



Potomac Highlands Guild, Inc.

Comprehensive Behavioral Health Care Provider

EMPLOYEE HANDBOOK

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January 2008

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A WORD OF WELCOME

On behalf of the Board of Directors and staff of the Potomac Highlands Guild, we are pleased that you have chosen to be part of our agency, and hope that your association with us will be a long and pleasant one.

The Potomac Highlands Guild (abbreviated as PHG or the Guild) is a non-profit, comprehensive behavioral healthcare provider serving Grant, Hampshire, Hardy, Mineral and Pendleton Counties. Our agency is comprised of over 100 employees in a number of service areas, working together to fulfill our mission:

"To coordinate and develop the region's behavioral health resources and potential in order to establish, operate, maintain, promote and support appropriate mental health for citizens, as close to home as possible, endeavoring to increase client functioning in the appropriate environment of their choice, with the least amount of intervention possible."

This handbook is one of the tools the Guild uses to promote two of our guiding principles, trust and communication. Its purpose is to provide you with information about who we are, some of our history, our mission and vision, and some plain, practical information about how we go about accomplishing our work.

Please familiarize yourself with the contents of this handbook and with policies and procedures that may be periodically issued. You will learn some general guidelines and parameters within which we are bound to work. Although no employee handbook is all-inclusive, it does provide a framework for work performance and an overview of standards of behavior and acceptable conduct. These standards may change or be modified from time to time, and changes will be contained in facility policies. If you have any questions about such guidelines, speak with your supervisor, department manager or a Human Resources representative.

Thanks again for choosing Potomac Highlands Guild as a place to work. We look forward to serving with you.

S. Craig Curtis
Executive Director

FOR YOUR INFORMATION

This Employee Handbook has been prepared to give you general information about some of your benefits, the work rules, and policies under which we operate. Obviously, we could not begin to explain every Potomac Highlands Guild policy in this handbook. Therefore, detailed explanations have been omitted to keep it reasonably brief and readable.

PHG may periodically and unilaterally make changes in, deletions from, or additions to the policies in this Handbook. While PHG will endeavor to keep the Handbook current, all policy changes are effective immediately, once adopted, irrespective of whether or not new policies have been distributed to employees.

Finally, **this Handbook does not constitute an express or implied contract of employment, as PHG is an *at will* employer.** We believe that an organization like ours can achieve excellence only when both parties -- PHG and you, the employee -- are satisfied with the employment relationship. Indeed, you have the right to terminate your employment relationship if you become dissatisfied, and the Guild reserves the right to do the same.

This Handbook is the property of the Guild and may not be distributed or duplicated without prior written approval of the Executive Director.

POTOMAC HIGHLANDS GUILD HISTORY

The Potomac Highlands Guild, Incorporated, a private non-profit corporation, was formed in 1978 under the name Potomac Highlands Mental Health Guild (the acronym PHMHG represented the name of each county served). Prior to our conception, most of our county services were being provided through the Appalachian Mental Health Center, established as a result of the 1963 Mental Health Act. We are one of 13 comprehensive behavioral health centers that exist with contracted and statutory obligations to provide services under Chapter 27 of the West Virginia Code. Specifically, the Guild, as one of the preferential HCCRA agencies, provides the following types of services to the community:

<i>Adult Day Treatment Services</i>	<i>MR/DD Program Planning Services</i>
<i>Adult Residential Services</i>	<i>Outpatient Psychiatric Services</i>
<i>Behavior Management /Nursing</i>	<i>Prevention and Community</i>
<i>Crisis Intervention</i>	<i>Development</i>
<i>DUI Safety and Treatment Program</i>	<i>Psychological Services</i>
<i>Individual, Group and Family Therapy</i>	<i>Social Work & Case Management</i>
<i>School-Based Mental Health Services</i>	<i>Services</i>
	<i>Specialized Foster Care</i>

We have an open door policy for all members of the community, and as such we participate with private insurance plans, Medicaid and Medicare. All of our programs and services are fully licensed. Indeed, we abide by the ethical standards of practice as established by the American Psychiatric Association, the American Psychological Association, and the National Board of Certified Counselors and the National Association of Social Workers.

In the past 25 years we have grown to over 100 employees, maintaining approximately 1,190 active cases in our five counties, and providing services at 21 different locations. The Guild contracts with nearly 70 specialized foster care providers. As a non-profit organization, we provide over \$800,000 per year in charitable care, and receive over \$100,000 from the state to provide indigent care. Operating on a close budget, our total annual expenses come quite close to our annual revenue of almost 5 million dollars.

Finally, the Board of Directors is responsible for defining our mission and guiding our services. The Board has the final responsibility and authority for the quality of health care provided, the extent of services provided, and the appointment of the Executive Director who has the full responsibility for operations of the agency. The members of the Board are selected for their demonstrated leadership in the community and interest in behavioral health services, and serve without pay, out of a sense of civic service.

NON-DISCRIMINATION POLICY

Equal Employment

The management of the Potomac Highlands Guild, Incorporated, supports and has a commitment to the principles of Equal Employment Opportunity. It is our policy to recruit, hire, train, and promote individuals as well as administer any and all personnel actions, without regard to race, color, religion, age, sex, sexual preference, national origin or ancestry, marital status, veteran's status, political belief, and/or physical or mental disability, in accordance with applicable state and federal laws.

Harassment Policy

PHG is committed to maintaining a work environment that is free from all forms of harassment and intimidation. Harassment on the basis of sex, race, national origin or any other basis prohibited by law is forbidden, and will not be tolerated. Normal, courteous, respectful, and non-coercive contacts between individuals, which are acceptable to both people, are not harassment.

Further, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature will not be condoned or permitted. Any employee who believes that he or she has been subjected to such harassment or intimidation or to a hostile environment should immediately contact a supervisor, a department manager, or the Executive Director. All complaints will be promptly investigated with appropriate confidentiality, and no employee will be retaliated against for having filed a non-malicious complaint or having participated in the Guild's investigation of a charge of harassment. All employees are required to cooperate as may be necessary to address concerns of harassment.

Employees who feel they have been subjected to such unwelcome conduct by another employee, supervisor, or visitor, whether male or female, are advised to take the following actions:

- *Politely request that the person stop the conduct, if practical under the circumstances.*
- *If conduct continues, report the incident to a supervisor, department manager, Human Resources representative, or the Executive Director.*

PHG will not condone any type of harassment against its employees. Therefore, **all complaints of harassment will be taken seriously, and appropriate action taken.** Employees may be subject to appropriate discipline, up to and including discharge, for any act of harassment they commit.

ABOUT YOUR JOB

This section discusses general personnel issues related to your employment with the Guild. You will learn the steps required prior to beginning your specific job. You will receive an overview of how employees are classified for benefits and pay issues. Finally, you will understand the purpose of personnel record keeping.

Pre-Employment Requirements

When a vacancy occurs, the respective coordinator submits a requisition form to Human Resources, and the position is posted. Interested candidates must complete a PHG application form. Human Resources evaluate applicants to determine if they meet the minimum qualifications of the position. Part of this evaluation process includes a thorough reference check including previous employment. The accuracy of the application is critical in the selection procedure. All offers of employment are contingent upon satisfactory results of a state criminal history records check and verification of employment eligibility per immigration regulations. In no event shall the hiring of an employee be considered as creating a contractual relationship between the employee and the Guild; and unless otherwise provided in writing, such relationship shall be defined as “at will,” where either party may dissolve the relationship at any time, with or without cause. Employees should remain in a position for 18 months before considering another position within the Guild.

Employee Health Requirements

All direct care employees must have a Tuberculosis (TB) Mantoux test within 10 days of hire, which must be renewed annually. When indicated, chest X-rays are due every five years. TB testing is done at the Health Department, along with requirements for the food handler's card (as needed), at the Guild's expense.

Additionally, all employees are offered a Hepatitis B vaccination through the Health Department, at no cost to them. Employees should sign consent to take, or direct care employees must sign a waiver declining the vaccine within 10 days of hire. An employee may opt to have the vaccine at any time during employment. The vaccination consists of three separate doses, given over a period of six months. The employee is responsible for keeping scheduled appointments for each dose so that the vaccination series is completed. Documentation is maintained regarding each employee's vaccination status.

Finally, employees may be required to have health examinations as deemed necessary by management, to determine fitness for duty. Non-compliance with any employee health requirement may result in removal from the schedule or termination of employment.

Orientation

To assist new employees in making a satisfactory adjustment to their working environment, the Guild requires all new full-time and service provider employees to attend a new employee orientation program within the first full month of employment. Part-time or contracted employees, as well as employees changing from part-time to full-time status, may be required to participate in all or part of the orientation program, as deemed necessary. Orientation will review the history and purpose of the agency, the organizational structure, various policies and procedures, infection control and safety issues, as well as client and human rights. Failure to participate may result in removal from the schedule until the requirement is met.

Each position within the Guild has a written position description outlining required duties and responsibilities and minimum qualifications for the position. As part of your initial orientation to the department and/or position, your job responsibilities will be reviewed with you. You may receive, or can request a copy of the job description for your position. Employees are expected to perform their jobs to the best of their ability, and consistent with their job requirements, and should not change procedures or methods in performing assigned jobs without approval of the supervisor.

Classification of Employees

All employees establish an anniversary date on the date of their employment (or re-employment). For the purpose of determining eligibility for certain benefits, employees are grouped into the following categories:

- Full-Time** employees are regularly scheduled to work at least 35 hours weekly. Full-time employees are eligible for all benefits after completion of 90 days of full-time employment, in accordance with plan documents.
- Part-Time** employees are regularly scheduled to work less than 35 hours per week, and have a minimum number of guaranteed shifts. Part-time employees who are routinely scheduled to work more than 20 hours per week are eligible to participate in the benefits plan, with contributions prorated based on the employee's FTE (full time equivalency) status. A part-time employee who picks up extra shifts and works 35 or more hours per week is not eligible for full-time benefits.
- Temporary** employees are hired for a job established for a specific period of time, or for the duration of a specific assignment. Temporary employees are not eligible to participate in the benefit programs.
- On Call** employees are hired to work on an as-needed basis, with no guaranteed shifts. Such employees are not eligible to participate in the benefit programs.

Classification of Employees, Cont'd

Employees build up seniority by continuing at their work without unauthorized interruptions or termination. Employee seniority is important to the Guild, as it assures the availability of an experienced and stable work force. Seniority is important for employees as it enables them to continue their self-improvement and advancement to qualify for promotion opportunities. Seniority is also taken into consideration in scheduling vacations. It is expected, however, that increasing seniority will also be matched by increasing performance. Seniority will be one of the factors considered in promotion.

A change in status (i.e., going from full-time to part-time) may affect entitlement to benefits and may affect compensation, in accordance with leave and benefits policies. Change of status at your initiation is only permitted once per year. Speak with a Human Resources representative regarding the effect of such a change.

For the purpose of determining eligibility for overtime pay, employees are classified as exempt or non exempt, as defined by the Fair Labor Standards Act and the Walsh-Healy Public Contracts Act. Exempt employees are typically paid an annual salary and are not eligible for overtime pay. Non-exempt employees may be paid a salary or on an hourly basis, and are eligible for overtime pay. Employees will be informed of their classification in the employment offer letter. Further, employees will be informed of any change in status in writing.

Personnel Files

Personnel files will be maintained by the Human Resources and Payroll departments. Each file will contain the complete history of an individual's employment with the Guild, starting with application and including all subsequent actions. The personnel file is regarded as confidential, and information will only be shared on a "need to know" basis.

Information will be provided to external agencies as entitled by law and/or as identified in writing by the employee in the Staff Disclosure Form. Employees may revoke such authorization at any time via the form. All requests for information, including references, will be recorded in the personnel file.

Personnel files are the property of the Guild, and shall remain with the Guild. Each individual's personnel file will be maintained for a minimum of five years after termination of employment. Upon written request, an employee may obtain photocopies of any document contained in their personnel file at a determined cost of duplication. Duplication will be completed by the Human Resources representative or designee.

YOUR CAREER WITH US

The Potomac Highlands Guild hopes that you consider employment with us to be a long-term career, and we want to help you improve your abilities and your opportunities. Thus, the following programs and policies have been implemented to help you move ahead.

Your New Employee Status

The first six months of your employment at PHG constitute the initial evaluation and orientation period. This time allows both you and the Guild to get acquainted -- for you to evaluate whether PHG fits into your career goals, and for the Guild to assess whether you are right for the job. During this period, you will participate in orientation and training, and your supervisor will evaluate your work performance and behavior. This is the time to ask questions, review job expectations and get feedback on how you are doing.

In most cases, new employee status lasts six months from the date of hire. Based on the appraisal of your work performance, a decision may be made about your continued employment, extending new employee status, or terminating the employment relationship. Because PHG is an "at will" employer, the existence of this new employee status is not intended to imply that the employee has acquired any rights to continuous employment upon completion of the initial six month evaluation period.

Performance Review

It is important that all employees have an opportunity from time to time to review their work performance with their supervisor and to discuss any job-related concerns, interests and career goals. Employees and their supervisors should be in constant communication about working conditions and performance expectations. In an effort to ensure such communication, employees are given regularly scheduled appraisals. The first performance evaluation should occur towards the end of your new employee status (six months), with subsequent evaluations occurring quarterly and/or annually.

Annual evaluations are scheduled by the Executive Director once per calendar year. The appraisal meeting gives the employee and the supervisor the opportunity to clarify expectations, and to set goals for continued quality improvement. Our appraisal form provides a space for employees to make comments about the evaluation. We encourage all employees to sign the form, make comments, and keep a copy for their own records.

Credentials

Credentials required for performing specific jobs within the Guild may vary according to funding source, licensure regulations, professional standards, and in-house policy. Upon hire and periodically while employed, the credentialing committee will review an individual's qualifications to determine if they meet credential requirements. Documentation will be made using a Professional or Paraprofessional Worksheet. Any employee who does not meet the standards will be given a reasonable time to comply. If the employee is unable to meet the requirements within the allotted time frame, the employee may request a transfer to another vacant position for which he/she is qualified. Transfer is based on qualifications and is not guaranteed.

Training and Educational Opportunities

PHG recognizes the advantages of training employees in order to develop their potential and effectiveness. Consequently, all employees are eligible to participate in both formal and informal training activities available through the Guild's staff development program. Areas of concentration include safety, infection control, client care, interpersonal skills, and supervisory and management development.

Further, attendance at outside workshops, conferences and seminars are also offered on a selected basis for skills development. Interested employees must complete a "Request for Conference, Education & Training" form in advance to obtain approval. Upon completion of the training, employees are requested to complete a summary form so that the Guild can evaluate the effectiveness of such training.

Employees are encouraged to attend several in-services throughout the year, provided that they make scheduling arrangements with their supervisors first. Specifically, nursing assistants are required to participate in continuing education about patient care issues in order to maintain certification. Attendance records will be maintained and regular attendance will be interpreted as a measure of an employee's interest in his/her job, and will be taken into consideration when an employee is being evaluated for pay increases or for promotion. Some meetings will be identified as "mandatory" and are a requirement of continued employment.

Based upon availability of funds, the Guild has a tuition refund program intended to encourage employees to further their education in order to update academic learning and to prepare for positions of greater responsibility. Human Resources and the Executive Director, in accordance with the Tuition Refund policy, must approve the courses in advance.

Promotions and Transfers

The Guild is committed to filling vacancies by promoting and transferring qualified individuals from within the organization whenever possible. As such, vacancies will be posted in-house, as well as advertised externally, to give current staff the opportunity to apply. Employees interested in transferring to another position within the agency must apply through the Human Resources Department. Qualifications, performance history, and length of service will be considered, and the best-qualified candidate will be selected, in accordance with Guild employment policies.

YOUR PAY

PHG offers competitive pay and maintains the integrity of our compensation system by following policies about pay issues. Work schedules and time keeping practices are clearly defined for consistency. It is equally important for you to understand how wages are determined, when overtime is paid, and which deductions are authorized to be taken from your paycheck. Any questions regarding scheduling and pay should be addressed with your supervisor or the Payroll Department.

Work Schedules

The Guild's workweek begins at 12:00 a.m. Sunday, and extends through 11:59 p.m. the following Saturday. Normal business hours are from 8:30 a.m. to 5:00 p.m., Monday through Friday, for all PHG offices. Work hours for other sites may vary depending upon the nature of the site. During a normal shift, employees are permitted one 30-minute meal period, without pay, scheduled at the department manager's discretion. Depending on the needs of the agency and its consumers, employees will be permitted to work a flexible schedule with the supervisor's approval.

Supervisors will develop and make available work schedules for each work site on or before the Friday preceding the scheduled work period. Days off should be used to provide relief and refreshment from daily work and to attend to personal matters. **Scheduling is at the sole discretion of each department manager**, based on the necessity of providing consumer services. Staff are not permitted to switch shifts. Requests for days off other than those regularly scheduled must be made to the supervisor, with written approval received before taking that time off. If you are unable to report to work for a scheduled shift, you will not be paid unless you have accumulated leave and the supervisor is notified in advance. Finally, these hours may or may not be rescheduled for that pay period.

Time Keeping and Pay

Each employee is responsible for recording daily attendance on a Weekly Time Sheet and/or a Service Activity Log (SAL). **Service Activity Logs** must be turned in to the Office Manager or Site Supervisor daily. Employees must record total time worked on the SAL, not just direct service time. This information has a direct impact on the Guild's funding received.

Time sheets are to be turned in to the supervisor no later than noon on the Monday following the end of the workweek. Employees should only record their own time. Recording the time of another employee may be interpreted as intent to mislead the Guild, and may result in disciplinary action up to and including dismissal.

Time Keeping and Pay, Cont'd

All employees are paid biweekly, every other Friday. When a payday falls on a Guild holiday, checks will be issued on the preceding workday. Employees may sign up for direct deposit with the Business Office once they have completed their new employee status. Funds will be made available by 4:00 p.m. on the pay date. Check stubs will be mailed to the employee's home address. Otherwise, paychecks may be picked up after noon on payday. Paychecks that have not been picked up by 4:00 p.m. will be mailed to the employee's home address. Employees must sign an authorization to have another individual pick up their paychecks. Paychecks to employees shall not be issued in advance of the regularly scheduled payday.

Authorized Deductions from Your Pay

Under various regulations, the Guild is required to deduct from your pay certain sums of money for federal, state and social security taxes. This money is sent directly to the proper governmental agencies.

In addition, the Guild will deduct sums for other purposes, such as the payment of group insurance, employee retirement, tuition payments, PHG expenses, etc. In these instances, the employee must sign a payroll deduction form or authorization. Finally, the Guild may make court ordered deductions from an employee's pay for child support, garnishments, and tax liens, as required. Such deductions will be reflected on the employee's paycheck stub.

Overtime Pay

For the purposes of determining when overtime is paid, employees are categorized as exempt and non-exempt in the federal Fair Labor Standards Act. Most employees are considered "non exempt" from the act, and therefore are eligible for overtime pay when applicable. Exempt employees will be informed of their status in writing, with the understanding that they are not eligible for overtime pay.

Non-exempt employees shall be paid one and one half (1.5) times their hourly base rate for hours actually worked over 40 in a workweek. Overtime should only be assigned in those situations where the supervisor determines that the work is essential in order to meet the established schedule or deadline. Repeated instances of unauthorized overtime may result in disciplinary action.

Wage Scales

A formal program of wage administration has been developed and is used to maintain a consistent relationship among the wages paid for the many types of work performed within the agency. It is PHG's policy to maintain wage levels for its employees that are competitive with those paid for similar work by other healthcare employers in the community. As such, the Guild conducts or participates in wage surveys periodically to assist in planning compensation.

Pay grades have been developed for each position, defining hiring ranges (based on experience) and setting maximum salary levels. The wage scale is set to be internally equitable and performance related, as well as externally competitive. Pay increases shall be given to employees upon approval of the Executive Director. Changes in pay may result from promotion, demotion, and lateral transfer involving change in classification, structural increase, job expansion, or salary surveys. The Executive Director and the Board of Directors, depending on funds availability, must approve increases in the wage scale.

YOUR BENEFITS

In addition to the regular paycheck you receive for working at Potomac Highlands Guild, there are also numerous benefits, services and conveniences offered by the agency to help provide protection and assistance for you and your family. The value you and your family receive from these benefits and services is really a "hidden" paycheck provided by PHG.

Our insurance, retirement, and other benefit programs are discussed in more detail in separate booklets, the insurance contracts and/or in other plan documents. In the event there is any question or conflict in language between those booklets and this handbook, the terms of the plan documents will control. Periodically, you will receive a summary of the benefits as they affect you. In addition, you will be sent other information as required by the Employee Retirement Income Security Act. If you have any questions or if you need to make a claim for benefits, you should consult with a Human Resources representative.

The following are some highlights of the Guild's benefit programs and a number of other services and conveniences the organization offers you in recognition of your value to the agency. All benefits, other than those prescribed by law, are subject to change, and PHG reserves the right to reduce or eliminate any of them as deemed necessary.

Employer Mandated Benefits

Social Security and Medicare

In order to improve the lifestyle of senior citizens, the Federal Government has set up plans, which will provide monetary benefits under the Social Security Program for health coverage, disability income, and retirement income. Your payroll deduction for social security taxes, matched by contributions from PHG, helps pay the cost of this program. For more information, see a Human Resources representative or contact a local Social Security office.

Unemployment Insurance

Under the West Virginia Unemployment Compensation Law, the Guild contributes to insurance funds that may provide you with income in the event you become unemployed through no fault of your own. As an employee, you pay no part of the cost that provides you with this benefit. The entire cost is paid by the employer.

Workers' Compensation

If you are injured or become ill as a result of your work, you may be eligible to receive benefits as provided under the State Worker's Compensation Act. The Guild pays all costs of providing this insurance. The law determines whether a claim is compensable; just because you are injured on the job does not necessarily mean that the medical expenses and lost time will be paid by the workers' compensation insurer. Therefore, it is important to maintain separate health insurance coverage, also.

You must immediately report any accident or injury that occurs on the job, or that you believe is job related, even if you do not expect to receive medical attention or to lose time from work. Each department should have the Incident Report available to document the injury. This form should be reviewed by your supervisor, and turned into Human Resources within 24 hours. The Human Resources representative will monitor all claims and assist employees and managers with the process.

Finally, PHG offers a limited number of restricted duty positions for employees injured on the job, based on the needs of the facility. Such positions are temporary in nature, and intended to assist the employee during recovery, while reducing workers' compensation costs.

Group Insurance Plans

It is our policy to provide a group welfare benefits plan to all eligible full-time and part-time employees. This flexible program offers the following options:

Premiums paid in full by PHG, at no cost to the employee:

- *Basic Life Insurance with Accidental Death and Dismemberment Coverage*
- *Long Term Disability*

Premiums paid by payroll deduction:

- *Major Medical/Hospitalization*
- *Dental and Vision Insurance*
- *Employee Supplemental Life Insurance*
- *Spouse/child Dependent Life Insurance*
- *AFLAC (cancer coverage)*

Because this a flexible plan, eligible employees may elect part or all of the plan, and can tailor coverage to meet their specific needs. The terms of these plans are described in the Summary Plan Documents.

Group Insurance Plans, Cont'd

Coverage is available to eligible individuals upon completion of 90 days of employment. To be eligible, staff must be regularly scheduled to work a minimum of 20 hours per week. Employees who work less than full time will have any Guild contributions granted on a pro-rated basis equal to the percentage of time worked.

Employees must enroll in the insurance plan during new employee orientation or within 30 days of eligibility. Any person who opts out must sign a waiver, and will not be able to pick up the plan again until the next open enrollment period, offered annually in November. Also, if an eligible employee loses coverage through a different plan, the employee may elect coverage through PHG within 30 days of cancellation. Documentation must be provided.

The expense of this program shall be shared by the employer and the employee, with the employee's portion of the premium deducted from payroll. The Guild offers a Section 125 Plan so that such deductions can be taken pre-tax. For details about the welfare benefits plan or about eligibility, contact Human Resources.

Retirement

Potomac Highlands Guild offers a retirement savings plan for all full-time and part-time employees. This pension plan is in the form of a Tax Shelter Annuity (TSA), or 403B plan. Employees are eligible to participate from date of hire, if they are at least 21 years old.

By participating in the TSA, you may elect to have a portion (up to 100%, not to exceed the annual maximum established by the IRS) of your gross income deducted from your pay on a pre-tax basis. Annually, participating employees may receive a match from the Guild of depending on funds available. The Board of Directors determines the amount of the match, if any, on a periodic basis. Employees become increasingly more vested after one year of eligible employment, with 100% vesting after five years, in accordance with plan documents.

With a TSA, you do not pay taxes on the money until you withdraw it from the savings account. However, because the 403B plan is regulated by the IRS, there are stipulations defining how much you may deposit and when you can make withdrawals. Generally, you may not make withdrawals before age 59 1/2, except for employee loans in which you can withdraw 50% of the vested amount. The minimum amount of a loan is \$1,000. The maximum amount is \$50,000. The Third Party Administrator who establishes an average between our local banks determines the interest rate applied to loans. Repayment of loans are made through payroll deduction. For specific information, refer to the summary plan description, or contact Human Resources or the TSA representative.

Expense Reimbursement: Business, Mileage, Relocation

The Guild recognizes that employees incur expenses related to their jobs, and will reimburse some of those expenses where appropriate. A "Reimbursement for Expense Invoice" must be completed and approved by management, along with copies of receipts or other documentation to support the expense(s). Primarily, PHG will reimburse all travel (including mileage, meals, telephone and lodging) and business expenses (supplies, etc.) incurred during the completion of one's duties, when those costs are deemed reasonable and approved by management in advance.

While the Guild strongly recommends that staff use agency vehicles when possible for job related travel, PHG will reimburse employees for such travel made in their own vehicles. For safety and liability reasons, employees are encouraged to use agency vehicles when transporting consumers.

Finally, relocation expenses may be reimbursed to a new employee upon written approval from the Executive Director, with recommendation from a management team member. Relocation is considered to be from a community outside the service region, and the cost shall not exceed \$1,500.00, unless approved in advance by the Board of Directors. Employees who receive relocation expense reimbursement are required to remit the full amount if they voluntarily resign within their first year of employment.

Direct Deposit

PHG provides direct deposit services to all employees who have completed their new employee status, to the bank of your choice. The advantage of direct deposit is that your payroll check is available in your account immediately on payday, so that you do not have to report to work to pick it up. Check stubs will be mailed to the employee's address on file. Contact Human Resources or the Payroll Office for more information.

Tuition Refund

The Guild offers a Tuition Refund program, depending on funds available. Full-time employees of the Guild are eligible for tuition refund for courses that directly improve the employee's ability in his/her current position, or increase his/her potential in another position within the agency. Interested individuals must apply in advance of taking the course, through their supervisor. Human Resources will review each application for qualifications, and the Executive Director will determine approval. The course of study must require regular scheduled classroom attendance at a technical or business school of post high school level, accredited by the State of West Virginia, or at an accredited college or university.

Tuition Refund, Cont'd

To be eligible, full-time staff members must have completed at least six months of employment and must be in good standing. The facility only covers the cost of tuition, and does not pay for books, registration fees, parking, etc. Further, participants must receive a passing grade of a C or better to be eligible, with the amount of reimbursement based on the student's final grade (A=75%, B=60%, C=50%). Leave time may be available in accordance with the Educational Leave Policy. Participants are encouraged to remain employed with PHG for at least one year following completion of the course.

In-House Employee Assistance Services

PHG has an employee assistance program (EAP) available for all employees and members of their household, at no cost to the employee. Through the EAP, employees and their family members can receive short-term counseling and referral services for a variety of personal issues, including financial counseling, marital and relationship counseling, drug and alcohol rehabilitation counseling, etc.

Use of the program is completely confidential, within the constraints of the law. Employees and their family members may come to these services in one of three ways: (1) self-referral, (2) informal referral by coworker or supervisor, or (3) formal supervisory referral. In the case of a supervisory referral, the provider will inform Human Resources as to whether the employee followed through. Management will not receive specific information about items discussed in the counseling session.

Although the Guild prefers that staff go outside of the agency for treatment, services may be provided in-house through the same procedure as offered to other consumers. Employees must use appropriate leave to attend scheduled appointments. Regardless of provider, the Guild is responsible for payment of the initial assessment only. Individuals will be responsible to pay all other fees for services. They may choose to use the current insurance plan to pay for services and will be responsible for payment of deductible fees above insurance coverage.

The employee assistance program is intended to help employees with personal issues that may or may not be affecting the workplace (i.e., performance or attendance). Therefore, employees are not penalized for use or non-use of the services. Refer to Human Resources for more information.

TIME OFF FROM WORK

PHG recognizes that employees need time away from work to rest and to meet personal and family obligations. Therefore, we offer several different types of leave programs for eligible employees -- some paid, others providing job protection. Such leave policies provide employees with flexibility in scheduling time off, and support our no-fault attendance-monitoring program, while complying with family and medical leave requirements. Leave requests must be made in advance, in accordance with leave policies and departmental practices. Note that all scheduling is at the discretion of your department manager

General Leave of Absence

A leave of absence is defined as an authorized period of time away from work. A leave of absence may be granted at the discretion of the department manager and the Executive Director, to employees that have been employed by the facility for at least one year or as specified by law, and who intend to return to work at the end of the leave period.

If you desire a leave of absence, you must present a written request to your department manager who will forward it to the Executive Director for further consideration. Approval of leave is at the department manager's and/or Executive Director's discretion, and generally should not exceed six months. Generally, no more than one personal leave of absence will be granted to an employee in a 12-month period.

To permit advance planning, any request for a leave of absence must be submitted at the earliest time you have reason to believe you will need such leave. The written request must state the date leave will begin, the anticipated length of the absence, and the reason for the request, and must be accompanied by a Leave Request Form. A written copy of the request will remain on file in the Human Resources office. The granting of a leave of absence is contingent on an employee being in good standing with the facility and securing a recommendation from your department manager and the Executive Director.

Eligible employees may use accumulated combined leave, annual leave and/or sick leave in accordance with those policies. All paid leave must be exhausted before an employee can take leave without pay. If you are on an unpaid leave of absence, you will not accumulate seniority, leave benefits, or holiday pay. When an employee is granted a leave of absence, group health insurance coverage will not be interrupted during the leave period so long as the employee continues to pay his or her portion of the premium. If the leave of absence without pay will extend beyond one month, the employee will be responsible for the full cost of each insurance plan during the leave of absence. Unless arrangements are made to prepay these costs, such insurance will not be continued during the leave time.

Further, if your projected date of return to work changes at any time, you must notify your supervisor as soon as possible. An employee who does not return to work on the

agreed upon date will be considered to have voluntarily resigned effective the last day of being in a pay status, and may lose re-employment privileges.

Finally, if you take a leave of absence, PHG guarantees a position upon your return, but not necessarily to the same position. If you fail to accept an offer of reinstatement to a position offered by PHG at the end of such leave of absence, you will be deemed to have voluntarily resigned.

Family and Medical Leave of Absence

PHG will grant a leave of absence to regular full-time and regular part-time employees who meet the eligibility requirement described below, for the following reasons:

1. the care of a child after birth or adoption or placement with the employee for foster care;
2. the care of covered family member (spouse, child, or parent) with a serious health condition; or
3. an employee's own serious health condition.

Family/Medical leaves will be granted for a period of up to twelve weeks in any twelve-month period (based on the employee's anniversary date). To be eligible, an employee must have completed at least one full year of service with PHG and must have worked a minimum of 1,250 hours in the twelve months preceding the leave.

Child/Family Care Leave

If you request a leave of absence to care for a child after birth, adoption, or placement in your home for foster care, or to care for a covered family member with a serious health condition, you will be granted unpaid leave under the following conditions:

1. If the leave is planned in advance, you must provide us with at least 30 days notice prior to the anticipated leave date, using the PHG official Leave Request Form.
2. If the leave is unexpected, you should notify your supervisor and the Human Resources department by filing the Leave Request Form as far in advance of the anticipated leave as practicable (normally within two days of when you become aware of your need for leave).

Family and Medical Leave of Absence, Cont'd

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. Employees may also be required to provide additional physician's statements at PHG's request. Further, the family member may be required to submit to medical examinations by physicians designated by PHG at our discretion and at our expense.

Leave for Employee's Serious Health Condition

If you request a leave of absence for your own serious health condition, you will be granted leave under the following conditions:

1. If the leave is planned in advance, you must provide us with at least 30 days notice prior to the anticipated leave date, using the Leave Request Form.
2. If the leave is unexpected, you should notify your supervisor and the Human Resources department by filing the Leave Request Form as far in advance of the anticipated leave date as is practicable (normally within two days of when you become aware of your need for the leave.)
3. Any time that you expect to be or are absent for more than four consecutive days as a result of your own serious health condition (including pregnancy), you will be required to submit appropriate medical certification from your physician to activate Family and Medical Leave. Such certification must include at a minimum, the date the disability began, a diagnosis, and the probable date of your return to work.

Employees with long-term disability insurance may be eligible to apply for coverage while on medical leave, in accordance with plan documents.

During your leave, you may be required to provide PHG with additional physician's statements on request from PHG or the Guild's insurance carriers, attesting to your continued disability and inability to work. You may also be required to submit to medical examinations by physicians designated by PHG at our discretion and at our expense, at the beginning of, during, or at the end of your leave period, and to provide PHG with access to your medical records as required.

Before you will be permitted to return from medical leave, you will be required to present a note from your physician indicating that you are capable of returning to work and performing the essential functions of your position, with or without reasonable accommodation.

Family and Medical Leave of Absence, Cont'd

Coordination of Leave and Insurance Benefits

In accordance with the Guild's paid leave policies, you will be required to use all accumulated leave during the family/medical leave period. Once such benefits are exhausted, the balance of the leave will be without pay. All company benefits that operate on an accrual basis (e.g., combined leave, annual leave and sick leave) will cease to accumulate during a leave period without pay.

All group health benefits (e.g., health, dental and vision insurance, and AFLAC) will continue during the leave period, provided you continue regular employee contributions to these plans. Other benefits, such as retirement and life insurance, will be governed in accordance with the terms of each plan document.

Leave Entitlement

Eligible employees are entitled to Family/Medical leave for up to twelve weeks in any twelve-month period (based on your anniversary date). Employees may extend their leave up to six months total in accordance with the General Leave of Absence policy.

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, PHG will follow applicable federal and state laws in reviewing and approving such leave requests.

Reinstatement Rights

Upon return from Family/Medical leave, eligible employees are entitled to be reinstated to their former position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. Exceptions to this 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. In addition, employees on a leave extension are not guaranteed reinstatement. Any questions regarding Family and Medical leave should be addressed to a Human Resources representative.

Combined Leave and Annual Leave

The Guild has two paid leave programs, offered according to position classification and length of employment: Combined Leave (for hourly employees with less than five years of service) and Annual Leave (for salaried employees and hourly employees with more than five years of service). Contract, temporary and on-call employees are not eligible for either type of paid leave.

Leave time accumulates from the employee's initial date of eligible employment, and is prorated based on the actual number of hours worked and on length of eligible employment, as explained in policies and summarized below. Leave is recorded monthly, based on hours worked during the previous month. Eligible employees must have worked their regular schedule for at least 15 days in the month to accumulate leave. For example, leave will not be accumulated for the month in which an employee terminates employment if the termination is prior to the 15th day of the month. If the employee's termination is on the 15th day of the month or later, leave will be earned for the entire month.

Employees are eligible to use accumulated leave after completion of their New Employee Status. Leave must be used in one-hour increments, and may not be advanced. Requests must be made in advance according to departmental guidelines, using the Application for Leave Form. The department manager or designee will approve leave depending on staffing needs of the department.

Upon termination, an employee will be eligible for payment of unused leave at his/her current rate of pay (75% of accumulated combined leave will be paid) provided they have successfully completed their new employee status. In the event of an employee's death, this amount will be paid to the next of kin or to the employee's estate. Specific information about eligibility, accrual, rollover amounts and other details of Combined Leave and Annual Leave are as follows.

Combined Leave (for hourly employees)

Combined Leave is a program that combines vacation, sick and personal days into one plan. Eligible hourly employees accumulate combined leave beginning upon this date of hire in an eligible position. To be eligible, hourly employees must meet the following criteria:

- hired on or after September 1, 2001;
- categorized as "hourly" or non exempt;
- scheduled full-time, with a monthly average of 35 hours per week; and
- employed in an eligible position for less than five years.

Combined Leave, Cont'd

Part-time, contract, temporary and on call employees are not eligible. Combined leave is accumulated each calendar month, as follows:

<u>Length of Employment</u>	<u>Accumulation Rate</u>
0 - 2 years	8 hours per month
2 - 4 years	10 hours per month
5 + years	accumulate annual, sick and personal leave per policy

Staff may roll over up to 80 hours of their unused combined leave into the next calendar year. Documentation may be required to support a request for leave, especially in the instance of continued illness or a pattern of absenteeism.

Annual Leave (for salaried employees and long term hourly employees)

Annual Leave is part of a traditional leave program that also incorporates sick leave and personal days as separate benefits. To be eligible, employees must meet the following criteria:

- salaried classification; OR
- hourly classification with at least five years of service in an eligible position; OR
- hourly classification hired into an eligible position before September 1, 2001; AND
- regularly scheduled to work at least 20 hours per week.

Contract, temporary and on call employees are not eligible. Part-time employees who work at least 20 hours per week will receive annual leave proportional to time scheduled.

Upon employment, the rate of annual leave will be established based upon a review of personnel file information. In most cases, annual leave for full-time employees is accumulated each calendar month, as follows:

<u>Length of Employment</u>	<u>Accumulation Rate</u>
0 - 4 years	10 hours per month**
5 - 9 years	12 hours per month
10 - 14 years	14 hours per month
15 + years	16 hours per month

**Hourly employees hired on or before August 31, 2001, with less than five years of service, will accumulate annual leave at the rate of six hours per month for up to two years of employment, and eight hours per month for three to four years of employment.

Annual Leave, Cont'd

The Executive Director may adjust the amount of annual leave based on previous work experience for management and professional level employees. Subsequent changes in the rates are tied to years of employment with PHG, and are changed in the anniversary month with approval of the Executive Director. Employees should inform the Executive Director in writing when their anniversary indicates that they are to advance to the next level of annual leave.

Staff may roll over up to 80 hours of their unused annual leave into the next calendar year.

Personal Leave

The Guild offers three days of personal leave per calendar year to eligible employees, as follows:

- full-time, salaried employees, from date of hire; and
- full-time, hourly employees, with five or more years of eligible service.

Eligible employees who are hired between May and August will be granted two days of leave for the calendar year. Those hired between September and December will be granted one day of leave for the calendar year.

Personal leave may be requested for any purpose, and must be used in eight-hour increments. Salaried employees classified in new employee status may use their personal day(s). Unused personal leave will not be paid out upon termination, and may not be carried over from one calendar year to the next.

Bonus Days

Salaried employees will be able to “cash in” up to (6) days of Annual Leave per year (3 days [no more than 1 day per month] from January through June, and 3 days [no more than 1 day per month] from July through December. Documentation may be required to support a request for leave, especially in the instance of a pattern of excessive absenteeism.

All regular, full-time *hourly* employees with less than five years of service will be given the option to “cash in” up to 32 hours (four days) of combined leave or 48 hours (6 days) of annual leave per year as bonus days. Eligible new employees will be offered bonus days upon completion of their New Employee Status, prorated according to month hired.

Employees must request bonus days using the appropriate form. For each bonus day redeemed, eight hours will be deducted from the employee’s leave balance. Two days (16 hours) may be cashed in between January and July 1st, and the additional two days may be cashed in between July 1st and December 31st. Employees may not carry over bonus day options into the new calendar year.

Sick Leave

Sick Leave is part of a traditional leave program that also incorporates annual leave and personal days as separate benefits. To be eligible, employees must meet the following criteria:

- salaried classification; OR
- hourly classification with at least five years of service in an eligible position; OR
- hourly classification hired into an eligible position before September 1, 2001; AND
- regularly scheduled to work at least 20 hours per week.

Contract, temporary and on call employees are not eligible. Eligible full-time staff earn eight hours of leave per calendar month, beginning at hire. Eligible part-time employees who work at least 20 hours per week will receive sick leave proportional to time scheduled.

Sick leave may be taken for the following reasons: employee's illness or injury; death in family (refer to Funeral Leave Policy); illness in the immediate family that requires the presence of the employee; or exposure to a contagious disease that precludes the employee from reporting to work (as ordered by the Executive Director). Documentation may be required to support a request for leave, especially in the instance of continued illness (three or more days) or a pattern of absenteeism.

Sick leave must be used in one-hour increments. Although leave is accumulated during the New Employee Status, it may not be used during this period. The number of days that may be accumulated is unlimited. As an added benefit, any employee who has more than 1,920 hours (240 days) of sick leave at the end of the calendar year will have the option to "cash in" their leave at the current federal minimum wage rate for each hour in excess of 1,920.

Sick leave is not payable upon termination of employment. However, employees may choose to convert accumulated sick leave into early leave from employment at the time of their retirement (minimum age 55 with a minimum of five years tenure). The conversion would be at a 5:1 ratio, with five days of accumulated sick leave being converted to one day of early leave at retirement time. Any leftover days will be forfeited. Any employee who chooses to make this conversion must notify the Executive Director in writing at least 60 days before the conversion would occur.

Finally, eligible staff who have less than six months tenure or who have exhausted all leave may accept up to 10 days (80 hours) of annual leave from another staff member, as a gift, to cover absences due to the employee's illness. Requests must be arranged and approved in advance by the Executive Director.

Holidays

Aside from conforming to long-standing religious and national customs, the Guild recognizes that holidays give staff regularly scheduled breaks from work to spend with family and friends. As such, PHG officially observes 9 ½ holidays:

- *New Year's Eve (half day)*
- *New Year's Day*
- *Good Friday (salaried employees) OR Easter Sunday (hourly employees)*
- *Memorial Day (Monday)*
- *Independence Day*
- *Labor Day (Monday)*
- *Thanksgiving (Thursday and Friday)*
- *Christmas Eve*
- *Christmas Day*

The Guild recognizes that several employees are scheduled to work Monday through Friday, only. For those staff members, if the holiday falls on a Saturday, it will be observed on the preceding Friday. Likewise, if the holiday falls on a Sunday, it will be observed on the following Monday. An employee who is accustomed to observing a particular religious holiday that is not listed here may substitute that holiday for one listed, or take combined, personal or annual leave. Requests must be made in writing to the Executive Director for prior approval.

Full-time employees, regularly scheduled to work at least 35 hours per week, are eligible for holiday pay at their normal rate, immediately upon hire. *Residential hourly* employees receive holiday pay at time and a half for hours worked. However, these employees do not get paid holiday pay if they do not work on the holiday. If a *non-residential full-time* employee is not scheduled to work on the holiday, he/she will still receive holiday pay for that day. Part-time, temporary and some on call employees receive time and a half pay for holidays worked. Contract employees are not eligible for holiday pay.

To receive holiday pay, eligible employees must be in a paid status, and must report to work on the scheduled shifts before and after the holiday, unless one or both of these days fall within pre-scheduled leave time. When a holiday falls within a leave period, the full-time employee receives holiday pay for that day, thus reducing the number of Leave days taken.

Funeral Leave

Any full-time regular employee may receive up to 3 days paid funeral leave upon the death of a member of his/her immediate family. A supervisor may grant up to three additional days of leave (annual, sick, personal, or combined) depending upon such factors as distance to be traveled, employee's responsibility for funeral arrangements, etc. Additional leave may be given at the discretion of the direct supervisor and Executive Director.

Any full-time regular employee may receive up to one day paid funeral leave to attend a funeral of an extended family member. Any part-time regular employee may receive up to one day paid funeral leave to attend a funeral of an immediate or extended family member. The funeral must occur on a scheduled workday. A supervisor may grant up to one additional day of leave (annual, sick, personal, or combined) depending upon such factors as distance to be traveled, employee's responsibility for funeral arrangements, etc.

Immediate family is defined as parent, spouse, child, cohabitant, siblings, grandparents, grandchildren, stepparent, and stepchildren. Extended family is defined as aunts, uncles, nieces, nephews, parents-in-law, and first cousins. Proof of the death may be required. Employees shall use personal days, annual leave, combined leave, or leave without pay to attend all other funerals. Supervisors must authorize all leave. The Executive Director must approve leave without pay.

Jury Duty Leave

Employees who have completed their New Employee Status, and are called to jury duty or are subpoenaed as a witness, are eligible to receive their regular daily wage for scheduled shifts, less any amount paid by the court. Employees who appear in court as a plaintiff or defendant for personal business do *not* receive jury/court pay.

When you receive a court summons or subpoena, you must advise your supervisor as soon as possible in order that coverage of your absence can be planned. You must also present your summons, proof of attendance, and verification of jury duty wages to the business office for payroll purposes. If you are excused from jury duty or serve only part of the day, you must report to work for the remainder of your shift. Further, if you will be on jury duty for more than 30 days, you must consult with Human Resources regarding your schedule.

Military Leave

PHG recognizes the contribution that reservists and other military personnel make to our nation, and allows a reasonable amount of time off each year for employees who are required to train with their military reserve units. You must request leave as soon as you receive your military assignment orders, and attach a copy of your orders to your leave request.

Military Leave, Cont'd

Regular full-time employees will be paid the difference between the military allowance and their current base rate for a maximum of two weeks per calendar year. Eligible employees may choose to use combined or annual leave during military absences, but not in conjunction with the two-week military allowance. If you are called to active duty, your request for leave and your reinstatement will be handled in accordance with the Veterans Reemployment Act and state law.

Educational Leave

In recognition of the value of continued education, the Guild offers education leave without pay for attendance at an approved college or university. Only full-time employees are eligible, and leave will be reviewed for approval on a semester basis. The course of study must be designed to advance the individual's professional knowledge and potential in his/her present position with the Guild. Employees who would like to continue educational leave must maintain a "C" average or higher. Upon returning to the Guild from extended educational leave, the employee will be returned to his/her former position in accordance with the Leave of Absence policy.

Inclement Weather

All Guild facilities remain open for normal operation unless the State Highway Department closes major roads for extreme weather conditions or a state of emergency is called. At times of severe weather, the Executive Director or designee will determine delayed openings, early closing, or complete closing of business operations. Scheduled employees will not be charged leave for this time. Such decision will be clearly communicated to staff by management.

Still, each employee must observe weather conditions to determine whether it is unduly hazardous to attempt to drive to work. In such circumstances, employees may use combined or annual leave if they are unable to work their scheduled shift. Leave must be approved by your supervisor in advance.

SAFETY AND SECURITY

PHG is vitally interested in the health and safety of each employee, but this is your responsibility too. You should observe and obey the safety rules and report any unsafe conditions to management. Likewise, any kind of playful friskiness is always out of place in the healthcare environment. Such actions frequently result in neglect of duty and, more often than not, in unfortunate accidents. You will be expected to reflect the seriousness of your work by the dignified and faithful performance of your duties.

Occupational Safety and Health

In keeping with requirements set forth by the Occupational Safety and Health Act (OSHA), the Guild closely monitors all accidents, injuries and illnesses on the job. As such, any on-the-job or work-related accident, injury or illness must be reported immediately to your supervisor. The employee and supervisor should complete an Incident Report and forward it to Human Resources immediately, or within 24 hours of the incident.

Since the Guild must record all such incidents on an annual OSHA 200 log, the Incident Report should be filled out, even if the employee receives no medical attention or does not lose time from work. Additionally, failure to complete the form may have a negative affect on workers' compensation benefits. Employees should see a Human Resources representative for more information about rights and responsibilities under OSHA and the state Workers' Compensation law.

Fire & Disaster Plans

Fire is the greatest danger for most businesses and in any residential care facility. It can threaten the safety of our employees as well as our consumers. Therefore, all employees are responsible for knowing fire safety procedures. You are expected to become familiar with the location of fire extinguishers, fire hoses and fire alarm boxes. Report any fire hazards to your supervisor, and help to eliminate fire hazards by keeping your work areas free of unnecessary combustible materials and by obeying smoking regulations. Should a fire break out, a simple acronym to assist you in responding to the fire is RACE: **R**escue any person from smoke or fire; **A**larm - pull the alarm; **C**ontain the fire; and **E**xtinguish the fire, or evacuate if required. To assist staff in emergency preparedness, each site in the residential day treatment program will have drills at least quarterly.

Remember to remain calm in any dangerous situation. Panic spreads very easily and often makes the situation worse. Your supervisor will instruct you in what to do in a fire or other emergency. Still, you are responsible for your safety during a disaster.

Drug and Alcohol Free Workplace

PHG is committed to maintaining a safe and healthy work place free from the influence of alcohol and drugs. This policy statement supports the intent of the Drug Free Workplace Act of 1988. As an employee, you are a most valuable asset to the agency, and your health and safety is a serious concern. Therefore, PHG will not tolerate any drug or alcohol use, which imperils the health and well being of employees, or threatens its consumers or visitors. The use of illegal drugs and abuse of other controlled substances, on or off duty, is inconsistent with law-abiding behavior expected of all citizens. It is our opinion that such behavior, tends to make an employee less reliable and have a greater absence rate, which result in the potential for increased cost, delay, and risk in the facility's business. Also, employees who abuse alcohol or drugs are generally less productive, and are considered a danger to themselves, other employees, consumers and visitors. Therefore, PHG has developed our own Drug Free Workplace policy, which prohibits use, sale or possession of illegal drugs or alcohol on facility premises. Failure to comply with the Drug Free Workplace policy may result in discipline, including termination of employment.

Finally, PHG recognizes that substance abuse is a medical problem, which can be successfully treated. We offer an Employee Assistance Program where employees may receive confidential initial assessment and referral at no cost to the employee. In many instances, health insurance will provide coverage for additional treatment. Refer to our Employee Assistance Program and In-house Services policies.

Motor Vehicle Safety

To ensure that employees are familiar with the Guild's expectations in regards to transporting consumers and general motor vehicle safety, you may be required to successfully complete a safe driving program that will consist of defensive driving techniques and similar safety practices. Only employees who have a valid driver's license are authorized to operate Guild vehicles. You must perform a vehicle inspection before each trip, and document and report any deficiencies or problems to the Maintenance Department. Employees are expected to drive in a safe and legal manner, as described in agency policy and state law. Additionally, drivers and passengers are required to comply with safety belt laws, and are prohibited from smoking, eating or drinking while in Guild vehicles.

Medical Devices

PHG, being an outpatient treatment and diagnostic facility, is obligated to comply with Medical Devices Reporting (MDR) requirements. As such, all medical equipment is inventoried, and routine maintenance and calibration are performed and documented. Any incident involving a medical device that causes injury, illness or death to a consumer must be reported and investigated, as well. You should ask your supervisor for guidance in such circumstances.

Safety, Security, and Searches

To ensure the safety of consumers and employees, weapons are not permitted on PHG premises. Any employee who is aware of a possible violent situation or security violation should report such to their department manager or the Executive Director immediately.

In an effort to maintain a safe and healthy business environment and protect property belonging to staff, consumers, visitors and PHG, *the Guild reserves the right to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes, clothing or any other possession or articles carried to and from PHG's property.* In addition, PHG reserves the right to search any employee's office, desk, files, locker or any other area or article on our premises. All offices, desks, files, lockers and so forth are the property of PHG and are issued for the use of employees only during their employment with the Guild. ***Inspections may be conducted at any time at the discretion of PHG.***

Any employee who refuses to cooperate in an inspection conducted pursuant to this policy, as well as any employee who after the inspection is believed to be in possession of stolen property, weapons, or illegal drugs, may be subject to discipline, up to and including discharge.

Finally, employees should recognize that the *telephone and computer information systems* are intended for PHG business only. Management has the right to access any information on the voice mail or e-mail system or in any personal computer or network station in the facility. Refer to the Privacy Policy for more information.

WHAT WE EXPECT FROM YOU

PHG recognizes that employee relations are enhanced when employees and management share open two-way communication and when expectations are clearly stated. All staff members, regardless of position, must not only be familiar with their employment rights, but also with their responsibilities. As such, this section of the Handbook addresses behavioral issues that impact your job. Of course, it is impossible to cover every standard of conduct for every circumstance. Therefore, PHG tries to keep these written rules to a necessary minimum. The information provided is intended to serve as a summary of the most frequently encountered topics, and is not all-inclusive. We do, however, expect you to meet and comply with these standards at all times. If you have any questions about these expectations, please talk with your supervisor or consult with Human Resources.

Communication: Keep Us Up-to-Date

Confidential employment records are maintained for each current and past employee. The personnel record includes such information as the employee's job application, references, agreements, work assignments, records of training, performance evaluations, summary wage data, related correspondence, and any other supplementary material, which are relevant to the employee's career.

Changes to your name, address, telephone number, marital status, number of dependents, beneficiaries, or any information that affects your employment or benefits should be reported promptly to Human Resources. Certificates from seminars, educational accomplishments, etc., should also be forwarded for inclusion in your personnel file.

Confidentiality

Working at PHG you may have the opportunity to come across many types of information, including medical records, personnel records, financial data and other proprietary material. Remember that this information is indeed *confidential*, and must not be shared with other employees, unless they have a direct need to know. Certainly these matters must not be discussed outside the facility. You are also cautioned not to discuss such information in a common area within the facility or community.

Regarding consumers, information about the diagnosis, condition, care, or treatment is to be held in the strictest of confidence. You should not discuss this information with any person other than direct caregivers, the consumer, or the responsible party for the consumer. When in doubt, refer questions to the department manager. Violation of confidentiality will subject you to strong disciplinary sanctions, including possible dismissal and legal action.

Appearance and Dress

Individual appearances are an important aspect of PHG's overall image. Therefore, it is the responsibility of each employee to be in proper attire and to practice good hygiene at all times, in accordance with the Appearance Policy. Generally, if a uniform is not required for your position, you are expected to wear conservative, professional clothing, appropriate to the setting in which you work. Staff that visit other professional community settings (e.g., physicians' offices, banks, hospitals, social service agencies) are not to wear clothing intended for recreational use.

All employees are issued an identification badge, which must be worn when representing the Guild in the community with consumers. Because department managers have final discretion regarding appearance and dress, employees should consult with their supervisor for details.

Promptness and Attendance

In order for the Guild to provide high quality services and programs throughout the region, we must be fully staffed. All employees are required to report to work on time, and to remain at work until the end of the scheduled shift. On occasion, employees may be required to work overtime so that consumer needs will be met. Remember that it is your responsibility to be prompt and regular in attendance.

PHG does not attempt to judge the merit of the reasons for a particular absence, so every absence is just that - an absence. Chronic or excessive absenteeism of any kind, including lateness or early departure from work, regardless of the reason, is a violation of our standards of conduct, and may result in progressive discipline and/or termination of employment. *All employees should refer to the Absenteeism and Tardiness Policies* that are available from their department manager.

You are expected to let us know as far in advance as possible if you are going to be absent from work or will arrive late or will need to depart early. At the very least, you must contact your supervisor or your department manager at least two hours prior to your scheduled shift, or in accordance with departmental guidelines, if you are going to be absent or late on that day. It is imperative that you become familiar with call-in procedures for your department.

Remember, this is your responsibility on each day you are absent, and asking another employee, friend, or relative to give this notification is not sufficient except under emergent conditions. Giving this required notice is a condition of continued employment, but does not excuse your absence. Note that two occasions of failure to report an absence (no call, no show) within a one-year period may result in dismissal.

Promptness and Attendance, Cont'd

Finally, if you are absent from work for three consecutive scheduled shifts, you are expected to provide written documentation supporting your need to be absent (i.e, medical certification). Absences that fall under the Family and Medical Leave Act are protected, and will not be considered when counseling for absenteeism. Refer to the Time Off From Work section of this Handbook, and/or to the Family and Medical Leave of Absence policy. At any time, management reserves the right to adjust an employee's pay for lateness or absences regardless of the cause, and to request documentation for use of any period of leave.

Leaving PHG Premises

Employees are expected to remain on PHG premises during working hours unless the work assignment calls for the employee to be elsewhere. If you must leave the premises for some personal reason, obtain your supervisor's permission to do so, and clock out through the time keeping system. Administrative and clinical staff should always account for their whereabouts using the in and out boards located in their manager's office.

Smoking

The Guild recognizes that smoking and second-hand smoke are harmful to your health. As such, smoking is prohibited in all offices, communal facilities, common areas of Guild apartments, and in PHG vehicles. Smoking is permitted outside of the facility or vehicle during break time only.

Visitors to the Facility

Due to the nature of our work, employees should not receive personal visitors during working hours. Further, children are not usually permitted to accompany their parents to work, unless approved in advance by the department manager.

Upon arrival, visitors to the agency must report to the front office or site leader to register, and must sign out when they leave. Guests should not negatively impact the environment or productivity of the site or office. Since confidentiality must be enforced, visitors are not allowed to access records rooms or other areas where confidential information is kept.

Mail

Administrative and clinical staff should check their in-house mailboxes daily to ensure that information is received in a timely manner. Residential and day treatment staff have in-house mailboxes in the main office for each county, and should check for communications on a routine basis.

Employees are asked to make provisions to have all personal mail or packages delivered at their home or resident address. Packages of a personal nature should not be delivered to PHG without prior approval from the Executive Director.

Telephone Courtesy

Because much of the organization's business is transacted over the telephone, it is most important that phone lines be available for just that purpose. The Guild expects you to limit personal calls to those of an EMERGENCY NATURE ONLY. When necessary, personal calls should not generate expense to the Guild or affect work performance. Incoming personal calls may be screened by the receptionist and/or supervisor, and messages will be taken for non-urgent calls to employees.

Further, it is expected that all employees will use good telephone manners. You can create good impressions over the telephone with a courteous tone of voice and a genuine effort to be helpful and efficient. In order to provide the best possible telephone service to you and those calling PHG, these telephone practices should be followed:

1. Answer the telephone promptly (within three rings), giving your office or department, and your name.
2. Be certain that you are transferring the call to someone who can help the caller.
3. Never let a caller "hang on" indefinitely (longer than 30-60 seconds). When looking up information, ask the caller if they prefer to hold or have you call back.
4. When a coworker is unavailable, take a complete message, including name of caller, date, return number and reason for call.
5. Inform the receptionist if you will be away from the workstation for an extended period of time, so that your calls can be routed to you promptly.
6. Call the receptionist promptly if your telephone is out of order. Never call the telephone company about your equipment.

Serving Our Consumers

When you are dealing with consumers and their families you represent the agency. We exist because we perform a necessary service for the community. Therefore, courtesy and service are vitally important to the continued progress of PHG. We expect that all staff members are friendly, cheerful and helpful toward any individual with whom they come into contact.

All persons who request or are referred for behavioral health services will be provided outreach services and will be given the opportunity to have an intake assessment appropriate to the presenting problem, in a timely and efficient manner. All services shall be provided in the least restrictive setting, and in accordance with human and civil rights as regulated by federal and state law. Unless adjudicated incompetent, every client served by the Guild shall be permitted to exercise all of his/her civil rights, including, but not limited to the right to humane treatment and respect, to acquire and dispose of property, to vote, and to enter into contractual relationships. The Guild provides guidance and assistance, without assuming primary responsibility, to those consumers who may be unable to exercise all of their rights all of the time. Rights are modified or limited only to the extent made necessary by the person's disability and only through the quality assurance process of the Guild. Each consumer has the right of final approval relative to treatment intervention.

In the event of a consumer or family complaint, whether justified or not, employees are expected to be polite and helpful. If you cannot handle the situation, refer the individual to your supervisor or to someone else who can assist, and if possible, escort them to that individual. Respond promptly and explain to the individual the reasons for any misunderstanding. If necessary, ethical and rights issues may be referred to the Guild's Human Rights Committee for deliberation and resolution.

Finally, sometimes mistakes do happen. For that reason, the Guild carries professional liability insurance. This policy covers all employees who are performing normal, professional activities related to their job description.

Business Ethics and Individual Gift Giving

All employees should conduct themselves in a professional and ethical manner while representing the Guild. Specifically, to comply with PHG's philosophy that all consumers receive the best possible care, employees must not receive individual gifts from or on behalf of a consumer. We feel that this individual gift giving has a tendency to lead to resentment or neglect. To avoid abuse of this policy, everyone must comply.

Solicitation

PHG has established a solicitation policy in order to ensure the tranquility and privacy that is essential to proper consumer care. Our intent is to prevent unnecessary interruptions of general operations, to maintain security throughout the premises, and to promote the clean and organized appearance expected of a fine health care facility. While we encourage employees to participate in civic and business activities and opportunities that support the Guild's mission in the community, all employees must observe the following rules:

Employees may not solicit consumers under any conditions. Additionally, employees may not be subject to selling, solicitation or distribution that interfere with work. Therefore, these activities are not permitted in working areas. Further, employees may not sell, solicit nor distribute during working hours.

A working area is any place where work is usually performed, and is at or near any place used by consumers. Working hours is that time an employee is supposed to be working, other than regularly scheduled meals and breaks.

Selling is the offering of goods in exchange for something of value. Solicitation is the requesting of another person to do something, such as join, subscribe to or donate to a club, a labor union, a religious group, a political party or similar organization. Distribution is the circulation or passing of any petition, notices, literature, pamphlets or other printed materials.

Off duty employees, employees who have not yet clocked in for work, and persons not employed are forbidden from coming on to the premises for the purpose of soliciting or distributing materials for any reason. In some instances, the collection of money for gifts, parties, donations, or hardship can be solicited by an employee with written permission from the Executive Director. Such solicitation must adhere to ethical standards congruent with those set forth by the American Psychological Society and the Guild's mission statement.

Employees witnessing violations of this policy should report them to their supervisor, who will notify the Executive Director, who is responsible for the control of selling, solicitations and distributions in the agency. Violations may result in disciplinary action up to and including discharge.

Extra Curricular Activities

The Guild recognizes that you have a right to privacy, especially during off duty hours. As such, employees may work a second job or participate in various other activities during their own time. PHG expects that such activities will not pose a conflict of interest with the Guild's mission or hinder you from performing to the best of your ability. Moreover, the Guild periodically offers extracurricular activities that are intended to enhance employee morale and promote the agency's well being. Although employees are not required to attend, those who do are expected to conduct themselves in a professional manner, as ambassadors of the Guild.

Care of Equipment

The purchase and maintenance of equipment is costly. It is recognized that machinery and medical devices need maintenance from time to time. However, maintenance costs can be kept low if employees periodically clean and provide routine care for various equipment used in their work. If you find equipment that needs maintenance or repairs, notify your supervisor. If a medical device fails to perform accurately or causes injury to a consumer, report the incident immediately in accordance with the Medical Device Reporting requirements. Finally, we request that you make an effort to keep equipment, machinery, and the overall premises clean in order to create a better place in which to work.

Resignation

Although we hope that no one will want to resign from employment with us, we expect employees to give at least two weeks notice of resignation, or four weeks in the case of exempt members of management. Upon termination the employee must turn in to the supervisor any keys, manuals, materials or any other PHG property, prior to the last day of employment. If such items are not returned, PHG may deduct their cost from the employee's final paycheck. Once notice is given, employees are not permitted to take sick leave unless ordered by a physician.

Standards of Conduct and Discipline

PHG requires that all employees conduct themselves in a professional manner, in accordance with expectations as established in their job descriptions and in various policies and practices. Of course, we believe that your adherence to federal, state and local laws is also implicit to the Guild's mission. As such the Guild has established a brief description of standards of conduct with which all employees should comply.

Standards of Conduct and Discipline, Cont'd

Whenever an employee breaches one of these standards, measures must be taken to correct the situation and to curtail further occurrences. The steps indicated below are only guidelines describing a typical approach to discipline. The degree of discipline as decided by PHG depends on several factors, including the severity of the offense, the circumstances under which it occurred, and the offending employee's prior work record. Since PHG is an at-will employer, termination can be initiated by the Guild at any time for any reason. Management's decision in every case is final and binding on all concerned. Generally, for minor offenses, progressive discipline may be used. The typical procedure for progressive discipline is as follows:

- Step I:** VERBAL COUNSELING: The first time that an employee violates a rule, policy or practice, the supervisor should take the opportunity to clarify expectations with the employee. Typically, this comes in the form of an oral coaching, with or without documentation. Such documentation may or may not become part of the permanent personnel record.
- Step II:** WRITTEN COUNSELING/WARNING: For the second occurrence of the same or different behavior, the supervisor may again discuss the concerns with the employee, clarify expectations, and document the counseling session in writing for the personnel record. Written warnings are cumulative towards suspension and/or discharge.
- Step III:** WRITTEN REPRIMAND: For continued noncompliance, the supervisor and the department manager or program coordinator meet with the employee to devise a plan of correction with a timeline for compliance. The counseling session is documented in writing for the personnel record.
- Step IV:** SUSPENSION: The employee will be given one day suspension without pay and have a meeting with the program director. The suspension is documented and retained in the personnel record.
- Step V:** SUSPENSION: The employee will be given two days suspension without pay and have a meeting with the Executive Director. The suspension is documented and retained in the personnel record.
- Step VI:** SUSPENSION: The employee will be given a minimum of three days suspension without pay and have a meeting with the Executive Director. Personal days removed and/or no leave accrued for one month. The suspension is documented and retained in the personnel record.
- Step VII:** TERMINATION: Involvement in a major offense, continued noncompliance, or the 7th offense is within 90 days of the 6th offense; the employee will be involuntary terminated.

Standards of Conduct and Discipline, Cont'd

Generally, the following **minor offenses** are examples of the type that may subject an employee to progressive discipline, depending upon the particular circumstances:

- unsatisfactory job performance;
- unsatisfactory attendance, including absenteeism and tardiness;
- any conduct which is inconsistent or contradicts the business purposes of PHG as determined by the Executive Director in his/her discretion; and/or
- violations of policies, procedures or common practices of PHG.

Ordinarily, the following **major offenses** are examples of the type that may subject an employee to immediate suspension and/or termination, depending upon the particular circumstances:

- insubordination, including refusal to carry out orders or instructions of a supervisor;
- deliberately false, fraudulent, or malicious statements or actions involving relations with PHG, a consumer or coworker;
- falsification of hours worked, employment application, or other organizational records;
- violation of PHG's Drug Free Workplace policy (although employees may be given the opportunity for treatment before termination occurs);
- unauthorized use of, removal of, theft, or damage to the property of PHG, an employee, an independent contractor, or a consumer;
- unauthorized disclosure of confidential medical, personnel or proprietary information;
- disorderly or immoral conduct, while on PHG premises or business;
- violation of a posted fire prevention, health or safety rule;
- threatened or actual physical violence or profane or abusive language towards another employee, consumer, visitor, or independent contractor;
- harassment, including but not limited to unwelcome sexual advances, verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, age, gender, national origin or disability; and/or
- illegal acts (violation of local, state or federal statutes).

Of course, PHG cannot anticipate every situation. As such, the minor and major offenses listed are intended to be examples only. Management has the privilege of deciding standards of conduct and appropriate methods of discipline. Of course, if you have a concern about such matters, you should speak with your supervisor, department manager, or the Executive Director, using the appropriate chain of command.

HOW WE STAY INFORMED

Potomac Highlands Guild is always looking for new and improved ways to keep communication open between employees and management. We want you to feel free to give recommendations or suggestions for improving our services, and to voice your concerns and ideas about your job.

Sharing Information

You are in the best position to know and understand the details of your work. As a result, you may discover new and improved ways of performing your work, or you may have suggestions with regard to working relationships within the facility. We encourage you to make suggestions freely through your supervisor, department manager or directly to the Executive Director.

In addition, *management holds regular staff meetings* to discuss trends in mental health care, plans at PHG, policies, procedures, etc. During such meetings, you are encouraged to share frustrations and recommendations with your program director or supervisor.

Finally, PHG periodically distributes a *newsletter* for employees and the community, which provides information about current events and activities, human resources issues, care giving, etc. Readers are encouraged to provide articles or information to the Executive Director to be considered for inclusion in the newsletter. Similarly, the Guild also posts pertinent employment and consumer service information on our website at www.potomachighlandsguild.com.

Policies and Procedures

PHG has a Policy Manual to serve as a guide for action and decision-making within the organization. The manual contains information relative to administrative operations, personnel practices, and clinical techniques and standards. The Board of Directors and the Executive Director have established a Policy Committee to review and revise the policies and procedures on an ongoing basis. These written policies and procedures are maintained in each service area and are available for review by staff and the public during normal hours of operation. Further, many of these topics are summarized in this Employee Handbook for easy reference.

Of course, since our agency continually changes to meet the needs of the communities we serve, not every situation can be adequately addressed in such documents. Procedures may become outdated, and new policies may be developed. As such, it is important to maintain positive, two-way, verbal communication, so that everyone knows what is expected of them.

Bulletin Boards

The Guild maintains three types of bulletin boards: business boards, public view boards, and personnel boards. Since official PHG news and legal notices are posted on these bulletin boards in each service area, employees should regularly check for information updates.

In keeping with the Solicitation Policy, employees who wish to display something must get prior approval from the Executive Director. All information to be posted must be related to the Guild's mission and should enhance the work environment and morale. To preserve confidentiality, no client information may be displayed on any bulletin board.

Internal Memoranda

Periodically we may find it necessary to communicate information to our staff regarding operational, policy and/or procedural issues. Oftentimes, PHG will distribute an official memorandum in your paycheck or through your department manager. When received, these memos are to be filed in the appropriate location for future reference, i.e. policy manuals, employee handbooks, bulletin boards, etc.

Problem Solving Procedure

Our policy is to resolve employment problems, including harassment, as quickly and as equitably as possible. If you encounter work-related problems, you should address such concerns through the chain of command: employee, direct supervisor, department manager or Program Coordinator, Executive Director. Still, all employees should feel free to discuss concerns with a Human Resources representative at any time without fear of retaliation.

In addition, PHG has a formal grievance procedure that employees may use to address specific actions or policy conflicts (i.e., discipline, evaluations, etc.). Since requirements and time frames are specifically written in the Grievance Procedure, employees desiring to file a formal grievance should get a copy of the policy when needed. At each step, the complaint should be made in writing to the appropriate member of management, including the following information:

- facts of the complaint or problem, including action taken, dates and times, etc.;
- provision(s) of the policy, procedure, rule or practice believed to have been misapplied or applied inconsistently;
- the adjustment or relief desired; and
- the reason(s) why the initial solution is not acceptable.

Problem Solving Procedure, Cont'd

Employees should feel confident that participation in this process will not result in any form of retaliation. PHG intends for the grievance resolution process to parallel the management line structure, as follows:

- Step 1: The employee should present the problem to his/her immediate supervisor within five (5) days of its occurrence, or as soon as possible.
- Step 2: If the issue has not been resolved to the employee's satisfaction, the employee should present the information to his/her Program Coordinator or department manager within five (5) days of the supervisor's decision.
- Step 3: If the problem has not been resolved to the employee's satisfaction, the employee may submit the issue in writing to the Executive Director within five (5) days of the department manager's decision. The Executive Director will schedule a meeting with the employee and appropriate other parties within five working days, if no extended investigation is deemed appropriate. Upon the need of an investigation, all parties will agree upon a meeting date. Within five working days after the meeting, the Executive Director will respond in writing to the employee and other appropriate parties. The Executive Director has final decision-making authority in personnel matters.

At each step, a written plan of action will be documented on the Supervisor Review Form, with both parties signing and receiving a copy. Unless otherwise noted, the Executive Director's decision is final and binding on the affected employee(s) and all other persons or entities involved in any way. If the problem is with a supervisor not in your chain of command, then your issue should be filed with your Program Coordinator or the Executive Director for disposition.

If you have concerns about patterns or overall impressions of disparate treatment, you can and should discuss such concerns with a Human Resources representative at any time, so that we can document and conduct an investigation, if appropriate. **Complaints of illegal employment practices, including illegal discrimination and harassment, must be investigated**, even if you refuse to make a formal written statement. Such charges need not be made through the chain of command if you are concerned with the actions of your supervisor. Rather, you can speak directly with the Executive Director.

Finally, if you have evidence or well-founded suspicions of illegal or unethical actions being committed by any member of management, or of other serious matters affecting the operations or well being of the facility, you must contact the Executive

Problem Solving Procedure, Cont'd

Director directly, in writing. The following information should be provided: your name and position, and a specific description of the alleged illegal or unethical actions, supported by specific evidence of the action or well-founded suspicions of the same. The Executive Director will review the allegations and make a determination about how to proceed, and provide you with a confidential written response within 30 days.

If you are dissatisfied with the Executive Director's decision regarding concerns of illegal or unethical practices, you can put the concerns in writing directly to the Chairman of the Personnel Committee of the Board of Directors. The written request for a hearing must be submitted to the chairperson within five business days of receiving the Executive Director's response. Before the Board acts on such information, it will verify that the Executive Director has been given the opportunity to investigate the incident or allegations. There will be an exception for direct Board intervention when the accusation is against the Executive Director, and involves illegal discrimination or harassment, or unethical business practices. The decision of the Board of Directors is final. The Board may elect to hire an independent arbitrator, rather than hearing the case, and the arbitrated decision would be final.

Exit Interviews

Regardless of reason for separation, each employee is required to complete a clearance process through Administration, to ensure that employer and employee rights and responsibilities are reviewed. The first step is to complete an Employee Termination Checklist obtained from your supervisor on or prior to your last scheduled day.

Then, a Human Resource representative will generally schedule an *exit interview* with each terminating employee to discuss various personnel issues, including reason for separation, PHG's reference policy, the appeal procedure (if applicable), employment records and personnel information changes, and employee benefits. During the exit interview, we encourage you to discuss suggestions, complaints and questions regarding employment issues and PHG services. Information will be used in aggregate by PHG to determine turnover trends and to review policy and service needs.

Finally, employees are required to return all *PHG property* prior to their last scheduled day of employment. Charges for property not returned will be deducted from the employee's final paycheck. Terminating employees will receive their *final paycheck* in accordance with applicable state law. Paychecks that are not picked up within one week will be mailed to the last address on file.

OUR RESPONSIBILITY

All managerial and administrative functions and responsibilities entrusted to and conferred upon employers inherently and by law are retained and vested exclusively with the Board of Directors and management of the Potomac Highlands Guild. In order to maintain full operational efficiency and productivity, PHG reserves the right, in its sole judgment and complete discretion, to operate the agency's business and direct the work force, including, but not limited to the right:

- to determine qualifications, hire, and assign and direct work;
- to promote, demote, transfer, lay off, recall to work and terminate employees;
- to set the standards of productivity, and the services to be rendered;
- to reprimand, suspend, discharge, or otherwise discipline employees in the manner and to the degree PHG deems appropriate;
- to use independent contractors to perform work or services;
- to maintain the efficiency of operations;
- to determine the personnel, methods, means, and facilities by which such operations are conducted;
- to set the starting and quitting time and the number of hours, overtime, and shifts to be worked;
- to contract out, assign, relocate, convey, or close down the organization's operations or any part thereof;
- to expand, reduce, alter, combine, transfer, assign, or cease any job, department, operation, or service;
- to control and regulate the use of machinery, facilities, equipment, and other property of the facility;
- to introduce new or improved research, service, production, distribution, and maintenance methods, materials, machinery, and equipment;
- to determine the number, location, and operation of departments, divisions, and all other units of the agency;
- to issue, amend, and revise this Employee Handbook and all policies, rules, regulations, and practices necessary to carry out these and all other managerial and administrative prerogatives and functions entrusted to and conferred upon the Guild inherently and by law; and
- to take whatever action that is otherwise necessary in PHG's judgment and discretion to administer the organization's operations and direct its work force.

Although the Guild plans to continue to issue policies and to expand benefits and services described in this Handbook, it reserves the right to add to, alter, or discontinue anything included in this Handbook. The Guild's failure to exercise any prerogative hereby reserved to it, or to exercise any such prerogative in a particular way, shall not be considered a waiver of the Guild's right to exercise such prerogative, or preclude it from exercising the same in some other way.

A FINAL WORD

Since you have read this Handbook carefully, you should have a better understanding of your benefits and some of the organization's work rules and policies.

If you have any questions as to the interpretation or application of specific sections of this Handbook, you should talk with your supervisor or Human Resources.

Finally, this Handbook does *not* constitute an express or implied contract of employment.

DIRECTORY

Department

Telephone Number

Administrative Office, Petersburg

257-4687

Executive Director - Craig Curtis

ext. 239

Assistant Executive Director - Mike Landis

ext. 241

Director of Finance - Jerrena Sites

ext. 238

Executive Assistant – Brenda Cook

ext. 240

Administrative Office Fax

257-1945

Day Treatment

Center 1

538-6549

Center 2

538-7720

Clubhouse

538-2790

Center 4

788-2241

Franklin Office

358-2351

Fax

358-3671

Keyser Office

788-2241

Fax

788-4022

Romney Office

822-3897

Fax

822-3731

Maintenance

257-9461

Nursing Staff

257-4687

Website

www.potomachighlandsguild.com

Potomac Highlands Guild

ACKNOWLEDGMENT

I acknowledge receipt of the Potomac Highlands Guild (PHG) Employee Handbook. I agree to familiarize myself with all policies and standards of behavior of PHG and the departments to which I report during the course of my employment. I will seek answers to questions about any policy or standard I do not fully understand. I will also keep informed of any changes to these policies and standards as communicated through official methods of communication. I understand that failure to comply with these policies and standards may be cause for disciplinary action.

I acknowledge that these policies and standards and this Employee Handbook may be revised from time to time and that portions of this Handbook may become outdated due to changes in policies and procedures after the date of this edition of the Employee Handbook.

I understand and acknowledge that no statement in this Employee Handbook shall be construed, interpreted or applied as a contract of employment between PHG and myself. This Employee Handbook provides the most recent statement of current policies as of the date of this handbook and supersedes any prior handbooks of any kind.

I understand that I am an employee at will and either PHG or I can terminate the employment relationship at any time for any reason.

Employee Signature

Date

Printed Name

*A signed copy of this Acknowledgment
will be maintained in the employee's personnel record.*