a child after birth, adoption, or placement in your home for foster care must be taken in consecutive workweeks. Leave taken for the employee's or a covered family member's serious health condition may be taken consecutively, intermittently, or on a reduced work/leave schedule based on certified medical necessity. In such instances, Creative Concepts for Living will follow applicable federal and state laws in reviewing and approving such leave requests.

5. Reinstatement Rights

- a. Eligible employees are entitled on return from leave to be reinstated to his/her former position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. Employees who are unable to return to work at the end of his/her 12-week leave periods are not entitled to automatic reinstatement.
- b. Exceptions to this reinstatement rights' provision may apply if business circumstances have changed (e.g., if the employee's position is no longer available due to a job elimination). Exceptions may also apply for certain highly compensated employees under certain conditions.

6. Bereavement Leave

- a. Creative Concepts for Living provides Personal Leave Time to eligible employees, PLT will be applied when employees miss scheduled hours due to bereavement. At this time, does not provide any other paid time off designated specifically for bereavement.
- b. Personnel needing time off for bereavement purposes should follow steps for time off outlined in attendance policy.
- c. Bereavement documentation may be submitted to HR for review. Documentation may be from public notifications, programs from funeral service (not from mortuary). Submission of proper documentation to support bereavement will be considered to HR and maintained in file, and considered in attendance review.

7. Jury and Witness Duty Leave

- a. Employees are allowed unpaid leave for answering a summons to appear as a witness in court.
- b. All full-time employees summoned to jury duty are allowed paid leave up to fifteen working days per calendar year. Employees must turn over his/her jury stipend for these days to Creative Concepts for Living. For any amount of jury time over fifteen days, the employee may keep the stipend.
- c. Part-time and temporary employees are given unpaid leave while serving on a jury.
- d. To qualify for jury or witness leave, employee must give immediate supervisor a copy of summons and jury-discharge notice.

8. Military Leave

- a. Creative Concepts for Living abides by the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).
 1. USERRA is a Federal law that gives members and former members of the U.S. armed forces (active and Reserve) the right to go back to a civilian job they held before military service.
 2. USERRA applies to all private, state, and Federal government employers unless employer can prove the job was truly a temporary position.
 3. In addition to getting old job back, USERRA provides employee with many other employment rights that are designed to put employee in the same employment position they would have been had they not had to leave to serve in the armed forces.
- b. Prior to being able to invoke any of the rights under USERRA, however, employees must meet four requirements:
 1. Employee must have given advance notice to employer before leaving for active duty. Notice can be oral or in writing, but employees can best protect their rights by sending a letter by certified mail or having employer sign a copy of your letter acknowledging receipt.
 2. Employee must not be gone for a total of over 5 years. However, absences which resulted from involuntary activations pursuant to 10 U.S.C. §12302 (partial mobilization) or from being ordered to, or retained on, active duty (other than for training) because of war or national emergency are not counted towards this 5-year cap.
 3. If discharged from military, employee must receive an honorable or general discharge to utilize USERRA rights.
 4. Employee must return to work or request job back under the following timelines:
 - i. If employee was gone up to 30 days, they must report to the first shift which begins after safe travel time from your duty site plus eight hours to rest.
 - ii. If employee was gone 31 to 180 days, employee must apply in writing for work within 14 days after completing military service.
 - iii. If employee was gone 181 days or more, employee must apply in writing for work

within 90 days. Employee must tell employer that they worked there before, and left for military service.

- c. If employee meets the 4 requirements listed above, then USERRA provides employee the following employment rights:
 - a. Prompt reinstatement. Employee gets job back immediately if gone 30 days or less. After longer service, employee must get job back within a few days.
 - b. Status and Seniority. For purposes of status, seniority, and most pension rights (including pay rate) employee is treated as if they never left for military service. If employee's peers got promotions or raises while employee was gone, employee does too.
 - c. Training and other accommodations. Employer must train reinstated employee on new equipment or techniques, refresh skills, and accommodate any service-connected disability.
 - d. Special protection against discharge other than for cause. If employee is fired within a protected period, employer must prove the firing was not because of military service. Protected period varies based on how long employee was gone.
 - e. Immediate reinstatement of health benefits. Employee and family may choose to go back on the agency health plan immediately upon return to civilian job. There can be no waiting period and no exclusion of pre-existing conditions, other than for VA-determined, service-connected conditions.
 - f. Anti-discrimination provision. USERRA prohibits discrimination based on military service or military service obligation.
 - g. Other benefits. USERRA guarantees military personnel certain rights. It does not eliminate any other benefits employee may have from state law, contract, or collective bargaining agreement.

- d. USERRA gives employee the right to sue their employer in federal court. See 38 U.S.C. §§ 4301-33.
 - 1. If lawsuit is successful, employee may be able to recover court costs and attorney fees from employer.
 - 2. However, lawsuits can be both costly and time consuming; and there is never a guarantee that one will prevail.
 - 3. Therefore, employees are encouraged to seek the assistance of the organizations listed below in resolving USERRA reemployment issue before taking formal legal action.

- e. The National Committee for Employer Support of the Guard and Reserve (ESGR), (800) 336-4590 or (703) 696-1400.
 - 1. ESGR provides ombudsmen who mediate reemployment issues between military members and their civilian employers.
 - 2. <http://www.esgr.org> --The site provides tips for reserve members and employers.

- f. The U.S. Department of Labor Veterans Employment and Training Service (VETS), (202) 219-9110.
 - 1. The Department of Labor is responsible for resolving and/or investigating reemployment issues.
 - 2. <http://www.dol.gov/dol/vets> --The site has a Non-Technical Resource Guide to USERRA.

- g. Helpful information about this and other mobilization issues is

available in the Department of Defense Mobilization Guide at:
<http://www.defenselink.mil/ra/mobil/pdf/section1-SiteToC.pdf>

PAYROLL POLICIES

No paper payroll checks will be issued. Employees must provide accurate banking information in order to receive their wages in a timely manner. A listing of when paydays are will be given to the employee upon his/her date of hire. They can also be obtained at the office.

COMPENSATION

Your total compensation at Creative Concepts for Living reflects not only your salary or wages but also the various benefits that Creative Concepts for Living offers (such as health insurance and paid vacation). It is possible that increases in cost of benefits might, from time to time, limit the amount of money available for direct compensation. To clarify such situations, Creative Concepts for Living informs you each year of the change in your total compensation. Bonuses may be given at the complete discretion of Creating Concepts for Living. Court ordered wage withholdings will begin the first available pay check after receipt of order and will continue until, return date is met, payment is made in full, employee terminates, or order is received to stop withholding. Processing fees for wage withholding may be charged to employees.

OVERTIME

- A. Non-Exempt Employees are those covered by the FLSA Non-exempt employees are eligible for overtime pay for authorized work beyond forty hours in a given workweek.
 - 1. This pay is calculated at the rate of 1.5 times each individual's appropriate hourly rate.
 - 2. The workweek runs from Sunday to Saturday.
- B. In order to provide protective oversight, there may be times, due to relief issues, that it would be mandatory for employees to work beyond his/her normal work schedule.
 - 1. No employee may leave shift without being properly relieved by another employee.
- C. Exempt Employees are those whose work is at least 80 percent executive, administrative, or professional. In accordance with the Fair Labor Standards Act (FLSA), such employees are not required to be paid overtime for working beyond 40 hours in a given week. Salaried employees are not eligible for overtime pay. The standard workweek represents the minimum number of hours they are expected to work.
- D. Overtime work must be authorized in advance by the appropriate supervisor and/or the Executive Director.
 - 1. Failure to do so will result in corrective action, up to and including termination.
- E. All employees are required to keep accurate records of the time they work, on the records provided.
- F. Direct care staff may be exempt from wage and hour rules and regulations regarding overtime and minimum pay due to a federal exemption called the "Companionship Exemption" the FLSA U.S. Department of Labor regulations.

MEDICATION ADMINISTRATION

Medication administration is a key component of the Support Staff job. All Support Staff must monitor themselves and others to ensure individuals supported receive medications and medical care as prescribed on their Medication Administration Records. All staff must be licensed as Level 1 Med Tech through the state of Missouri. An employee makes or catches an error must follow the Medication Error procedure that is detailed in the CCL Policy and Procedure Manual, and summarized below.

- A. The following is a list of what medication errors classify as Category A:
- a. Wrong medication
 - b. Wrong client
 - c. Omission-internal
 - d. Wrong dosage
 - e. Omission--topical, laxative, eye drops, nasal sprays, liquid medications, shampoo, toothpaste and inhaler
 - f. Wrong route
 - g. Sending incorrect medications or instructions out
 - h. Giving a discontinued medication
 - i. Wrong time
- B. The following procedure is to be followed in the event a medication error in Category A occurs.
1. Notify the supervisor on-call, who will then notify the nurse. The nurse will assess the situation, and if necessary they will notify the appropriate medical provider.
 2. Fill out the medication error form to include the problem, a plan of correction, nurse's comment, and signatures.
 3. Fill out the Med Error EMT to send to Regional Office.
 4. Staff will not be able to pass medications or provide any care that requires MAR documentation until they receive re-education on med error by the nurse or their designee.
 5. A minimum of at least one medication pass must be supervised by the nurse or Support Coordinator before the person can pass medication again independently.
 6. The circumstances of the medication error need to be evaluated by Support Coordinator or Residential Director or nurse to determine if any environmental changes need to occur.
- C. A medication error in category A may result in disciplinary action up to and including termination. If after four days the person fails to receive re-education, the employee will receive disciplinary action up to and including termination.
- D. An employee that makes three Category A errors in three months will be required to retake the sixteen-hour medication class again on his/her own time.
- E. The following is a list of what medication errors classify as Category B:
1. Failure to know side effects of medications prescribed or to have access to the information
 2. Failure to document and speak to the doctor about side effects
 3. Failure to document or notify appropriate person about medication errors
 4. Failure to date and initial bubble packs
 5. Not signing the medication sheet only for oral medication that can be verified by bubble pack that they were given. If verification cannot be made than a Class A medication error.
 6. Not documenting results of PRN or not documenting times for PRN's
 7. Failure to follow patient care orders.
- F. The following procedure is to be followed in the event a medication error in Category B occurs.
1. Leave a message for the supervisor on-call. The supervisor is to leave a message for the nurse.
 2. Fill out the medication error form to include the problem, a plan of correction, nurse's comment and signatures
- G. An employee that makes six Category B errors in three months will be required to retake on his/her own time the next four-hour medication error course available. Any employee that received more than eight Category B's in six months will be required to take the next available sixteen-hour medication course on his/her own time or be terminated.

- H. Serious medication errors may result in immediately retaking 16-hour medication course, suspensions and or termination as determined by the Nursing or Residential Directors.

MILEAGE/TRAVEL EXPENSES

Creative Concepts for Living reimburses employees for mileage incurred when transporting Creative Concepts for Living clients in employees' vehicles. The mileage rate is set periodically by the St. Louis Regional Center as the mileage reimbursement rate. Mileage is not paid for travel to and from an employees' home to his/her place of work for any scheduled shift. Mileage is not paid to attend mandatory meetings. Employees may refer to Policy and Procedure Manual for more details on mileage reimbursement.

EMPLOYEE BENEFITS

Creative Concepts for Living recognizes that the employees' overall compensation package aids in determining job satisfaction. Creative Concepts for Living provides a number of benefit programs designed to help employees and your eligible dependents meet expenses that may arise in connection with such matters as illness, family care, death, and retirement.

To help meet financial needs if you suffer a work-related injury or illness, Creative Concepts for Living provides workers' compensation insurance. Creative Concepts for Living does not fund education assistance. Employees, who are 21 or older, have been employed for one year, and who work 1000 hours or more in the plan year may enroll in the 401K plan.

Creative Concepts for Living provides group benefit options as detailed on Enrollment Forms and in Policy and Procedure Manual. Employees are eligible for coverage the first full month following completion of 60 days from the date of hire. If an employee declines insurance, they must sign a waiver to that effect. Employees who have declined coverage are eligible to enroll and/or change benefit options during the annual open enrollment period. Employees may not enroll or change benefit options at any other time unless they have proof that they are no longer covered by another provider, or other qualifying event, such as childbirth, adoption, or marriage. Court-ordered support orders that require dependent health coverage will be added when an order is received. Employees will also be required to enroll at that time. Employees may cancel their insurance benefits in writing by 10th of the month to cancel for the following month. Employees and eligible dependents that have health and /or dental insurance on the group plans and become ineligible to remain on plan will be offered COBRA provisions.

Creative Concepts for Living may authorize financial assistance to employees when such assistance is directly related to employment. Loans for computer or computer equipment, loans for cell phones, loans for gasoline, loans for vehicle repairs, and loans for cab service may be available to employees who are in good standing.

Information on Leave of Absence, Family Medical Leave Act, Bereavement Leave, Jury and Witness Duty Leave, and Military Leave is available from the Administrative Director and out lined in Policy & Procedure Manual.

PERSONAL LEAVE TIME

- A. Creative Concepts for Living offers Personal Leave Time (PLT) as a benefit to eligible employees for the purpose of rest, recreation, sick days, and personal activities while employed by Creative Concepts for Living. PLT provides employees with the opportunity to take time off to meet personal needs, while recognizing their individual responsibility to manage their PLT usage.
- B. PLT is not compensation for any time worked. If Creative Concepts for Living ceases to operate, it would not be liable for any monetary amounts for time off that had been accrued but not used or paid

out. As of the date Creative Concepts for Living announces an imminent end to operations, any accrued PLT balance(s) would be eliminated.

- C. CCL requires employees to use any unpaid PLT during leave of absence. Leave of absence is any period of time that an employee must be away from scheduled work, while maintaining status of employee. When an employee has PLT available, it will be applied automatically for any work week in which the employee works less than their scheduled hours. PLT will be applied for any scheduled time that is not worked by employee with the only exceptions being a corrective action suspension or ineligible to work due to not meeting job requirements, jury duty, or military leave. Examples include but are not limited to: pre-approved/scheduled time off, holidays, unscheduled absences related to emergencies or illness, hours not provided due to change in consumer needs, time missed due to being tardy and/ or leaving shift early.
- D. Key dates throughout the year call for special consideration of agency staffing needs. Those dates include, but are not limited to: holidays, dates consumer day services are closed, dates with high demand for requests off. The Administrative Team will meet quarterly to address key dates for upcoming quarter and will announce any variations from standard procedure to all personnel via email in the monthly newsletter. (See Key Date policy)
- E. PLT hours never count toward overtime calculations.
- F. Regular status employees who work at least 35 hours per week are eligible to receive PLT benefits.
- G. If a full time employee transfers to part time status, they may maintain any PLT balance they have but will not accrue any new PLT.
- H. If a full time employee transfers to PRN status, they will be paid out any PLT balance they have after fulfilling a minimum of two weeks' notice of resignation from full time schedule. They will not accrue any new PLT and are not eligible to maintain any PLT balance.
- I. All advance notice requests to use PLT use must be submitted electronically. For Direct Support Professionals, Support Coordinators, and any personnel who provide direct care, the request off is submitted via When to Work scheduling software. For other personnel, to include Administration and Office Support Workers, request off including specific dates must be emailed to immediate supervisor.
- J. **ACCRUAL:** The amount of PLT that employees accrue each year is based on length of service with CCL.
 - a. PLT accrues according to the Accrual Schedule chart, as determined in an annual budget meeting. This amount will be announced via email to all employees at the beginning of each fiscal year. Accrual Schedule chart will also be included in July newsletter and posted on CCL payroll calendar.
 - b. PLT is accrued based on years of active, consecutive, full time service with CCL. 1. Employees who are suspended or on a leave of absence that extends beyond two weeks will not accrue PLT, unless other provisions are made as part of leave agreement.
2. Employees who transfer to part time/PRN status will stop accruing any new PLT. Any PLT balance they have at time of transfer may be retained and utilized per policy, and take up to 40 hours per week at PRN status.
3. If employee who was once Full Time transfers Part Time/ PRN, and then back to Full Time again, the date of return to Full Time Status is date used to calculate years of service for PLT accrual.

- c. Employees will not receive any personal leave time prior to his/her accruals, nor can they borrow against time.
- d. PLT amounts will be added to payroll record upon receipt of evaluation form processed by Human Resources department.
- e. The year to date PLT balance for each employee will appear on direct deposit slip.

K. MANAGEMENT OF PLT: Employees are responsible for managing their own PLT accounts. This means developing a plan for taking vacations, as well as doctors' appointments and personal business. It is recommended that employees accumulate and maintain PLT in "reserve" for the unexpected, such as emergencies, illness, or bereavement.

L. NOTICE AND SCHEDULING: Employees are required to provide their immediate supervisor with as much advance notice as possible and obtain written approval prior to using PLT. (Refer to scheduled time off policy.)

M. MAXIMUM BALANCE: Employees are allowed to carry over unused PLT time from year to year; there is a cap on the amount of PLT employees can accumulate.

- a. Maximum PLT accrual for employees with 1-9 years of service is 240 hours.
- b. Maximum PLT accrual for employees with 10 or more years of service is 320 hours.
- c. Once this maximum is reached, no PLT will be added until the following annual evaluation cycle.
- d. Employees will not receive retroactive credit of PLT for any time their balance was over the maximum.
- e. Employees are encouraged to monitor their PLT balance on their check stub and use their time prior to reaching maximum amount.

N. TERMINATION: Upon the employee's termination of employment, employees who have given the proper written notice will be paid out any unused PLT.

- a. Proper notice is a minimum of 2 weeks.
- b. Any amounts granted, will be paid on employee's final check or paid out according to termination agreement.
- c. Employees will be paid PLT hours at his/her rate of pay on the date of termination (annual salary/2080 hours available).
- d. Employees who are involuntarily terminated or who quit without proper notice will forfeit any unused PLT.
- e. Employees who give proper notice but then fail to complete his/her regular shifts will forfeit any accrued PLT.

O. PROVISIONS:

1. NON-EXEMPT EMPLOYEES

- a. PLT is applied at one quarter-hour or greater intervals (15 minute).
- b. PLT will only be paid to replace regularly scheduled hours.
- c. Non-exempt employees may be eligible for a "cash out" option of PLT balances.
 - a. Cash-Out option is available only once every six months.
 - b. Cash- Out payment will be one hour of regular pay for every two hours of PLT cashed in.
 - c. Request forms can be obtained at the office or from supervisor.
 - d. Request can be denied or adjusted at the Executive Director's discretion.
 - e. Once the request is verified and approved, it will be paid on the next available payroll check.

- d. Employees who are scheduled for sleep overnights may choose to use additional PLT hours to cover this stipend when they take time off.
 - a. It is the employees' responsibility to note on his/her time sheet that they wish to be paid PLT to cover these asleep stipends.
- e. Employees who cannot fulfill his/her full-time schedule on a consistent basis will be subject to losing his/her full-time position and all associated benefits.

2. EXEMPT EMPLOYEES

- a. Exempt employees will be required to use PLT for time that they are "off-call", only after on call responsibilities have been handed over to another Creative Concepts for Living employee and/or if he/she is unable to perform the duties that he/she is responsible for.
 - a. PLT usage will be based on an 8-hour day, 40-hour work week.
 - b. Exempt employees must use PLT in 8 hour increments.
- b. Some Directors and/or officers of Creative Concepts for Living may accrue and use personal leave time based on individual employment contracts in lieu of standard policy.

Creative Concepts for Living follows guidelines set by the Health Insurance Portability and Accountability Act (HIPAA). All clients' records and communications about clients are to be kept confidential. Violation of this policy by an employee will lead to disciplinary action up to and including termination.

TERMINATION FOR ANY REASON

Employment relationships with Creative Concepts for Living are on an at-will basis. Employees or Creative Concepts for Living may end the relationship at any time, for any legal reason, with or without cause. Two weeks written notice is required to leave in good standing. Whenever possible, four weeks' notice is preferred so that staffing patterns can be adjusted.