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# Policies and Procedures Manual

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**INTRODUCTION**

The Policies and Procedures Manual is designed to acquaint you with Mid-Coast Family Services (MCFS) and provide you with information about working conditions, employee benefits, and some of the policies and procedures affecting your employment. You should read, understand, and comply with all provisions of the manual. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No policies and procedures manual can anticipate every circumstance or question about policy. As MCFS continues to grow, the need for adjustments may arise, and MCFS reserves the right to revise, supplement, or rescind any policies or portion of the manual from time to time as it deems appropriate, in its sole and absolute discretion. Employees will, be notified of such changes to the manual as they occur.



## Employee Acknowledgement Form and Notification of Rules, Regulations and Procedures

This Policies and Procedures Manual has been prepared for your information and understanding of the policies, philosophies and practices and benefits of Mid-Coast Family Services. PLEASE READ IT CAREFULLY. Upon completion of your review of this handbook, please sign the statement below, and return to the HR Specialist by the requested date. A reproduction of this acknowledgment appears on page 8 of your manual for your reference.

I, \_\_\_\_\_, have received an oral orientation of the Mid-Coast Family Services Employee Policy and Procedures Manual and been notified of how to access a copy at any time. I also understand that the Policies and Procedures Manual outlines the goals, policies, benefits, and expectations of Mid-Coast Family Services, as well as my responsibilities as an employee.

I have familiarized myself, at least generally, with the contents of this handbook. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the Policies and Procedures Manual provided to me by Mid-Coast Family Services. I understand this manual is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits, and expectations of Mid-Coast Family Services.

I understand that the Mid-Coast Family Services Policy and Procedures Manual is not a contract of employment and should not be deemed as such, and that I am an at-will employee.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director's Signature

\_\_\_\_\_  
Date

Please return by: \_\_\_\_\_

# **PART I**

# **Administration and Legal Compliance**

## **101.00 CHAPTER I ADMINISTRATION**

### **101.01 Mission Statement**

The mission of Mid-Coast Family Services is to empower children, individuals and families to live life free from family violence, homelessness, sexual assault and substance abuse.

### **101.02 Vision**

We will be a leading organization providing resources and services to help men, women and children attain healthy lifestyles free from family violence, homelessness, sexual assault, and substance abuse.

### **101.03 Operating Principles**

We believe in a full spectrum of quality services in the areas of family violence, homelessness, sexual assault, and substance abuse.

We believe that the prevention and intervention of family violence, homelessness, sexual assault and substance abuse in youth and adults makes for positive and measurable contributions to the communities we serve.

We believe, through collaboration, we provide quality leadership in our communities to ensure the continuation of services to our clients.

We believe that recovery from family violence, homelessness, sexual assault, and substance abuse is an ongoing process, and we are committed to working with clients through that process.

### **101.04 Purpose**

MCFS provides prevention and intervention services in the communities we serve for the purpose of ending the destructive consequences caused by family violence, homelessness, sexual assault and substance abuse.

### **101.05 Policies and Procedures Manual Revision**

The Policies and Procedures Manual shall be reviewed annually by the Board of Directors and revised as needed. Policy revisions are made by a majority consensus of the Board of Directors. Procedures revisions are made at the discretion of the Chief Executive Officer (CEO). When policies and/or procedures are changed the staff will be notified within ten (10) business days.

### **101.06 At-Will Employment Relationship**

MCFS is an “at-will” employer and operates under the provision that employees have the right to resign their position at any time, with or without notice and with or without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice and with or without cause.

## **102.00 CHAPTER II AFFIRMATIVE ACTION COMPLIANCE**

### **102.01 With Regard to Operations**

MCFS will comply with:

1. Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) prohibiting employment discrimination where (1) the primary purpose of a grant is to provide employment or (2) discriminatory employment practices will result in unequal treatment of persons who are or should be benefiting from the grant-aided activity.

2. Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), which prohibits discrimination on the basis of handicaps.
3. Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to non-discrimination on the basis of drug abuse.
4. Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to non-discrimination on the basis of alcohol abuse or alcoholism.
5. Section 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd-3 and 290ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records.
6. Part B, title XIX, Public Health Services Act, which requires that Federal Block funds not be used to (1) provide inpatient hospital services in case of amounts provided for alcohol or drug abuse programs; (2) make cash payments to intended recipients of health services; (3) purchase or improve land, purchase, construct, or permanently improve (other than minor remodeling) any building or other facility, or purchase major medical equipment.

The Chief Operations Officer (COO) will be the responsible agent for full implementation of the Affirmative Action compliance.

No by-laws provision or policy shall exist or be adopted, or with administrative action implemented for the purpose of discriminating against any individual(s) or organization(s) on the basis of race, color, national origin, religion, gender, sexual orientation, age, mental illness, alcohol abuse or alcoholism, drug abuse or addiction, or disability, in regard to:

1. Membership on the Board of Directors or any committee, sub-committees, or task forces of MCFS.
2. Employment, training, promotion, or compensation with MCFS.
3. Volunteers status
4. Development of programs and provision of technical assistance to individuals or groups.
5. Sub-contract, contracts, or agreements with other individuals or organizations.

Upon request, MCFS will make available to interested persons, information regarding its Affirmative Action compliance.

### **102.02 With Regard to Services**

MCFS's will comply with title VI of the Civil Rights Act of 1964 (P.L. 88-352). In accordance with title VI of that Act, no person in the United States shall, on the grounds of race, color, gender, age, sexual orientation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance and will immediately take any measure necessary to effectuate this agreement. MCFS will not refuse service to any client/participant based solely on the client/participant's inability to pay or prevent females from participation in programs because of participant's pregnancy.

MCFS will comply with the prohibitions against discrimination on the basis of age under the Age Discrimination in Employment Act of 1975 (P.L. 94-135); and on the basis of religion under Article 6252-13c, Sec. 16, V.T.C.S.

MCFS will ensure that the program does not present barriers to service for protected populations and is equipped to deliver the program, in terms of:

1. Ethnicity or cultural sensitivity of program personnel (including board members, staff, volunteers, and contractors who have direct contact with client/participants or participants);
2. Appropriateness of the program design, content and materials being especially sensitive to language barriers and reading levels of the population; and
3. Location of the program.

No person shall be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program or activity. The COO will be the responsible agent for full implementation of the Affirmative Action Program.

### **103.00 CHAPTER III                    AMERICANS WITH DISABILITIES ACT (ADA/ADAAA)**

The COO will review the facility annually to evaluate entrances, accessibility to services, and access to restrooms. It is MCFS's policy to identify problems and take necessary measures to bring issues to resolution.

MCFS is committed to complying fully with the Americans with Disabilities Act (ADA/ADAAA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Medical examinations are required for those positions in which there is a bona fide job-related physical requirement. Medical records will be kept separate and confidential.

Reasonable accommodation is available to all employees with a disability, where the disability affects the performance of job functions and where MCFS is able to make reasonable accommodations to that disability. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all eligible employees on an equal basis.

MCFS is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. MCFS will follow any state or local law that provides individuals with disabilities greater protection than the ADA/ADAAA.

This policy is neither exhaustive nor exclusive. MCFS is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA/ADAAA and all other applicable federal, state, and local laws.

### **104.00 CHAPTER IV                    SEXUAL AND OTHER UNLAWFUL HARASSMENT**

MCFS is committed to providing a work environment which is free of unlawful harassment and intimidation. Company policy prohibits harassment because of sex (including sexual harassment, harassment due to pregnancy, childbirth or related medical conditions, and gender or sexual orientation harassment) and harassment because of race, religion, color, national origin, medical condition, physical or mental disability, age or any other basis protected by federal, state or local law, regulation, or ordinance. **ALL SUCH HARASSMENT IS ILLEGAL.**

MCFS's anti-harassment policy applies to all individuals involved in the operation of the company, and prohibits unlawful harassment by an employee of MCFS including officers, supervisors and co-workers, volunteers, interns, or by any vendors and/or independent contractors and their employees. Any employee should promptly report an incident of sexual or other unlawful harassment to the immediate supervisor. If

the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the COO or any other member of management. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the COO.

Non-employee violators of this policy are subject to expulsion from MCFS's facilities when harassment occurs on company premises. MCFS may modify service to off-MCFS premise violators of this policy. Furthermore, MCFS may report violators to the appropriate authority for civil or criminal action. MCFS prohibits retaliation of any kind against employees or clients/participants, who, in good faith, bring harassment complaints or assist in investigating such complaints.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination.

#### Fraternization

MCFS success depends on positive employee morale and good team working relationships. We recognize that sometimes personal relationships can develop between people who work together. Unfortunately, sometimes attractions are not mutual, and these situations can develop into sexual harassment complaints. In addition, relationships between supervisor and subordinate often cause morale problems or misperceptions about assignments and favoritism on the part of other employees in the work group. For these reasons, MCFS has developed the following policy concerning personal relationships between employees.

Employees in a supervisor capacity are required to keep the relationship with any employee for whom that supervisor may give work direction or assignments, give discipline, review performance, or recommend promotions or raises on a strictly professional basis. Employees holding supervisory roles are not permitted to pursue romantic relationships with any employee. Should such relationship develop inadvertently, it is the responsibility of both parties to bring the fact of the relationship to the attention of someone at a level of management that is higher than both individuals involved. In such cases, MCFS will discuss what other arrangements will be made to further the best interests of both MCFS and the employees involved.

MCFS does not have a policy against dating between co-workers who are on the same peer level and/or are in different departments. However, if at any time any dating situation, request for dates, or any romantic pursuit between co-workers becomes unwelcome, starts to interfere with the employee's work environment or the work environment of other employees, MCFS may intervene to stop such conduct, up to and including termination of the employees involved, consistent with MCFS policy against sexual harassment.

## **105.00 CHAPTER V                      HIV/AIDS, COMMUNICABLE DISEASES, AND THE WORKPLACE**

It is the intent of MCFS to comply fully with the applicable provisions of the Americans with Disabilities Act, the Texas Labor Code, Chapter 21, the Texas Health and Safety Code, Chapter 85, the Centers for Disease Control and Prevention (CDC) the Office of Safety and Health Administration, DSHS Rules for Contract and Licensed Providers and the Texas Department of Health regarding duties of state agencies and state contractors with respect to HIV/AIDS and other communicable diseases. MCFS recognizes the need for increased awareness and understanding of HIV/AIDS and infection control of communicable disease in order to address employee concerns in the workplace. MCFS also recognizes its obligations and commitment to provide and maintain a safe and healthy environment for all employees and clients.

**105.01 Discrimination**

The Americans with Disabilities Act (ADA/ADAAA) of 1990 prohibits discrimination against people with disabilities including HIV and AIDS in employment, public accommodation, public transport and other situations.

MCFS complies with the ADA/ADAAA protections of all people with disabilities against discrimination in job application procedures, hiring, promotions, discharge, compensation, job training, and other terms or conditions of employment.

The use of a person's HIV status to decide employment, service delivery, or to deny services to HIV infected individuals is not acceptable. Employees who believe that they have been discriminated against because of HIV or AIDS should contact the human resources department of MCFS or Equal Employment Opportunity Compliance Officer to discuss the matter, or initiate action through the agency's grievance procedure. Other legal options may also be available.

**105.02 Desire and Ability to Work**

Pursuant to the ADA/ADAAA, procedures may be adapted to provide reasonable accommodation so that people with disabilities may remain employed and productive for as long as possible. However, all employees are expected to perform the essential functions of their job. Employers do not have an obligation to provide any accommodation that imposes undue hardship. Specific questions about reasonable accommodation and undue hardship should be directed to the HR Specialist/Operation Coordinator of MCFS.

1. Performance Standards—While the ADA/ADAAA does protect disabled employees from employment discrimination, all employees, those with and without disability(ies), have the same performance and conduct standards regarding hiring, promotion, transfer, and dismissal.
2. Reasonable Accommodation—Requests for reasonable accommodation are decided on a case-by-case basis by the requesting employee's supervisor in connection with the HR Specialist/Operation Coordinator, with final approval from the CEO. The employee's supervisor and the HR Specialist/Operation Coordinator will consider the unique circumstances of the employee's situation. However, all reasonable accommodations must:
  - a. be job related,
  - b. be effective enough to overcome the employee's physical or mental Impairment,
  - c. enable the individual to perform the essential functions of the job, and
  - d. not impose an undue hardship on program operations.

The following options may be considered for people with HIV/AIDS:

1. Possible assignment or reassignment of job duties,
2. Working at home,
3. Leave of absence, and
4. Flexible work schedules.

**105.03 Confidentiality and Privacy**

Employees are not required to reveal their HIV status to their employer. All medical information provided by an HIV infected employee to medical or management personnel is confidential and private. MCFS will protect the confidentiality of medical records and information. However, as with other illnesses, once HIV-related symptoms occur which require job accommodation, it is the employee's responsibility to provide medically verified information relating to an employee's ability to be available for or to perform job duties. Written consent of the employee must be obtained to disclose any confidential information with other staff. Individuals who fail to protect these employee rights commit a serious offense, which may result in dismissal and may be cause for litigation resulting in both civil and criminal penalties.

**105.04 Co-Worker Concerns**

Employees are to be sensitive to the needs of co-workers who have HIV/AIDS. Co-workers are asked to recognize that continued employment for an employee who is ill is often beneficial. Through counseling and education, MCFS will attempt to alleviate concerns of employees who feel uncomfortable working with a colleague with HIV/AIDS. Employees do not have the right to refuse to work with someone who has any disability.

**105.05 Employee Education**

MCFS will conduct mandatory education for all new hires and may conduct continuing education as determined by the CEO and in accordance with the model educational guidelines promulgated by State and Federal funders will contain the following:

1. Modes of transmission with regard to HIV, TB, hepatitis and other sexually transmitted diseases,
2. Methods of prevention,
3. High risk behaviors,
4. Use of standard precautions to prevent transmission of communicable diseases in the workplace, and,
5. Laws concerning the rights of an AIDS/HIV infected individual.

Education may contain any other relevant scientifically accurate information, methodology, training, or activities which the funder and/or MCFS deems appropriate or necessary.

**105.06 Assistance**

An employee who wants assistance concerning a disability or a life-threatening illness should contact his/her direct supervisor and/or the COO of MCFS. MCFS offers the following resources to help employees and managers deal with these issues:

1. Education and information concerning HIV/AIDS;
2. Confidential referral to supportive services for employees and dependents affected by life-threatening illnesses; and
3. Benefits consultation to help employees effectively manage health, leave, and other benefits.

**105.07 Standard Precautions**

Standard Precautions refer to a set of guidelines designed to prevent transmission of communicable diseases such as human immunodeficiency virus (HIV), hepatitis including hepatitis B (HBV) and C (HCV), sexually transmitted diseases (STD's) and other pathogens in health-care settings. Under Standard Precautions, blood, certain other body fluids, fecal materials and/or tissue of all clients are considered potentially infectious. Standard Precautions apply to blood, other body fluids containing visible blood, semen, vaginal secretions and other mucosal fluids, Standard Precautions do not apply to sweat, tears, urine and vomit unless they contain visible blood. Standard Precautions do not apply to saliva except when visibly contaminated with blood or in the dental setting where blood contamination is predictable. Following Standard Precautions may involve the use of protective barriers such as gloves, gowns, aprons, masks or protective eyewear, which can reduce the risk of exposure of worker's skin or mucous membranes to potentially infective materials. In addition, under Standard Precautions, it is recommended that all health-care workers take precautions to prevent injuries caused by needles, scalpels and other sharp instruments or devices. All workers should routinely use appropriate barrier precautions to prevent skin and mucous membrane exposure during contact with any patient's blood or body fluids that require Standard Precautions.

Gloves should be worn for:

1. touching blood and body fluids, mucous membranes, or non-intact skin of all clients;
2. drawing of blood or body fluids for laboratory analysis; and,
3. handling items or surfaces soiled with blood or body fluids to which Standard Precautions apply.



If hands and other skin surfaces become contaminated, they should be washed with soap and water immediately or as soon as safety permits. Hands should also be washed immediately after gloves are removed. Masks, protective eyewear, or face shields should be worn by workers when there is risk of exposure during procedures that are likely to generate droplets of blood or body fluids requiring Standard Precautions.

All workers should take precautions to prevent injuries caused by needles, scalpels, and other sharp instruments or devices during procedures as described above; when cleaning used instruments; during disposal of used needles; and when handling sharp instruments after procedures. To prevent needle stick injuries, needles should not be recapped by hand, purposely bent or broken by hand, removed from disposable syringes, or otherwise manipulated by hand. After they are used, disposable syringes and needles, scalpel blades, and other sharp items should be placed in puncture-resistant sharps containers for disposal. The sharps containers should be located as close as practical to the use area.

#### **105.08 Exposure Incident**

In the event of an occurrence of occupational exposure to a blood borne pathogen, contact should immediately be made with the Texas Department of Health, HIV/STD Epidemiology Division, 1100 West 49th Street, Austin, Texas 78756.

Documentation of an exposure incident should include a description of the route(s) of exposure, date, time, place and circumstances surrounding the exposure including the name of the source individual if known.

## **106.00 Chapter VI WHISTLEBLOWER POLICY**

A whistleblower as defined by this policy is an employee of Mid-Coast Family Services who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the HR Specialist/Operations Coordinator. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. MCFS will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the HR Specialist/Operations Coordinator immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the COO who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact the HR Specialist/Operations Coordinator.

## **107.00 Chapter VII PUBLIC REPORTING**

### **107.1 Freedom of Information Act**

Mid-Coast Family Services is not subject to the Freedom of Information Act. The agency will respond to requests for the 990, annual single audit or financial statements within 10 working days of the request.

### **107.2 Texas Public Information Act**

As a provider of family violence, sexual assault, and substance abuse services, Mid-Coast Family Services is not subject to the Texas Public Information Act, the Texas Open Meetings or Open Records Acts. All client information is protected under federal and state confidentiality laws. If a written request for information is made under one of the named acts, staff will immediately notify the CEO or COO. The CEO or COO will review the request for information about any client, staff, or agency activity to determine if the release of information is allowable by law. Any requested information that may not be protected by current state and federal confidentiality laws at that time may be resolved through a request for an opinion issued by the Texas Attorney General.

# **PART II**

## **Client/Participant Policies and Procedures**

## **201.00 CHAPTER I CLIENT/PARTICIPANT BILL OF RIGHTS**

### **201.01 Policy**

MCFS will acknowledge the dignity and self-esteem of clients/participants and their families. Each individual has the right to expect fair and impartial treatment from the staff and has the right to be treated in a respectful manner. The rights of children, adults, and families will be protected.

### **201.02 Procedure**

To this end, we guarantee client's rights as follows:

1. Clients/participants have the right to be given a copy of these rights before they receive services from Mid-Coast Family Services, and have them explained in a way they can clearly understand.
2. Clients/participants have the right to a humane environment that provides reasonable protection from harm; and appropriate privacy for client's personal needs;
3. Clients/participants have the right to be free from abuse, neglect, and exploitation;
4. Clients/participants have the right to be treated with dignity and respect;
5. Clients/participants have the right to be told about the program rules and regulations before his/her participation;
6. Clients/participants have the right to refuse to take part in research without affecting their regular care;
7. Clients/participants have the right to have information about them kept private and to be told about times when information can be released without their permission;
8. Clients/participants have the right to voice complaints to agency staff regarding the care you receive and to have these complaints reviewed and resolved without retaliation.
9. Clients/participants have the right to complain directly to the appropriate funder at any reasonable time;
10. All clients/participants have the right to receive mental health referrals from MCFS' personnel;
11. All clients/participants have the right to see their files in the presence of a staff member designated by the Program Director. If they disagree with information in their file, they may make a written comment to be included in their file. Clients/participants have the right to obtain a copy of their file. Client/participant files will be retained after the termination of services for a period of five years, after which time all files will be destroyed by shredding.
12. All clients/participants have the right to receive crisis intervention services from MCFS' personnel;
13. Staff in prevention and intervention programs will provide age appropriate counseling before services begin to assist program participants of their rights, which includes the procedure to lodge a complaint to the program director or the Texas Department of State Health Services; and
14. Staff in the Youth Intervention Program will advise program participants of their right to refuse services at any time. Program participants will sign an agreement to verify that they have received information concerning client/participant rights and have consented to participate in the program.

## **202.00 CHAPTER II CLIENT/PARTICIPANT CONFIDENTIALITY POLICY**

### **202.01 Policy**

MCFS staff will comply with all state and federal laws, [(Confidentiality of Alcohol and Drug Abuse Patient Records, Violence Against Women Act (VAWA); the Family Violence Prevention and Services Act (FVPSA); Texas Administrative Code Rule 379.613; 42 CFR and the Health Insurance Portability and Accountability Act)] to protect client/participant confidentiality and to ensure identity theft protection. Additionally, the confidentiality requirements of each program contract will be faithfully and strictly adhered to.

**202.02 Procedure: Electronic Information**

The electronic transfer of client information must be protected at all times. The electronic transfers of client information systems include Clinical Management for Behavioral Health Services System (CMBHS), Integrated Technology System (ITS), and Homeless Management Information System (HMIS). To ensure confidentiality, the following policies have been implemented:

1. Access to electronic transfer of information will be limited to staff whose job requirements mandate the use of the systems
2. Staff must log off the system when not in close proximity of the computer,
3. Staff must not share their user password or other identifying log-on features,
4. The MCFS Security Administrator will immediately discontinue computer access to anyone who is terminated (either voluntarily or non-voluntarily) from employment.

Failure to comply with the procedures designed to protect the confidentiality of client/participant information is a breach of policy, and employees, volunteers, interns, contractors, and board members will be subject to action up to including termination of the position held and legal action.

**202.03 Procedure: Release of Information**

Client/participant confidentiality will be protected by obtaining specific permission from the client/participant to release any information to any person or agency for any reason. The release of information must be signed by the client/participant, be time specific, and indicate what information is to be shared. Any association of the client/participant's name with a staff member's name and/or agency affiliation that is disclosed to any third party without client/participant permission constitutes a breach of confidential information. This includes, but is not limited to, written and verbal communication and photographic images. Staff members are not allowed to disclose any confidential or proprietary information to anyone, even with client/participant authorization, without CEO or COO approval. Staff members who are in control of such information should at all times provide adequate safeguards to prevent its abuse or misuse.

**202.04 Procedure: Outgoing Calls**

The client/participant will designate who in his or her household or work setting is aware of his/her association with MCFS. The client/participant will also indicate any circumstances in which special discretion is required, i.e., "no mail" or "do not call at work." In addition, the following standards will be followed:

1. General information, including staff member's identity and agency affiliation, may only be released to designated persons.
2. Specific information should not be released.
3. If someone other than the client/participant answers a phone call and any uncertainty exists regarding the identity or relationship to the client/participant, ask if the client/participant is in, without identifying yourself. If asked, give your name and say you are returning the client/participant's call. If the questioning persists, ask if there is a good time to call back, or simply thank the person for taking your call and hang up.
4. If a client/participant requests that you advocate for him or her with another agency, first determine if the intervention will be effective. If a great deal of information must be exchanged, it may be counterproductive for a third party to be involved.
5. It is necessary to have a written Release of Information signed by the client/participant allowing you to disclose the diagnosis and other pertinent information. Identifying yourself as a worker at MCFS and making an inquiry using the client/participant's name constitutes a breach of confidential information.

**202.05 Procedure: Incoming Calls**

If someone calls regarding a client/participant, no information can be released, including verbalized awareness that the person exists. All incoming calls requesting information about a client/participant will

be forwarded to the appropriate counselor. The counselor will adhere to guidelines described by his/her licensing body. Information can only be shared if the client/participant has signed a Release of Information Form.

**202.06 Procedure: Records/Client/Participant Information/Written Material**

The following guidelines apply to any written, electronic, and/or digital material that contains client/participant names or any identifying information. This includes, but is not limited to files, case conference lists, appointment books, calendars, phone messages, scratch paper, computer hard drives, discs, and other electronic storage devices.

1. Client/participant files and all written, electronic, and/or digital material must be safeguarded against intentional or accidental release of information to anyone other than persons specified on the Release of Information form. In electronic communications, the client/participant number, not name, must be used.
2. Any information released outside of normal business practices, regardless of to whom or for what reason, must be pre-approved by the CEO or COO.
3. The CEO will designate a Custodian of Records for each program. The Custodian of Records will grant access to staff members, volunteers, and interns who have received required training in the specific program.
4. Files or any form of client/participant information are never shown to anyone outside the department, including staff of other departments, volunteers, interns, or contractors when not directly related to the scope and conduct of MCFS business.
5. Files are secured, behind a locked door, in the file room or in locked desk drawers to prevent accidental disclosure. Office doors should be locked when staff is absent, and any written material must not be left in view. Client/participant files are not to be removed from the premises without permission from the Custodian of Records, the COO, or CEO.
6. Any written, electronic, and/or digital material containing client/participant information must be shredded before disposal. Discs are to be disassembled and then shredded.
7. Before discarding a computer that contains confidential client information, the COO will first purge all data and then reformat the hard drive.
8. No client information should be saved to a jump or flash drive.
9. Mandatory reporting requirements will supersede when there is reason to believe that a child, an elderly person, or a person with a disability is being or has been abused, neglected, or exploited. MCFS is also bound to report abusive, illegal, or sexually exploitive acts by another service provider.

**202.07 Procedure: Electronic Reporting Requirements**

1. MCFS shall have appropriate internet access and an adequate number of computers of sufficient capabilities to support the use of CMBHS, ITS, HMIS, and other electronic reporting for clinical, billing, and reporting purposes.
2. MCFS shall designate a security administrator and a back-up administrator. The security administrator is required to implement and maintain a system for management of user accounts/user roles to ensure that all CMBHS, ITS, HMIS, and other electronic reporting user accounts are current.
3. MCFS shall notify the funder immediately if a security violation is detected or if there is any reason to suspect that the security or integrity of CMBHS, ITS, HMIS, or other electronic data has been or may be compromised in any way.
4. MCFS shall guarantee that adequate internal controls, security, and oversight are established for the approval and electronic transfer of information regarding payments and reporting requirements. MCFS shall guarantee that the electronic payment request and reports that are transmitted shall contain true, accurate, and complete information.
5. MCFS shall comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**202.08 Procedure: Mail**

Client/participants will be protected from accidental disclosure of their status or any other aspect of their situation through their mail. Always check the file to determine if the client/participant has requested “No Mail.” You must obtain his or her specific permission; ask in advance if the client/participant would like to utilize mail for routine correspondence.

All correspondence to client/participants should be mailed in unmarked (no logo) envelopes. Care should be taken that the contents of the envelope do not show through.

It is advisable to verify the client/participant’s current address at the time of the request. Mail going to the wrong address could constitute an unauthorized release of information if someone other than the addressee opens it.

**202.09 Procedure: Visitors**

All visitors (this includes client, participants, agency representatives, vendors, and service persons) are required to read and sign a visitors’ log. This includes members and facilitators of other support groups who utilize our facilities.

**202.10 Procedure: Record Retention**

It is the policy of MCFS to retain all client/participant records for a period of five (5) years after the end of the contract end date or until all litigation, claims or audit findings are resolved, whichever is longer. During the retention period MCFS will preserve the integrity of the records and the privacy of the client/participant by preventing unauthorized access or use during this period as required by all applicable contracts. Files are destroyed by shredding after receiving approval from the department director. Any written, electronic, and/or digital material containing client/participant information must be shredded before disposal. Discs are to be disassembled and then shredded.

**202.11 Procedure: Confidentiality Agreement**

All employees, volunteers, board members, and interns are required to sign a Confidentiality Agreement as a condition of serving in their respective capacities. Clients/participants may also be asked to sign Confidentiality Agreements if they participate in group activities with others.

**202.12 Procedure: Subpoenas**

In the event an attempt is made to deliver a subpoena directed at a client/participant or former client/participant, the following procedures will be adhered to.

1. Subpoenas on behalf of a client/participant will not be accepted by the agency, as there is no legal obligation to confirm or deny knowledge of the client/participant.
2. The Program Director, COO, and or the CEO will be notified immediately
3. The client/participant will be notified by the Program Director or his/her designee.

In the event an attempt is made to deliver a subpoena for an employee, volunteer, or board member, the following procedures will be adhered to:

1. Subpoenas on behalf of another person will not be accepted. Information about the other person will not be provided to the serving officer.
2. The subpoenaed person will be notified immediately.
3. The Program Director, COO, and/or the CEO will be notified immediately.
4. If the subpoena is directed at a board member, an attorney will be contacted immediately.
5. Subpoenas directed to the Custodian of Records will only be accepted by that person or the CEO.
6. The client/participant whose records are being subpoenaed will be notified if possible by the Program Director or his/her designee.

7. An attorney may assist with responding to the subpoena.
8. If the subpoena was delivered successfully, the subpoenaed person will appear at the time and place requested; if records were subpoenaed, a copy of the records will be produced by the date and time requested.

**202.13 Writs of Attachment**

In the event the agency receives a Writ of Attachment (to physically remove a child from one person and deliver to another) we will neither confirm nor deny knowledge of the child’s presence. The client/participant will be notified of the attempted Writ of Attachment immediately and advised to seek legal counsel.

**202.14 Warrants**

In the event the agency is served with a search or arrest warrant naming a client/participant or former client/participant, we will neither confirm nor deny knowledge of the said person’s presence. At no time will client information be provided in either a formal or informal manner. The client/participant in question will be notified immediately and advised to seek legal counsel.

**203.00 CHAPTER III CLIENT/PARTICIPANT GRIEVANCE PROCEDURE**

**203.01 Policy**

Client/participants and their families have the right to voice complaints regarding the care received and to have those complaints reviewed and whenever possible resolved, without retaliation.

**203.02 Procedure**

1. The agency Grievance Procedure is given in writing and explained to all client/participants upon admission to any program of the agency. This includes the address and phone number of the organizations funding MCFS’s programs.
2. When a complaint or grievance is filed, the CEO will be notified within twenty-four (24) hours.
3. The CEO will acknowledge receipt of the complaint to the client/participant in writing within two (2) business days and will immediately initiate a review of the grievance.
4. Within seven (7) calendar days a determination will be made and action will be taken to resolve the grievance. Findings and recommendations will be communicated to the client/participant within two (2) business days.
5. The grievance will be thoroughly documented and filed.
6. All clients/participants and family members have the right to make a complaint at any time. At no time, will clients/participants be discouraged from exercising this right by any MCFS personnel.
7. If the agency is unable to adequately resolve the issue, the CEO will notify the Board of Directors for guidance.

**204.00 CHAPTER IV CLIENT/PARTICIPANT ABUSE, NEGLECT, AND EXPLOITATION**

**204.01 Policy**

Client/participants have a right to the highest standard of clinical practice and human dignity. Employees of this agency shall demonstrate kindness, interest, and acceptance of each client/participant, past and present, regardless of the client/participant’s behavior, needs, and problems. Inappropriate staff behavior, or any form of abuse, neglect or exploitation is not tolerated. All client/participants have a right to have grievances addressed by staff.



**204.02 Procedure**

1. Any employee who has knowledge of an alleged incident involving acts or omissions which constitute abuse or neglect by a staff member or who has reason to believe that such an alleged incident may have occurred to a client/participant must make an immediate verbal or written report to the CEO. In the event of a life-threatening situation, law enforcement must be called immediately.
2. Any alleged incident of client/participant abuse involving a child, elderly or disabled person must be reported to Texas Department of Human Services by phone at (800) 252-5400, or online at <https://oig.hhsc.state.tx.us/WAF/> , within twenty-four (24) hours, as required by Chapter 34 of the Texas Family Code.
3. A staff member with knowledge of an alleged incident must report the incident to the CEO as soon as possible, but no later than the next business day.
4. Written notification will be submitted to the appropriate funder within two (2) business days after the alleged incident has been reported to the CEO or designee, including:
  - a. Description of the alleged incident,
  - b. Name of the client,
  - c. Identity of the alleged perpetrator(s),
  - d. Date, time, and place of occurrence,
  - e. Any physical harm to the client/participant and subsequent treatment,
  - f. Client/participant's physical and emotional condition,
  - g. Steps taken to protect and care for the client/participant,
  - h. Other individuals, organizations, and law enforcement notified,
  - i. The address and phone number of the appropriate funder, and
  - j. Name of the law enforcement agency that was notified.
5. The CEO will notify the client/participant or his/her parent or legal guardian of the status of the inquiry.
6. If the allegation involves sexual exploitation, the CEO shall comply with the reporting requirements listed in the Civil Practices and Remedies Code 81.006.
7. All allegations of child abuse or neglect will be reported to the Texas Department of Family and Protective Services as required by the Texas Family Code 261.101.
8. All allegations of elderly abuse or neglect will be reported to the Texas Department of Family and Protective Services as required by the Texas Human Resources Code 48.051.
9. MCFS will not retaliate against anyone who reports a violation or cooperates during an investigation or related activity.
10. The CEO will notify the President of the Board of Directors in writing within two (2) business days after the alleged incident has been reported.

**205.00 CHAPTER V REPORTS****205.01 Policy**

MCFS will submit reports to all funding entities in a timely manner. Employees will submit necessary reports to their supervisors in a timely manner. Failure to do so may result in disciplinary action up to and including termination.

**205.02 Procedure: Electronic Reporting**

MCFS shall submit all performance reports, financial reports, and requests for payment as required by state and federal funders. Reports shall be submitted in the specified form, manner, and timeframe.

MCFS shall reconcile internal accounting records with documentation submitted to the funder and maintain supporting documentation on site.

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## 206.00 CHAPTER VI DISASTER SERVICES

### 206.01 Policy

In the event of a local, state or federal emergency, including natural, man-made, criminal, terrorist, and/or bioterrorism event, declared as a state or federal emergency by the Governor's Division of Emergency Management (DEM), MCFS may be called upon to assist DSHS in mitigating the psychological trauma experienced by victims, survivors, and responders to such an emergency.

### 206.02 Procedure

When such an event occurs MCFS may:

1. Assist an individual or family in returning to a normal (pre-disaster) level of functioning.
2. Assist in decreasing the psychological and physical effects of acute and/or prolonged stress.
3. In the event individuals who are already receiving mental health or substance abuse services are impacted, MCFS may work with the affected individuals in conjunction with the individual's current support system.
4. Services shall be carried out in the manner most responsive to the needs of the emergency, be cost effective and least intrusive on the primary services of MCFS.

MCFS will be responsible for, but is not limited to:

1. Provide DSHS in the form required by DSHS, the names and 24-hour contact information of at least two (2) professional staff trained in mental health, substance abuse or crisis counseling as disaster contacts and the MCFS Risk Manager or Safety Officer.
2. Provide one additional contact for each 250,000 persons in the service area.
3. Collaborate with DSHS staff to coordinate disaster/incident response, including but not limited to, status reports, the provision of screening, assessment, outreach, referral, crisis counseling, stress management and/or other appropriate services as necessary;
4. Assign employees to assist DSHS to meet staffing needs for morgues, schools, hospitals, disaster recovery center, and other necessary services during local, state or federal emergencies;
5. Contract with the State to provide FEMA-funded Crisis Counseling Program(s) (CCP) after federal declarations as appropriate. CCP services include housing, hiring and co-managing CCP Team(s) as appropriate.
6. Participate in disaster mental health, substance abuse education and public health training programs as necessary.

MCFS may also provide mental health or substance abuse staff or assistance, resources permitting, at temporary morgues; death notification and community support centers; schools and hospitals; mass inoculation sites, and other locations as appropriate and necessary when requested by the State.

MCFS shall provide services, resources permitting, which include but are not limited to outreach, screening and assessment, counseling (individual and group), stress management, information and referral, and public information. MCFS may be required to assist DSHS in staffing the following locations: the State Operations Center (SOC), Disaster Recovery Centers (DRC) and the Federal/State Joint Field Office (JFO).

Each program within MCFS has developed a plan in the event of an emergency to be implemented by its program director as needed.

# **PART III**

## **Personnel**

# **Policies and Procedures**

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## 301.00 CHAPTER I INTRODUCTION

### 301.01 Policy

The following procedures are designed to bring a high degree of understanding, cooperation and efficiency through the application of modern personnel practices to MCFS. The objectives of MCFS personnel management are:

1. To promote and increase efficiency and responsiveness to the public, and fiscal responsibility in MCFS.
2. To provide fair and equal opportunity for qualified persons to enter and progress in MCFS's employment in a manner based on merit and ability as ascertained through fair and practical personnel management methods.
3. To maintain employment practices enhancing the attractiveness of a public service career and encouraging each employee to give his/her best effort to MCFS and the public.
4. To maintain consistent, up-to-date position classification and compensation plans based on duties and responsibilities.
5. To promote integrity among MCFS employees by fostering good working relationships and by providing consistent personnel policies, and opportunities for advancement.

### 301.02 Procedure: Equal Opportunity Employment

MCFS will provide equal employment and advancement opportunities to all individuals. Employment decisions at MCFS will be based on merit, qualifications, and abilities. MCFS does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability (including mental illness), or any other characteristic protected by law.

MCFS will make reasonable accommodations for qualified individuals, in all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor, the COO, and the CEO. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination or retaliation will be subject to disciplinary action, up to and including termination.

### 301.03 Procedure: Immigration Law Compliance

MCFS is committed to employing only United States citizens and foreign citizens who are authorized to work in the United States, and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with MCFS within the past three (3) years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the COO. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

**301.04 Procedure: Safety**

MCFS has established a workplace safety program to assist in providing a safe and healthy work environment for employees, customers, and visitors. The COO is responsible for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all. This program is a priority for MCFS:

1. Management requires that every person in the organization assumes the responsibility of individual and organizational safety and that all tasks be conducted in a safe and efficient manner complying with all local, state and federal safety and health regulations, programmatic standards, and with any special safety concerns identified by MCFS for use in a particular area or with a client.
2. MCFS provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. Employees and supervisors will also receive periodic workplace safety training. The training covers potential safety and health hazards, and safe work practices and procedures to eliminate or minimize hazards.
3. Although most safety regulations are consistent throughout each department and program, it is the responsibility of the employee to identify and familiarize himself with the Emergency Plan for his working area.
4. Employees must immediately report any unsafe condition to the appropriate supervisor.
5. It is the responsibility of the employee to complete an "Accident Report" for each safety and health infraction that occurs by an employee or that the employee witnesses.
6. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination.

**301.05 Procedure: Workers' Compensation Insurance**

All employees are covered by workers' compensation insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work. Employees must report any accident or injury immediately to his/her supervisor and the Human Resources Department so that the necessary paperwork may be completed.

**301.06 Procedure: Emergency Evacuation**

The procedures described below, are to be followed in the event of a fire or other event which requires emergency evacuation.

1. Immediately discontinue any activity.
2. Ensure that all clients/participants and visitors are escorted out of the facility.
3. A ratio of 1:1 is ordered for employees escorting clients/participants and visitors who have a disability out of the facilities and maintaining supervision of those visitors.
4. File out in an orderly fashion through the indicated, available exits.
5. Once safely out of the building the designated employee or an alternate should call or ensure that 911 has been called.
6. All employees and visitors shall assemble at the designated area. The designated areas are:

120 S. Main, Suite 310, Victoria	Parking Lot on Main and Santa Rosa
700 S. Zarzamora, San Antonio	Parking Lot in front or back.
Thrift 'N' Gift Shop, Victoria	Adjacent Parking Lot
Women's Crisis Center, Victoria	Women's Crisis Center Parking Lot or Nimitz Street

7. It will be the responsibility of each Program Director to conduct a roll call of all clients/participants, visitors, and employees in their program. Any client/participant, visitors, or employees who are unaccounted shall be reported at once to the proper emergency authorities.

8. All underage clients/participants and visitors are the responsibility of employees of MCFS and will be supervised appropriately until a parent or legal guardian has been contacted and arrives to retrieve them.
9. In the event of an office closure due to unforeseen circumstances, employee communication will take place through a call-down list. The call-down list will be updated and maintained to include all employees' alternate numbers and will be distributed to managers.
10. In the event this type of evacuation is necessary, the CEO and the COO will be responsible for securing all electronic data. A back-up tape will be secured and located off site.

## **302.00 CHAPTER II DRUG-FREE WORKPLACE**

### **302.01 Policy**

It is the intent of MCFS to provide a safe and efficient working environment that is free from the use of illegal drugs, alcohol, and unauthorized use of prescription drugs. Given the potential risks involved if employees are attempting to perform their duties while using or having used drugs or alcohol, MCFS has adopted the policy here described regarding drugs and alcohol. Employees with questions about this policy or issues related to drug or alcohol use in the workplace should raise their concerns with the COO without fear of reprisal.

This policy will be strictly enforced at all times.

### **302.02 Procedure: Rules**

The sale, purchase, use, possession of intoxicants, alcohol, non-prescribed narcotic hallucinogenic drugs, marijuana or other non-prescribed controlled substances, while on or off MCFS property, during the course of work is strictly prohibited and may be cause for disciplinary action up to and including termination.

The sale, purchase, use or possession of equipment, products and materials which are used, intended for use or designed for use with non-prescribed controlled substances, while on or off MCFS property, during the course of work is strictly prohibited and may be cause for disciplinary action up to and including termination.

Reporting to work or working with a measurable quantity of intoxicants, alcohol, non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances in blood or urine, while on or off MCFS property, is strictly prohibited and may be cause for disciplinary action up to and including termination.

Reporting to work or working, while on or off MCFS property, with a measurable quantity of prescribed or over-the-counter drugs in blood or urine or the use of prescribed or over-the-counter drugs, where such use prevents the employee from performing the duties of his or her job as assigned, or where such use poses a risk to the safety of the employee, other persons or property, is strictly prohibited and may be cause for disciplinary action up to and including termination.

The use of prescribed medicines while in control of any motor vehicle, equipment or machinery owned or leased by MCFS, or used for MCFS purposes, will only be allowed under the supervision of a physician and if the physician has advised the individual that the drug or substance will not affect the individual's ability to safely perform the duties to operate any job-related machinery, equipment or motor vehicle, or perform the job as assigned.

An employee taking a prescribed or over-the-counter drug must advise his or her supervisor of its use and any potential side effects if there is a possibility the narcotic or drug will impair the employee from

performing the job as assigned. The employee may either be allowed to remain on his or her job, required to take a leave of absence, or subject to other appropriate action as determined by management.

### **302.03 Procedure: Tests**

An employee may be required to undergo a blood test, urinalysis, breath-analysis test or other diagnostic test under the following circumstances:

1. After the occurrence of any work-related incident while on MCFS property or during working hours which requires medical attention other than first aid.
2. When there is reason to believe, in the opinion of MCFS' management, that an employee is under the influence of intoxicants, alcohol, drugs or narcotics while on MCFS property or during working hours or that an employee has reported to work with a measurable quantity of intoxicants, drugs, or narcotics in blood or urine.
3. As part of a random sampling of employees.
4. As part of any periodic medical examination provided or required.
5. Following the acceptance of a job offer conditional upon the passing of a drug test.
6. After the discovery of any unusual event which MCFS believes may indicate a violation of this policy.
7. Must be required after the occurrence of a motor vehicle accident while driving for MCFS-related business.
8. When an employee returns to duty after an absence other than vacation or illness.

### **302.04 Procedure: Discipline**

Any employee who violates any part of MCFS's drug-free workplace policy may be subject to discipline up to and including termination.

Any employee convicted on a charge of illegal possession, use, distribution, purchase or sale of any controlled substance or alcohol, while off MCFS property and off duty, may be subject to discipline up to and including termination where MCFS concludes that such conduct adversely affects services. In addition, MCFS may impose discipline up to and including termination for such off-duty conduct in the absence of a conviction where MCFS has reasonable evidence of the commission of those acts and MCFS concludes that such conduct adversely affects services.

Any employee who is charged with a violation of any criminal drug statute must notify the supervisor within 24 hours of such charge. Criminal drug statutes include federal, state and local laws involving the illegal possession, use, distribution, purchase, or sale of drugs (including controlled substances). This also includes all alcohol-related violation such as DWI, DUI, and PI charges. Failure to report a charge will result in disciplinary action up to and including termination. A charge of violating any criminal drug statute may result in disciplinary action up to and including termination.

An employee's refusal to submit immediately upon request to a search of his or her person and/or property or to a blood test, urinalysis, "breath-analyzer" test or other diagnostic test, or a positive result on such test(s) indicating prior use of intoxicants, alcohol, non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances may result in disciplinary action up to and including termination.

### **302.05 Procedure: Search**

When there is a reason to believe that an employee is in possession of any intoxicants, drugs, narcotics or equipment, products and materials which are used, intended for use or designed for use with non-prescribed controlled substances, a representative of MCFS may search any property and/or any employee's personal property which has been brought onto MCFS's property. The employee may be requested to submit to a search by MCFS representatives of his/her person and/or property. Searches of employee property will be conducted in the presence of the employee or other witness.

The property covered by this policy includes any property owned, controlled or used by MCFS, including but not limited to parking lots, offices, desks, file cabinets, lockers and vehicles.

**302.06 Procedure: Certification Regarding Drug Free Workplace Requirements**

The Omnibus Drug Legislation was enacted on November 18, 1988 and the Drug Free Workplace Act of 1988 [Pub. L. 100-690, title 5, Subtitle D] became effective on March 18, 1989.

MCFS certifies that it will provide a drug free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violation of said prohibition.
2. Establishing a drug-free awareness program to inform employees about:
  - a. The dangers of drug abuse in the workplace;
  - b. Policy of maintaining a drug free workplace;
  - c. Any available drug counseling, rehabilitation, and employee assistance programs; and
  - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
3. Requiring that each employee engaged in the performance of a grant be given a copy of the statement required by item 2.
4. Notifying the employees in the statement required by item 2 that, as a condition of employment under the grant, the employees will:
  - a. Abide by the terms of the statement, and
  - b. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Notifying the State agency within ten (10) days after receiving notice under item 4b from an employee or otherwise receiving actual notice of such conviction.
6. Taking one of the following actions within thirty (30) days of receiving notice under item 4b with respect to any employee who is so convicted:
  - a. Taking appropriate personnel action against such an employee, up to and including termination, or
  - b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.
7. Making a good faith effort to continue to maintain a drug free workplace through implementation of items 1 through 6.

MCFS utilizes the following locations to perform services and will comply with the Drug-Free Workplace Requirements at those locations:

1. MCFS Main Office at 120 S. Main, Suite 310, Victoria, Texas 77901
2. OSAR office at 700 S. Zaramora, San Antonio, Texas 78207
3. Thrift ‘n’ Gift Shop at 3406 Sam Houston Drive, Victoria, Texas 77904
4. Women’s Crisis Center at 1103 Nimitz, Victoria, TX 77901
5. All other sites (i.e., schools, churches, jail, civic clubs, and other agencies) where employees carry out their duties of their job descriptions while representing MCFS on an employee basis.

**303.00 CHAPTER III TOBACCO-FREE WORKPLACE**

**303.01 Policy**

It is the philosophy of MCFS to provide its employees with a work environment that offers the opportunity and resources to optimize their personal health and well-being. It shall be the policy of



MCFS to provide a smoke-free environment for all employees and visitors. This policy ensures that this agency does not promote its use during working hours and covers the smoking of any tobacco product and the use of smokeless tobacco and applies to both employees and visitors of MCFS.

**303.02 Procedure**

1. There will be no smoking or use of tobacco products within the facilities at any time.
2. There will be neither smoking nor use of tobacco products within twenty (20) feet of the main entrance of an MCFS facility or within ten (10) feet of the back entrance, or greater, if local law so dictates.
3. Staff, board members, volunteers, and interns shall not smoke or use other tobacco products in the presence of clients, participants, or visitors.
4. All materials used for smoking, including cigarette butts and matches, will be extinguished and disposed of in appropriate containers. Should materials used for smoking be inappropriately disposed, smoking in that area might be eliminated completely, at the discretion of the Board of Directors.
5. There will be no smoking or use of tobacco products in any MCFS vehicle.
6. Staff, board members, volunteers, and interns will not provide, distribute, nor facilitate access to tobacco or tobacco products to client/participants of the program.
7. Underage clients/participants are prohibited from using tobacco or tobacco products anywhere on the program site (including both the interior and the exterior of the building) during program hours. Adult clients are prohibited from using tobacco or tobacco products inside the building housing the program during program hours.
8. The program site does not provide vending machines offering tobacco or tobacco products.

**304.00 CHAPTER IV VIOLENCE PREVENTION IN THE WORKPLACE**

**304.01 Policy: Workplace Violence**

MCFS has a zero tolerance policy for violence in the workplace. “Workplace violence” is defined to include:

1. Physically aggressive, violent or threatening behavior, such as attempts to instill fear in others or intimidation;
2. Verbal or physical threats of any sort;
3. Any other conduct that suggests a tendency toward violent behavior. Such behavior includes, but is not limited to, excessive arguing, profanity, threats of sabotage of MCFS property, belligerent speech or a demonstrated pattern of insubordination and refusal to follow MCFS policies and procedures;
4. Causing physical damage to MCFS’s facilities or defacing company property; or
5. With the exception of contracted security personnel, carrying firearms or weapons of any type or kind onto MCFS premises, in MCFS parking lots, or while conducting MCFS business.

**304.02 Procedure**

If any MCFS employee becomes aware of or observes any of the above-referenced behavior or actions by a co-worker, consultant, client/participant, customer, third party vendor, visitor, or any other party, he or she should notify his/her supervisor, any member of management, and/or the human resources department immediately. An employee should not compromise his/her safety by interceding in or investigating a commotion or disturbance. All threats of or actual violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, client/participants, and visitors. When reporting a threat or incidents of violence, employees should be as specific and detailed as possible. All suspicious individuals or activities should

also be reported as soon as possible to a supervisor. Appropriate law enforcement officials may be summoned if determined necessary.

Employees should notify the CEO or COO if they are aware of any restraining orders that are in effect, or of the existence of any other non-work-related situation with the potential to erupt into workplace violence. All reports of violence in the MCFS workplace will be taken seriously and will be investigated thoroughly and promptly. To the extent possible, MCFS will keep the identity of the reporting employee confidential. However, under certain circumstances, MCFS may need to disclose the reporting employee's identity (for example, to protect that individual's safety). MCFS will not tolerate retaliation in any form against an employee who makes a report of workplace violence.

If, after a thorough investigation, MCFS determines that workplace violence has occurred, appropriate corrective action will be taken, and discipline will be imposed on the offending employee(s). The level of appropriate discipline will depend on the facts in each case, and may include oral and/or written warnings, reassignment of responsibilities, probation, suspension, or termination. If a non-employee is responsible for the violent activities, MCFS will take corrective action to ensure that such behavior is not repeated.

Staff, interns or volunteers determined to be responsible for threats or incidents of violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination. Visitors and client/participants determined to be responsible for threats or incidents of violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of service provision.

MCFS encourages employees to bring their disputes or differences with other employees or visitors to the attention of their supervisors before the situation escalates into potential violence. MCFS will engage in efforts to assist in the resolution of disputes involving its employees and visitors, and will not discipline employees for raising such concerns.

### **304.03 Policy: Weapons**

MCFS does not allow any job applicant, employee, client/participant, contractor, subcontractor, vendor, agent or representative to possess, use, conceal, carry or maintain a concealed weapon or handgun on MCFS's premises. Such premises include any portion of the building in which MCFS is housed, any private or public driveway, parking lot, sidewalk, street, parking garage or any other parking area used in connection with MCFS's business, and any vehicle used, owned or leased by MCFS. MCFS also prohibits the carrying of a weapon or concealed handgun on your person or property while you are rendering any services or attending any event or function relating to your employment with MCFS or conducting any business on the company's behalf. This prohibition includes carrying or maintaining a concealed weapon or handgun in any vehicle used in connection with your employment or brought onto MCFS's premises.

### **304.04 Procedure**

If MCFS has a reasonable suspicion at any time that a handgun or weapon has been maintained, carried or stored in violation of this policy, MCFS reserves the right to conduct a reasonable search of the person, work area, personal items or any vehicle in the possession or subject to the control of such person to investigate whether or not a prohibited weapon is present. Any employee who witnesses the possession of a weapon or who witnesses a physical or verbal assault involving another person should report it to their supervisor or the human resources department immediately. Violating this policy or refusing to consent to a reasonable search conducted pursuant to his policy may lead to discipline up to and including termination. Compliance with this policy is also a term and condition of continued employment with MCFS.

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## **305.00 CHAPTER V SECURITY INSPECTIONS & THEFT POLICY**

### **305.01 Policy**

MCFS wishes to maintain a work environment that is free of illegal drugs, alcohol, tobacco, tobacco products, firearms, explosives, other improper materials. To this end, MCFS prohibits the possession, transfer, sale, or use of such materials on its premises, including property of any nature owned, controlled or used by MCFS including but not limited to parking lots, offices, desks, file cabinets, lockers, and vehicles.

MCFS will not tolerate the theft of its property, or the property of any other employee, client or resident. Theft is a criminal offense and a serious violation of MCFS general work standard and will result in either the immediate suspension or termination of employment and to criminal prosecution. Theft in any form will not be tolerated by MCFS.

### **305.02 Procedure**

All MCFS employees will sign a Search Consent and Release Form, which will be maintained in the employee's personnel file, and MCFS requires the cooperation of all employees in administering this policy.

Desks, lockers, computers and other storage devices provided to employees for the performance of their duties are the sole property of MCFS and can be inspected by any agent or representative of MCFS at any time, either with or without prior notice. Articles found within MCFS property also are subject to inspection.

Persons entering and/or leaving the premises and any packages or other belongings may be inspected.

## **306.00 CHAPTER VI METHOD OF FILLING VACANCIES**

### **306.01 Policy**

MCFS initially will try to fill job openings by transferring or promoting from within, if qualified internal applicants are available. It is the policy of the company that it may at its discretion initiate or approve employee job transfers from one job to another or from one location to another, or offer employees promotions to higher level positions when appropriate. Management prefers to promote from within and may first consider current employees with the necessary qualifications and skills to fill vacancies, unless outside recruitment is considered to be in the company's best interest.

### **306.02 Procedure: Announcement of Vacancies**

The CEO or a designee shall publicly announce by appropriate means all employment opportunities and each announcement shall contain a statement that MCFS is an equal opportunity employer.

### **306.03 Procedure: Applications**

MCFS relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination.

Applications for initial employment or change of status shall be submitted to the director of the hiring department in the manner prescribed in the applicable vacancy announcements. Only applications received in the prescribed manner shall be considered. All information submitted in connection with applying for MCFS employment, including educational attainment and previous employment, shall be verified by MCFS personnel.

Applicants shall be required to provide any information and undergo any examinations necessary to demonstrate compliance with prescribed qualification requirements for the position(s) involved.

Requests for lateral transfers, non-disciplinary demotion and reinstatement shall be submitted as prescribed to the CEO.

**306.04 Procedure: Interview Process**

Applicants will be asked only questions pertaining to the ability to do the job. When possible, two MCFS representatives will be present at the interview. MCFS prohibits applicants from tape recording the interview.

**306.05 Procedure: Criminal Background Checks**

Statewide criminal background checks are required as a condition of employment and may be performed for existing employees at the CEO's discretion. A criminal history does not prohibit employment and will be reviewed on a case-by-case basis. However, if the applicant is currently on probation or parole, he/she will not be hired for a position that requires direct client/participant contact. Adverse employment action up to and including termination for current employees may be taken if it is determined that an employment relationship would place MCFS in violation of guidelines established by applicable local, state, and federal laws, by funders, or by the Policies and Procedures Manual.

**306.06 Procedure: Motor Vehicle Background Checks**

Driver's license checks will be performed on all applicants after a conditional offer of employment has been made and annually thereafter for all employees where driving is an essential job function or who must obtain rental cars during the course of conducting company business. In addition, periodic checks may be made at the CEO's discretion.

**306.07 Procedure: Disqualification**

An applicant shall be disqualified from consideration if the applicant:

1. Does not meet the qualifications necessary for performance of the duties of the position involved.
2. Has made a false statement in applying for MCFS employment.
3. Has committed or attempted to commit a fraudulent act at any stage of the selection process.
4. Is an alien not legally permitted to work in the United States.
5. Other reasonable grounds relating to job requirements

**306.08 Procedure: Promotion Policy**

Employees are allowed and encouraged to apply for higher level positions upon availability.

A promotion is the assignment of an employee from a position in one job level to a position in another job level. Promotion will be based upon qualifications, capabilities and prior experience.

It shall be MCFS policy to provide promotional opportunities whenever possible. Promotions across organizational lines shall be allowed.

**306.09 Procedure: Transfers**

A transfer is the assignment of an employee from one position to another. A transfer not involving promotion or demotion may be possible at any time, subject to required approval of the CEO, for disciplinary reasons, administrative convenience, or request by the employee involved, provided that the employee is qualified to perform the duties of the position to which transfer is executed. Employees will be considered for a transfer during the introductory period with the supervisor's recommendation.

**306.10 Procedure: Non-Disciplinary Demotions**

A demotion is the assignment of an employee from a position in one job level to a position in another job level. An employee may be administratively demoted at the employee's written request, or as an alternative to layoff.

## **307.00 CHAPTER VII EMPLOYEE SELECTION**

### **307.01 Policy**

It is the policy of MCFS to be an equal opportunity employer and to hire individuals on the basis of their qualifications and ability to do the job to be filled. Unless otherwise provided in writing, employment with MCFS is considered to be at will, so that either party may terminate the relationship at any time and for any lawful reason.

### **307.02 Procedure: Basis**

Positions shall be filled on the qualifications of applicants as ascertained through fair and practical selection methods. MCFS is an "at-will" employer and operates under the provision that employees have the right to resign their position at any time, with or without notice and with or without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice and with or without cause.

### **307.03 Procedure: Type**

Positions shall be designated based on employment status categories as outlined in this Manual. (See 311.03 Employment Categories.) Regular positions shall ordinarily be of indefinite duration and may be made to full-time or part-time positions. All regular positions are subject to the rules governing introductory period. Temporary positions will be limited to the terms outlined in the employment agreement and may be made to full-time or part-time positions requiring continuous, seasonal or intermittent performance.

### **307.04 Procedure: Emergency Temporary Appointments**

Whenever an emergency exists which requires the service of personnel who are not otherwise available, such personnel may be immediately appointed for a period not to exceed thirty (30) business days without regard to normal recruitment and shall not be renewable.

## **308.00 CHAPTER VIII NEW EMPLOYEE TRAINING**

### **308.01 Policy**

It is the policy of MCFS to provide orientation programs for new employees and to conduct or support training programs that it determines to be appropriate.

### **308.02 Procedure: Oral Orientation**

All new employees will complete an oral orientation before they are placed in their specified job setting. Oral orientation shall include but is not limited to: outline and guidance of the agency's Policies and Procedures Manual, Workers' Compensation insurance information, completion of confidentiality statements and other legally required documents, and an explanation of benefits.

### **308.03 Procedure: Introductory Period**

Every employee hired, appointed, or promoted under a regular appointment shall be required to complete an introductory period of ninety (90) days during which the employee will serve at the discretion of the agency. This policy may not in any way be construed as a guarantee of employment for ninety (90) days. Rather, the introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the position meets their expectations. MCFS uses this period to evaluate employee capabilities, work habits, and overall

performance. Either the employee or MCFS may end the employment relationship at-will at any time during or after the introductory period, with or without cause or advance notice.

Any significant absence may extend an introductory period by the length of the absence. If MCFS determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended. During the introductory period, new employees are eligible for those benefits that are required by law. They may also be eligible for other MCFS-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefit for the details on eligibility requirements in 319.00 Employee Benefits.

At the end of the introductory period, the program director will complete a performance review. Depending on the outcome of the review, employees may enter the regular employment classification. The director may consider it necessary to extend the introductory period and shall seek approval from the COO or CEO. If approval is granted, the extension of the introductory period shall be communicated in writing to the employee. Another performance review at the end of the extended period will determine entry into regular employment classification or termination of the employee.

Upon satisfactory completion of the introductory period, employees enter the regular employment classification. If necessary, the employee may be administratively transferred to a more suitable position.

If an employee has completed the introductory period and is subsequently transferred, promoted, or hired into another position, the employee will not be required to repeat the introductory period. However, a newly promoted employee who fails to perform the new assigned duties may be returned to the former position and shall be eligible for consideration for later advancement.

#### **308.04 Procedure: Specific Job Training**

Once the oral orientation has been completed, the program director will introduce their new employee to the specific contract(s) funding their position and educate the new employee as to the contractual requirements for that department. Each new employee will be trained in their particular job by their direct supervisor, or a designee of the supervisor, as to duties and tasks required and the procedures used to complete them. New employee training may come in the form of on-the-job training, or a specific training session, or both, as need dictates.

### **309.00 CHAPTER IX NEPOTISM**

#### **309.01 Policy**

MCFS wants to avoid the appearance of favoritism that may result from employment relationships with relatives. Therefore, relatives of MCFS employees shall not be employed in positions where the employee has the official authority to hire, recommend, or approve the hiring, salary, or promotion of the relative.

Relatives shall not be employed in a supervisor-subordinate relationship, even if it results from marriage after the employment relationship was established. The supervisor-subordinate relationship shall be interpreted to include all levels of line administrative supervisors, from the lowest to the highest, not just the immediate supervisor.

Members or relatives of members of the Board of Directors shall not be employed by MCFS, unless the employment preceded the appointment of the Board member by one year.

An employee who violates this policy is subject to reassignment and/or disciplinary action up to and including dismissal. A violation may occur by knowingly approving the hiring of a relative, being hired by a relative, or working for a relative.

#### Definitions

*Nepotism:* Favoritism shown to a relative by employment on the basis of the relationship

*Relative:* For the purposes of this policy, the following are considered relatives:

- the employee's spouse
- the employee's or the spouse's natural and adopted children, grandchildren, and great-grandchildren; parents, grandparents, and great-grandparents; brothers, sisters, step-brothers, step-sisters, half-brothers, half-sisters; aunts, uncles, nieces, nephews, first cousins, and persons married to them

## **310.00 CHAPTER X POSITION CLASSIFICATION**

### **310.01 Policy**

Subject to required approvals, the CEO shall administer a job description based on analysis of the duties and responsibilities of jobs. Positions shall be allocated to appropriate classes or job classifications based on objective factors. The CEO shall periodically review the duties and responsibilities of individual positions and initiate any necessary adjustments to the job description.

Any employee may request a position review for proper classification through supervisor channels.

## **311.00 CHAPTER XI EMPLOYMENT**

### **311.01 Policy**

Applicants enter into employment with MCFS voluntarily and the employee is free to resign at will at any time, with or without cause. Similarly, MCFS may terminate an employment relationship at-will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this manual are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between MCFS and any of its employees. The provisions of the manual have been developed at the discretion of management and, except for its policy of employment at-will, may be amended or canceled at any time, at MCFS's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Board of Directors of MCFS.

### **311.02 Procedure: Employee Relations**

MCFS believes that the work conditions, wages, and benefits it offers its employees are competitive with those offered by other employers in its service area and in its field of service provision. If employees have concerns about work conditions or compensation, they are encouraged to voice these concerns openly and directly to their supervisors.

### **311.03 Procedure: Employment Categories**

Employment classifications do not guarantee employment for any specified period of time.

Each employee is designated as either non-exempt or exempt by federal and state wage and hour laws. An employee's exempt or non-exempt classification may be changed only upon written notification by MCFS management.

1. Non-Exempt— An employee who does not meet any one of the Fair Labor Standards Act exemption tests and is paid on an hourly basis and covered by wage and hour laws regarding hours worked, overtime pay, etc.
2. Exempt— Employees who meet one of the FLSA exemption tests and who are paid on a fixed salary basis and not entitled to overtime.

In addition to the above status designations, each employee will belong to one of the following employment categories:

1. Introductory—Employees who are within the first ninety (90) days of employment.
2. Regular Full-Time—Employees who are not in a temporary or introductory status and who are regularly scheduled to work MCFS's full-time schedule. Full-time employees are eligible for MCFS's benefits package, subject to the terms, conditions, and limitations of each benefit program.
3. Regular Part-Time—Employees who are hired to work an abbreviated variation (fewer than 40 hours per work week) of the regular full-time schedule. Regular part-time employees are eligible for certain MCFS benefits.
4. Temporary Full-Time—Employees who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of limited duration and employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. All legally mandated benefits are provided to temporary employees. Some other MCFS-sponsored benefits may also be available, subject to the terms, conditions, and limitations of each benefit program.
5. Temporary Part-Time—Employees who are hired to work an abbreviated variation (fewer than 40 hours per work week) of the temporary full-time schedule.
6. Contractual—Employees paid a specific amount for a specific task and set their own schedules.
7. Volunteer—Individuals who devote time to MCFS activities without compensation. This may include MCFS board members, consultants, and interns.
8. Interns—College or university students who work in a temporary unpaid position with emphasis on on-the-job training rather than employment.

Specific duties of particular employment positions are described in each employee's Job Description. Accurate and up-to-date job descriptions are expected to be kept. All employees will be furnished with copies of their specific job description.

Employees also are ranked according to the following levels:

Level 1: Chief Executive Officer (CEO)



Level 2: Chief Operations Officer (COO) and Chief Financial Officer (CFO)

Level 3: Program Directors

Level 4: Regular Full-Time Employees

**311.04 Procedure: Volunteers**

Volunteers play an important role at MCFS. While they may receive no compensation, the work they do complements the work done by paid staff and enables the agency to achieve the goal of effective service delivery. Volunteers are recruited from a diverse population throughout the service area in order to reflect the population we serve. Before beginning service, the prospective volunteer must complete an application, participate in required orientation and trainings, submit to a background check and drug test, and sign a Confidentiality Agreement. Volunteers should record and turn in time sheets according to the agency's policy and calendar. Volunteers who have been not served for six months will be considered inactive and may have to reapply for future service.

MCFS does not discriminate on the basis of race, color, national origin, religion, gender, sexual orientation, age, mental illness, alcohol abuse or alcoholism, drug abuse or addiction, or disability. Persons who have received services through one of the agency's programs will be accommodated in a volunteer position to best meet their abilities. In some cases, former clients must wait two years before serving as a regular volunteer. Persons who have been convicted of certain crimes, may not be eligible to work in specific programs. Persons who are on probation or parole, are not eligible to provide direct client/victim services.

**311.05 Procedure: Compensation**

Salaries and compensation will be determined by the CEO with approval of the Board of Directors. Salary increases and incentive awards will be based upon job performance as reflected in routine evaluations and availability of funds. Cost of living increases may be given with approval by the Board of Directors.

Employees will file W-4 forms upon employment and update forms when changes occur.

Time sheets will be submitted according to an annually published schedule determined by the CFO. Failure to observe that schedule can lead to disciplinary action. Paydays are the 5th and the 20th day of the month. When the 5th or the 20th fall on a weekend or holiday, paydays will occur on the business day immediately prior to that weekend or holiday.

**311.06 Procedure: Administrative Pay Corrections**

MCFS takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the event of an error in the amount of pay, benefits deducted, tax deduction, or other mistake the employee should promptly bring the discrepancy to the attention of the Payroll Administrator so that corrections can be made as quickly as possible.

**312.00 CHAPTER XII PERSONNEL RECORDS**

**312.01 Policy**

MCFS shall safeguard the integrity, confidentiality and ensure identity theft protection of all personnel related information collected and retained in connection with employees.

**312.02 Procedure: Responsibility**

Personnel files are the property of MCFS, and access to the information they contain is restricted. Care shall be taken to preserve the integrity of the records and the privacy of individuals by preventing unauthorized access or use. Generally, only supervisors and management personnel of MCFS who have a legitimate reason to review information in a personnel file are allowed to do so. Employees shall have the right to reasonable inspection of their personnel records under procedures prescribed by the CEO. Unless otherwise provided by law, personnel records shall not be used or divulged for purposes unconnected with MCFS matters except with the written permission of the employee involved. Nothing herein shall prevent the dissemination of impersonal statistical information. In the performance of their duties, persons outside of MCFS, such as monitors and auditors, shall have limited access to any employee file upon presentation of appropriate identification. Employees may request to view their file with the provision that the viewing be made in the presence of the HR Specialist/Operation Coordinator, their direct supervisor, the COO, or the CEO. Every access into the file must be documented on the file's Personnel File Viewing Log.

**312.03 Procedure: Documentation**

The CEO shall prescribe retention and uniform or minimum content requirements for individual personnel records to ensure proper administration and adherence to equal employment opportunity regulations.

The information in each file will be affixed and kept in a locked drawer. Routine access to these files shall be limited to the CEO, COO, and/or designee.

A permanent personnel file shall be established for each employee at time of hire and shall contain at a minimum:

1. Dated job description(s) for all positions held at MCFS and dated applications (and résumés, if available).
2. Documentation that required credentials were verified directly with the credentialing body.
3. Personnel data that includes date of hire, rate of pay, and documentation of all pay increases and bonuses.
4. Documentation of appropriate screening, employment and education verification.
5. Documentation of initial and other required training.
6. Documentation of any disciplinary action.
7. Dated and signed employee performance evaluations (minimum of one per year).
8. Evidence of any restricted certification or plan or application to seek certification.
9. Documentation of criminal background check results.
10. Any other information considered appropriate or necessary by the CEO or designee.

Employees' medical records are maintained in separate files and not in the personnel files.

**312.04 Procedure: Access**

With reasonable advance notice, employees may review their own personnel files in MCFS' offices and in the presence of an individual appointed by MCFS to maintain the files.

A log shall be attached to each personnel file with space to document:

- Date of access,
- Name of person gaining access to file
- Reason for access
- Name of item copied, if any
- Signature of witness (as stated in 312.02 Policy).

**312.05 Procedure: Record Retention**

Personnel files for separated employees will be retained according to legal requirements.

**312.06 Procedure: Status Change**

The CEO shall report changes in personnel status of their employees in accordance with procedures developed by the Board of Directors.

**312.07 Procedure: Employment Reference Checks**

To ensure that individuals who are employed with MCFS are well qualified and have a strong potential to be productive and successful, it is the policy of MCFS to check the employment references of all applicants.

The CEO, COO, or a designee will respond to reference check inquiries by providing information relating to dates of employment and position(s) held. All other employment information will be released only with a signed and dated written authorization from the employee or former employee.

**312.08 Procedure: Personal Data Changes**

It is the responsibility of each employee to promptly notify MCFS of any changes in personal data. Mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, and other such information must be accurate and current at all times. Information regarding licensure or certification status must also be kept current.

**312.09 Procedure: Non-Disclosure of Personnel Information**

Information considered confidential and that will not be disclosed includes, but is not limited to, the following examples:

1. Wages, bonuses/incentives, or any compensation data, unless written approval is provided by the employee or former employee
2. Financial information
3. Pending projects and proposals
4. Personnel information, unless written approval is provided by the employee or former employee.

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose confidential organizational information will be subject to disciplinary action, up to and including termination and legal action. Volunteers and interns also are subject to this policy.

**313.00 CHAPTER XIII CONDUCT****313.01 Policy**

The success of MCFS is dependent on the trust and confidence we earn from our employees, funders, and client/participants. We gain credibility by adhering to our commitments, displaying honesty and integrity, and reaching company goals through honorable conduct in both our personal and professional arenas.

**313.02 Procedure: Code of Conduct**

All employees of MCFS will accept and sign a Code of Conduct as a condition of employment, which will become a part of an employee's personnel file.

**313.03 Procedure: Alcohol and Drug Abuse**

MCFS will not tolerate any drug or alcohol use which imperils the health and wellbeing of its employees, clients, or threatens MCFS's reputation. For more information on this subject see 302.00 Drug-Free Workplace.

**313.04 Procedure: Attendance, Punctuality, and Overtime**

Employees shall be at their places of work in accordance with the policies of their departments or other organizational units. Department heads shall establish work schedules.

Excused Absence/Tardiness

Employees must personally notify their supervisor or a designee if they are unable to report to work, or unable to report on time as early as possible.

Unexcused Absence/Tardiness

Unexcused absenteeism and tardiness will be documented and may result in disciplinary action up to and including termination. An employee is considered to have resigned without notice and employment will be terminated if the employee does not report to work for two (2) consecutive business days and fails to notify the Supervisor.

Overtime

Employees are not permitted to work overtime. Job descriptions are designed to be completed within the prescribed amount of time assigned to each position. Should an employee experience problems completing job duties in the prescribed amount of time, the supervisor must be consulted immediately. A time study and job description review may be performed. Either appropriate adjustments to the job description can be made or the employee may be counseled in time management. All overtime must be pre-authorized by the CEO. Non-authorized overtime is work-related misconduct and is grounds for disciplinary action up to and including termination.

**313.05 Procedure: General Work Standards**

MCFS will comply with all applicable laws and regulations and expects its directors, officers, employees, volunteers, and interns:

1. To provide services in accordance with the letter, spirit, and intent of all relevant laws, program requirements, policies and procedures,
2. To refrain from any illegal, dishonest, or unethical conduct,
3. To maintain all required licenses, permit, and credentials,
4. To protect the health, safety, rights and welfare of clients/participants,
5. To provide adequate services as described in each program description,
6. To not abuse, neglect or exploit clients/participants,
7. To adhere to high ethical principles with respect to lines of acceptable conduct, which include but are not limited to not abusing, neglecting or exploiting clients/participants; not committing an illegal, unprofessional or unethical act; not assisting or knowingly allowing another person to commit an illegal, unprofessional or unethical act; not providing false or misleading information; not omitting significant information from required reports and records; not interfering with the preservation of records; not retaliating against anyone who reports a violation or cooperates during a review, audit, inspection, investigation, hearing, or other related activity; not interfering with commission reviews, inspections, investigations, hearings, or related activities.
8. To maintain high standards of cooperation, efficiency, and productivity in the course of work for MCFS, and
9. To extend courtesy to client/participants, client/participants' families, visitors, and co-workers at all times.

If a situation arises where it is difficult to determine the proper course of action, or in the event of a difference of opinion that requires resolution, the matter should be discussed openly, beginning with the immediate supervisor and, if necessary, following the chain of command for advice and consultation.

Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination.

If work habits, attitude, behavior, production, and/or personal conduct of an employee fall below appropriate standards, it can result in disciplinary action up to and including termination. While counseling and warning the employee in sufficient time for improvement should ordinarily precede formal disciplinary action, nothing herein shall prevent immediate formal action as provided elsewhere in the rules whenever the interest of MCFS requires.

When an employee is providing off-site services, the employee is responsible for adhering to the rules and regulations guiding that facility. Non-compliance with this policy is considered work-related misconduct and will result in disciplinary action up to and including termination.

**313.06 Procedure: Relationships with Client/Participants**

All employees, volunteers, and interns are not permitted to enter into a business or personal relationship outside of MCFS duties with current or former client/participants whom they have seen in a professional capacity for a period of two (2) years after services cease. A client/participant is any individual receiving services through MCFS; or any individual who has utilized MCFS services in the past and who is eligible for follow-up services. Licensed staff and staff who hold restrictive certifications are held to the rules and regulations on dual relationships set forth by their licensing board.

Establishing and maintaining appropriate boundaries is a requirement in providing services. Supervisors can provide additional guidance regarding appropriate boundaries. Employees, volunteers, and interns may accept gifts from clients/participants when the gifts are of minimal monetary value, and accepting the gift is in the best interest of the client/participant.

Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

**313.07 Procedure: Conflict of Interest**

It is the policy of this organization to prohibit all staff from soliciting any advantage from any persons having business dealings with the organization (e.g. clients, suppliers, contractors). Staff who wish to accept any gifts from such persons should seek special permission from Management prior to the acceptance. Any gifts of substantial monetary value offered voluntarily to the staff in their official capacity are regarded as gifts to the organization and they should not be accepted without permission. Staff should decline the offer if the acceptance could affect their objectivity in conducting the organization's business, or induce them to act against the interest of the organization, or lead to complaints of bias or impropriety. In case of doubt, the staff should refer to their designated supervisor.

A conflict of interest situation arises when the "private interests" of the staff compete or conflict with the interests of the organization. "Private interests" means both the financial and personal interests of the staff or those of their connections including:

- family and other relations;
- personal friends;
- the clubs and societies to which they belong; and any person to whom they owe a favor or are obligated in any way.

Staff should avoid using their official position or any information made available to them in the course of their duties to benefit themselves, their relations or any other persons with whom they have personal or social ties. They should avoid putting themselves in a position that may lead to an actual or perceived conflict of interest with the organization. Failure to avoid or declare any conflict of interest may give rise to criticism of favoritism, abuse of authority or even allegations of corruption. When called upon to deal with matters of the organization for which there is an actual or perceived conflict of interest, the staff member should make a declaration in writing to their supervisor. They should then abstain from dealing with the matter in question or follow the instruction of their supervisor who may reassign the task to other

staff. Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

A conflict of interest could also occur if an MCFS employee were seated on the MCFS Board of Directors. Therefore, no employee, whether payroll or contract, may take a position on the Board.

**313.08 Procedure: Outside Employment**

Staff who wish to take up paid outside work, including those on a part-time basis, must seek the written approval of the CEO before accepting the job. Approval will not be given if the outside work is in conflict with the interest of the organization.

Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

**313.09 Procedure: Non-Disclosure**

The protection of confidential organization information is vital to the interests and the success of MCFS. Such confidential information includes, but is not limited to, the following examples:

1. Employee compensation data
2. Client/participant lists
3. Financial situation
4. Pending projects and prognosis
5. Personnel information (such as address or phone number)
6. Employee counseling or disciplinary action.

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose confidential organizational information will be subject to disciplinary action, up to and including termination of employment and legal action.

**313.10 Procedure: Company Property**

Staff given access to any property of the organization should ensure that it is properly used for the purpose of conducting the organization's business. Misappropriation of the organization's property for personal use or resale is strictly prohibited (i.e., laptop, cell phone, projectors and vehicles).

Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

**313.11 Procedure: Solicitation**

No funds or other thing of value may be solicited from or by MCFS employees on the job without the express approval of the CEO.

**313.12 Procedure: Physical Fitness**

Medical examinations may be required to help ensure that employees are able to perform their duties safely.

After an employment offer has been made to an applicant entering a designated job category, a health professional of MCFS's choice may perform a medical examination at MCFS's expense. The offer of employment and assignment to duties may be contingent upon satisfactory completion of the exam.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

It shall be the responsibility of each employee to maintain the standards of physical fitness required for performing the assigned job.

**313.13 Procedure: Personal Appearance**

It is the policy of MCFS that each employee's dress, grooming and personal hygiene should be appropriate to the work situation. Employees are expected at all times to present a professional, businesslike image to clients/participants, visitors, business contacts, and the public.

Employees are expected to dress in a manner that is normally acceptable in similar work environments. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Attire or accessories displaying offensive or discriminatory language or inappropriate symbols are not permitted. Certain employees may be required to meet special dress, grooming, and hygiene standards, depending on the location of their work (i.e. school dress code). Management may impose additional appropriate standards.

MCFS recognize, however, that personal appearance is an important element of self-expression. As a result, the company wishes to make no effort to control or dictate employee appearance, specifically with regard to jewelry or tattoos, unless they conflict with an employee's ability to perform effectively in the position they hold or the specific work environment they are in.

Factors used to determine whether jewelry and tattoos pose a conflict with the job or work environment will include, but are not limited to:

- a. Safety of self or others
- b. Productivity or performance of tasks
- c. Perceived lewd or offensive on the basis of race, sex, religion, etc.
- d. Community norms
- e. Client complaints

If a potential conflict is identified the employee will be required to identify appropriate solutions such as removal of jewelry, covering of tattoos, etc.

CEO, COO or Human Resources will be responsible for answering questions and resolving issues related to this policy on a case-by-case basis to ensure unique circumstances are appropriate considered.

Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

**313.14 Procedure: Financial Obligations**

All employees are expected to keep their personal financial affairs in good order. Failure to pay just debts, including taxes, may constitute grounds for disciplinary action if job performance is impeded.

**313.15 Procedure: Company Purchasing**

All purchases require prior approval from the purchasing program's director. A Purchase Order must be completed, then reviewed and signed by the program director.

Requests for reimbursement may not be honored if the item was not approved for purchase by the purchasing program's director.

Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

**313.16 Procedure: Credit Card**

MCFS's credit cards are issued to manage the costs associated with agency travel-related expenses and to purchase items for MCFS which require payment at the time of ordering. Employees are not to use the MCFS credit card for cash advances or to make personal purchases. To do so may result in disciplinary action up to and including termination.

Credit cards will be issued to Program Directors or other designated person by the Accounting Assistant or CFO. The card is the sole responsibility of the holder and they will be responsible for return of card in a timely manner. A purchase order with the original receipt is submitted to the finance department within 24 hours of a purchase. All purchases made using an agency credit card are the sole responsibility of the individual using the card and are subject to all purchasing and travel policies/procedures of MCFS.

In the event of a lost credit card, Program Directors should report the loss to their immediate supervisor. The supervisor will notify the CFO who will notify the credit card company and then follow their directions to cancel the card.

Non-compliance with this rule is work-related misconduct and will result in disciplinary action up to and including termination.

**313.17 Procedure: Political Activity**

Except as may be otherwise provided by law, the following restrictions on political activity shall apply to MCFS employees:

1. Employees shall refrain from publicly using their positions or influence for or against any candidate for public office in any jurisdiction.
2. No employee may seek or hold an appointive or elective office of public trust where service would constitute a direct conflict of interest with MCFS employment, with or without remuneration. Upon announcement of intention to seek or assume such office, an employee shall resign or shall be dismissed for cause upon failure to do so.

MCFS will comply with the provisions of the Hatch Act which limit the political activities of employees.

**313.18 Procedure: Communications/Problem Solving/Line of Authority**

The CEO will report to the Board of Directors. The COO and CFO will report to the CEO. Program directors will report to the COO. In the absence of the CEO, the COO and/or a CEO designee is given authority as acting CEO. All employees will report to their immediate supervisor.

Instructions concerning an employee's job will usually come from their supervisor. In the absence of such instructions, another supervisor/management staff member may give an employee instruction. The employee is expected to follow the instructions of another supervisor or management staff member until the assigned supervisor advises differently.

For additional clarification, also see the staff organizational chart in Part IV.

**313.19 Procedure: Work Schedule**

The purpose of this policy is to specify the details relevant to work schedule requirements for full-time non-exempt and exempt employees of MCFS. MCFS maintains work hours which are compatible with state law, departmental functions, and the maintenance of effective work schedules. MCFS official hours of business are 8:00 am to 5:00 pm, Monday through Friday. During business hours each department is expected to be fully operational.

**Non-Exempt**

Non-exempt positions are responsible for reporting actual hours worked on a weekly basis. These employees do not work more than 40 hours in a work week unless approved by the CEO or designee.



Supervisors or departmental designees must review and/or approve time off each pay period. Overtime for non-exempt employees is defined as any time actually worked over 40 hours in a given workweek.

Overtime must be authorized by the CEO. When management approved duties require an employee to work over the number of hours assigned, the additional time accrued must be taken off during the same week.

### Exempt

Employees in full time exempt positions are expected to work the hours necessary to complete work assignments and responsibilities. An employee is obligated to report for each and every scheduled working day and to report on time. The Department Head is responsible for maintaining work schedules and authorizing leave. Being absent from or reporting to work after the scheduled beginning time requires an employee to notify the supervisor in advance. The normal work schedule for full time exempt employees shall average at least 40 hours per week and it is anticipated that at times these employees may average more than 40 hours per week. Although not required and not an entitlement, in instances when a specific assignment has been identified and received prior approval, a exempt employee's supervisor may recommend to the COO or CEO that the employee be granted leave for the hours worked beyond the 40 hours. Upon approval of the COO or CEO the employee will be granted the leave requested. If the request is granted it must be taken within the same work week.

The Thrift 'N' Gift Shop and The Women's Crisis Center will maintain hours appropriate for adequate operations at their respective locations. The workweek is defined as follows: From Saturday at 12:01 a.m. to Friday midnight. Full-time employees who are paid on an hourly basis must not work more than 40 hours during the workweek, unless receiving prior approval from the program director. Part-time employees who are paid on an hourly basis must not work more than 32 hours during the workweek, unless receiving prior approval from their Program director.

## **314.00 CHAPTER XIV PERFORMANCE EVALUATION**

### **314.01 Policy**

It is the policy of the Company that the job performance of each employee should be evaluated periodically by the employee's supervisor.

### **314.02 Procedure**

Supervisors and employees are encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals in accordance with procedures developed by the CEO.

A formal written performance evaluation will be conducted after ninety (90) days of employment with input from both the employee and the COO, utilizing a standardized form and written comments. Any current employee who is transferred or promoted will also receive an evaluation after 90 days' service in their new position. In addition, performance evaluations are performed annually. Special evaluations may be conducted, or exceptions allowed, if authorized by the CEO. The CEO will be evaluated in the same manner, with input from the Board of Directors.

Supervisors shall individually discuss the reports with the employees and shall counsel them regarding their careers and any improvements in performance which appear desirable or necessary. Employees shall be provided copies of their own performance evaluation reports.

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## **315.00 CHAPTER XV DISCIPLINARY ACTION**

### **315.01 Policy**

It is the policy of MCFS that all employees are expected to comply with the company's standards of behavior and performance and that any noncompliance with these standards must be corrected.

### **315.02 Procedure: Grounds**

Because it is not possible to list all forms of behavior that are considered unacceptable in the workplace the following are not all-inclusive examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination. MCFS reserves the right to terminate an employee for other reasons, either described elsewhere herein, or not otherwise described.

1. Theft: the inappropriate removal or possession of property, belonging to MCFS, staff, volunteers, visitors, or participants.
2. Falsification of records.
3. Working under the influence of alcohol or illegal drugs.
4. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
5. Fighting or threatening violence in the workplace.
6. Insubordination or other disrespectful conduct.
7. Sexual or other unlawful, or unwelcome harassment.
8. Excessive absenteeism or any absence without notice.
9. Violation of personnel policies and/or procedures.
10. Unsatisfactory performance or conduct.

### **315.03 Procedure: Types**

Disciplinary action shall be consistent with the nature of the deficiency or infraction involved and with other relevant factors. Formal disciplinary action may include verbal and/or written reprimand, denial or delay of individual pay increase, promotion, or suspension without pay for up to thirty (30) days, transfer, demotion, and dismissal. Reduction in pay may occur as a consequence of transfer or demotion.

Any of the foregoing types of formal disciplinary action may be invoked for a particular deficiency or infraction, depending upon the exact circumstances. An employee may be formally warned at any time that dismissal or disciplinary action for further unsatisfactory performance and/or conduct may occur. Nothing herein shall prohibit the administration of informal disciplinary action for just cause. Informal disciplinary action may be documented. Additionally, the examples of disciplinary action listed in this manual are not all-inclusive.

### **315.04 Procedure: Future Effect**

Previous disciplinary action shall not automatically disqualify an employee from consideration for individual salary increase, promotion, or other beneficial personnel action. Each case shall be reviewed on its own merits.

### **315.05 Procedure: Notice**

Formal action taken under provisions of this chapter shall be accompanied or preceded by written notice to the employee involved. The notice shall describe the cause of the action and, except in cases of dismissal or administrative suspension, shall state the likely consequences of further unsatisfactory performance and/or conduct.

### **315.06 Procedure: Counseling Review Process**

The Counseling Review Process follows a system of progressive counseling and/or discipline in a time frame identified as appropriate by the CEO and/or Board of Directors. Counseling review actions may

include but are not limited to verbal warnings, written warnings, suspension, and termination. If action becomes necessary, the type of discipline will be determined on an individual basis. Infractions may be recorded in the employee's personnel file.

#### Verbal Warning

The purpose of a verbal warning is to correct a problem in behavior or performance by bringing it to the employee's attention. The supervisor will make a notation of the date, time and circumstance of the problem situation that has been discussed with the employee. Supervisor may require the employee to sign the verbal warning.

#### Written Warning

The purpose of a written warning is to correct a problem by providing the employee with written notice that a change in performance or behavior must take place. It is written by the HR Specialist, reviewed by the COO or CEO, and discussed between the employee, supervisor and a third party may be present during the discussion. The warning is signed and dated by all, and a copy given to the employee and another placed in the employee's personnel file.

The purpose of signing and dating any warnings is to show that the employee received the warning, not that the employee necessarily agrees with the supervisor's decision. A written warning details work-related misconduct which places the employee's job in jeopardy.

#### Disciplinary Performance Improvement Plan

An employee may be placed on a Disciplinary Performance Improvement Plan as a step in the Counseling Review Process. Documentation must be thorough and complete, outlining the reasons why an employee is placed on an improvement plan. Approval by the CEO is required. The improvement plan review period may extend up to ninety (90) days depending on the severity of the problem. Employees may receive close supervision to assist them toward improvement or elimination of unacceptable performance. An employee may not take paid time off, have any unauthorized absence, or be eligible to request a transfer during this time. Continued employment beyond the conclusion of the improvement plan period does not preclude further disciplinary action, up to and including termination. The plan will be documented in the employee's personnel file. Nothing herein precludes further disciplinary action up to and including termination before the end of the Disciplinary Performance Improvement Plan period.

Note: The preceding process may be altered. While every attempt will be made to follow the steps listed above, the severity of the infraction may be grounds for immediate dismissal.

## **316.00 CHAPTER XVI JOB SEPARATION**

### **316.01 Policy**

MCFS is an "at-will" employer and operates under the provision that employees have the right to resign their position at any time, with or without notice and with or without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice and with or without cause.

### **316.02 Procedure: Separation Circumstances**

The following are examples of some of the most common circumstances under which employment is terminated. These examples are not all-inclusive.

1. Resignation—Voluntary employment termination initiated by an employee.

An employee may leave MCFS employment in good standing by submitting a written resignation according to prescribed procedures. Giving notice will in no way jeopardize the employee's working relationships during the remainder of their association with MCFS.

Accrued vacation time may not be used as a resignation notice period. Any portion of the notice period may be waived by proper authority for good cause without loss of vacation benefits. An employee resigning without the required notice shall be ineligible for reinstatement. The following guidelines are suggested:

- a. Supervisory and managerial employees should give at least four (4) weeks' notice;
- b. Clerical and administrative employees should give at least three (3) weeks' notice; and
- c. All other employees should give at least two (2) weeks' notice.

Exceptions may be made under extenuating circumstances with CEO approval.

2. Discharge—Involuntary employment termination initiated by the organization.

Repetition of a performance or conduct problem for which any prior counseling review action has been taken may result in termination. Some situations may require termination with little or no previous counseling review action.

3. Layoff—Involuntary employment termination initiated by the organization for non-disciplinary reasons.

An employee may be laid off because of changes in duties of organization, or for lack of work or funding. Whenever possible, notice shall be given to an employee prior to layoff. Also whenever possible, an employee laid off from one department shall be transferred to a suitable position elsewhere. The order in which layoffs shall be carried out will be based on demonstrated job performance and/or seniority.

4. Retirement—Voluntary employment termination initiated by the employee meeting age and any other criteria for retirement from the organization.

Employees who choose to take normal retirement are requested to give their director as much advance notice of their intent as possible, or at least 90 days. Employees who have given notice of either normal or early retirement may be called upon to assist in the training of their replacements. Retiring employees may be eligible to reapply for employment, and those who are interested in future temporary or part-time employment with MCFS should make that interest known at their exit interview. Retired employees will continue to receive the employee discount at the Mid-Coast Family Services Thrift 'N' Gift Store.

5. Incapacity

Incapacity shall not be considered disciplinary action and shall not operate to deny an employee the use of any accrued illness, injury disability of other benefits. Termination for incapacity shall follow the guidelines established by applicable state and federal laws.

6. Veterans

Job separation for entering duty with the armed forces shall follow the guidelines established by applicable state and federal laws.

**316.03 Procedure: Exit Interviews**

MCFS will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, repayment of outstanding debts to MCFS, or the return of MCFS-owned property (i.e. Policies & Procedures Manual, name badges, business cards, etc.). Suggestions, complaints, and questions are also welcomed at the exit interview.

**316.04 Procedure: Benefits Following Job Separation**

Employee benefits will be affected by employment termination in the following manner:

- All accrued, vested benefits that are due and payable at termination will be paid.
- Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance according to state and federal laws.

**316.05 Procedure: References**

When inquired about a past employee, MCFS will disclose the following information:

1. Date hired,
2. Last date employed,
3. Job title,
4. Job duties, and
5. Salary (with the employee's written consent).

Should the inquirer need more information, a signed authorization form will be requested. The form should state what information MCFS is authorized to release and must be signed and dated by the former employee.

### **316.06 Procedure: History of Former Employees**

MCFS does not condone the discussion of previous employees, separated from employment with MCFS either voluntarily or involuntarily, whether done with malice or otherwise. Failure to comply with this policy may result in implementation of the Disciplinary Process.

## **317.00 CHAPTER XVII REINSTATEMENT**

### **317.01 Policy**

MCFS values those employees who have aligned themselves with the mission and core beliefs of this agency, and who have proven themselves competent in the workplace. It is the policy of MCFS to reinstate such employees given the proper circumstances. The organization will, at all times, comply with applicable law.

### **317.02 Procedure: Definitions**

A former employee who is re-employed will be treated as either a new hire or a reinstatement. *Reinstatement* will occur if re-employment occurs within one month of the termination date for reasons other than layoff. A *re-hire* will occur if re-employment occurs after one month from the date of termination for reasons other than layoff.

### **317.03 Procedure: Reinstatement**

A person who resigned in good standing may be reinstated to the former type of position within one month following termination, provided there is a vacancy, the person remains qualified to perform the duties of the position, and such reinstatement would be in the best interest of MCFS.

An employee returning to work from layoff status will have their service bridged if reemployment occurs within six (6) months [provided the employee has rendered one (1) year of prior service], or twelve (12) months [provided the employee has rendered more than one (1) year of prior service].

Reinstatement following discharge will be considered only on a case-by-case basis.

A reinstatement means the individual will immediately be eligible for the following benefits:

- health insurance in accordance to insurance regulations.
- 401(k)
- Vacation, Personal Day, and Sick Leave benefits will be established based on the re-instatement date, adjusted by the full months of the absence.

Reinstatement to the most previous position will exempt an employee from the 90-day introductory period. Transfer or reinstatement into a new position will require a 90-day introductory period, in accordance with *Section 314.02*, unless waived by the CEO or COO.

Service awards, bonuses, and salaries will be based on years of consecutive or bridged service to Mid-Coast Family Services.

**317.04 Procedure: Rehire**

A person who resigned in good standing for a period of longer than thirty (30) days or was laid off may be rehired, provided there is a vacancy, the person remains qualified to perform the duties of the position, and such reinstatement would be in the best interest of MCFS. A rehire means:

- the person returns to work with a new date of hire and new effective dates for all benefit plans. All waiting periods must be re-satisfied for benefits and entitlements.
- a 90-day introductory period will be required.

Rehire following discharge will be considered only on a case-by-case basis.

**317.05 Procedure: Following Discharge**

Reinstatement following discharge will be considered on a case-by-case basis.

**317.06 Procedure: Following Layoff**

A person who was laid off may be recalled to work provided there is a vacancy and the person remains qualified to perform the duties of the position.

**317.07 Procedure: Following Retirement**

Reinstatement following retirement will be considered on a case-by-case basis and in accordance with applicable state and federal laws.

**317.08 Procedure: Following Separation for Incapacity**

Reinstatement following incapacity shall follow guidelines established by applicable state and federal laws.

**317.09 Procedure: Veterans**

Employees who leave MCFS to enter duty with the armed forces of the United States shall be eligible for reinstatement in accordance with applicable state and federal laws. Individuals who entered military service may be re-employed based on the provisions of the Veterans Re-Employment Act of 1974. This act provides that upon return from military duty, the person must be re-employed with full service credit and must be placed in his/her former position or a position of similar status and pay. For the Act to apply, the person must have a certificate of satisfactory completion of duty; apply to Mid-Coast Family Services for re-instatement within 90 days after discharge or after hospitalization (of not more than one year) following discharge and be able to perform the duties of the former position. Further, the Act provides that Veterans who have been reinstated may not be separated except for cause during the one-year period following reinstatement. No individual will have reemployment rights after a military absence exceeding four years or an additional fifth year in the event he or she was requested to continue in service for the convenience of the Federal Government.

**318.00 CHAPTER XVIII GRIEVANCES**

**318.01 Policy**

Employees dissatisfied with specific working conditions, the classification of their positions, or their performance evaluations, or who believe they have been subjected to unfair treatment or discrimination may submit grievances. Additional grounds may be established by administrative directive.

### **318.02 Procedures**

Employees shall be encouraged to informally present any job-related complaints or problems to the immediate supervisor. Following informal discussions, an employee remaining dissatisfied with a matter subject to grievance procedures may submit a written grievance to the immediate supervisor within five (5) business days thereafter.

It shall be the responsibility of the immediate supervisor to study the grievance and attempt to resolve it within five (5) business days. Further discussions with the grievant shall be encouraged. Supervisors and employees should make every effort to resolve grievances. See 313.17

Punitive action shall not be taken against an employee for submitting a grievance in good faith. Grievance issues must not be discussed with the general public or staff. Participating in such discussion in lieu of following the above outlined procedure will result in disciplinary action up to and including termination. See Whistleblower Policy 106.00 Chapter VI

### **318.03 Policy- Arbitration Policy**

If an employment dispute arises while employed at Mid-Coast Family Services, we require any such dispute to be settled exclusively by binding arbitration under the federal Arbitration Act. Any dispute associated with employment, termination of employment, discrimination, harassment, etc. will qualify for arbitration resolution. This arbitration shall be the exclusive means of resolving any dispute arising out of employment or termination from employment and employees in any court or any forum can bring no other action.

When accepting employment, the employee agrees that arbitration is the exclusive remedy for all disputes arising out of or related to employment with MCFS. In addition, both MCFS and the employee agree to waive all rights to a civil court action regarding employment and the termination of the employee's employment. Only the arbitrator, and not a judge nor a jury, will decide the dispute. This policy cannot be changed nor revised without the knowledge and agreement of both parties.

### **318.04 Procedures**

If an employee decides to dispute an alleged incident during employment, they must deliver a written request for arbitration to the HR Department. The employee will have up to one (1) year from the date of termination, or one (1) year from the date on which the alleged incident(s) or conduct occurred to make such request. The employee will also have up to fourteen (14) calendar days to respond to each communication from MCFS regarding the selection of an arbitrator and the scheduling of a hearing.

If MCFS does not receive a written request for arbitration from the employee within one (1) year, or if the employee does not respond to any communication from MCFS about the arbitration proceedings within fourteen (14) calendar days, the employee will have waived any right to raise any claims arising out of the original issue.

The arbitrator will be selected by both parties from a list of available representatives. The employee and MCFS shall each bear respective costs for legal representation at any such arbitration. The parties, if any, shall share the cost of the arbitrator and court reporter, equally.

## **319.00 CHAPTER XIX           EMPLOYEE BENEFITS**

### **319.01 Policy**

Eligible employees at MCFS are provided a range of benefits. Benefits such as social security, workers' compensation, state disability, and unemployment insurance cover all employees in the manner prescribed by law. Some benefits may be suspended while an employee is on leave without pay.

Benefits eligibility depends on a variety of factors. In some cases, the CEO may negotiate a benefit package, which deviates from the regular package. The following benefit programs are available to eligible employees:

<u>Benefit</u>	<u>Eligible Employees</u>
1. Health Insurance	regular full-time
2. Dental Insurance	regular full-time
3. Paid Holidays	regular full-time, introductory
4. Personal Day	regular full-time
5. Vacation	regular full-time
6. Sick Leave (see specifics Sec. 6)	regular full-time
7. Family Medical Leave	regular full-time employed for at least one year
8. Professional Training	regular full-time, part-time, introductory
9. 401k Plan	regular full-time, part-time
10. Emergency Leave	regular full-time, introductory
11. Employee Assistance Program (EAP)	all employees are eligible
12. Flexible Spending Account (FSA)	all employees are eligible

**319.02 Procedure: Health Insurance**

Health insurance is offered to regular full-time employees depending on funding and in the terms determined by MCFS. Employee enrollment is voluntary. The Authorization for Payroll Deductions in each employee’s personnel file provides the necessary release for employees opting for this benefit.

**319.03 Procedure: Dental Insurance**

Dental insurance is offered to regular full-time employees depending on funding and in the terms determined by MCFS. Employee, spouse, and dependent coverage is voluntary and fully funded by the employee. The Authorization for Payroll Deductions in each employee’s personnel file provides the necessary release for employee opting for this benefit.

**319.04 Procedure: COBRA**

Consolidated Omnibus Budget Reconciliation Act (COBRA) is offered to eligible employees to offer them continuation of health and dental insurance benefits, according to COBRA’s rules and regulations. Employee acceptance is voluntary. Employees who elect COBRA are responsible for paying the premiums in their entirety, which are due to the Finance department on the 1st of each month. If payments are not received according to the deadlines established, health and dental insurance benefits will be terminated.

**319.05 Procedure: Paid Holidays**

Holidays designated by the Board of Directors shall be observed in accordance with the following provisions:

1. Full time regular employees shall be entitled to the following paid holidays. A holiday is compensated only if it falls on a scheduled work day.

- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day
- New Year’s Day
- Martin Luther King, Jr. Day



President's Day  
Memorial Day  
Independence Day

If a holiday falls on a Saturday, the Friday before will be treated as the holiday; if it falls on a Sunday, Monday will be treated as the holiday.

2. Temporary employees may be granted unpaid holidays.
3. An employee on leave of absence without pay on the holiday shall not receive pay for holidays that occur during the absence.
4. If a regular full-time employee is required to work on a paid holiday, the employee will schedule and take that holiday within thirty (30) days of the holiday.
5. A skeleton holiday may be called in order for the office to be is open and manned by minimal staff. Employees who work on a skeleton holiday should take a day off within thirty (30) days of the skeleton holiday, when possible. Employees staffed at other locations will work according to their supervisor's directives.
6. Some programs have specialized requirements for how and when paid holidays may be taken. Employees should refer to their program director for specific instructions.

**319.06 Procedure: Personal Day**

Employees shall be entitled to two (2) personal days per fiscal year. The first is awarded September 1, and the second is awarded March 1. Employees completing the introductory period will be awarded the personal day for that period. Personal days must be used in at least one (1) hour increments in the fiscal year awarded and may not be carried over to another fiscal year. Unused personal days will not be paid if the employee does not take them and will be forfeited upon termination of employment. Personal days may be advanced to an employee with CEO's approval.

**319.07 Procedure: Vacation**

Annual vacation leave shall be awarded on September 1 of each fiscal year in accordance to the following guidelines:

1. New employees will be eligible for vacation after completing six months of employment. The number of days awarded will be calculated from the end of the six-month period through the end of the fiscal year based on 8 hours a month.
2. The amount awarded for Level 4 (regular full-time employees) will be 96 hours; the amount awarded for Level 2 employees will be 144 hours; the amount awarded for a Level 1 employee will be 192 hours.
3. After five (5) years of continuous employment with MCFS employees are awarded an additional forty (40) hours of vacation.
4. To promote productivity and motivation all employees must take at least 50% of their annual vacation.
5. Unused vacation time may not be carried over to the next fiscal year and will be forfeited on August 31.
6. Vacation leave must be taken in at least one (1) hour increments with approval from the employee's direct supervisor.
7. Employees should submit vacation requests to their direct supervisor at least ten (10) days prior to the request date. Management reserves the right to restrict times when some or all vacations may be taken.
8. Employees being laterally transferred, promoted, or demoted shall retain all vacation hours.
9. Employees who voluntarily resign employment with MCFS will be compensated for unused vacation pay on a pro-rated system, to be included in the final paycheck as long as at least two weeks' resignation notice is given. The amount awarded for level one (regular, full-time) employees

will be four (4) hours for each pay period calculated from the beginning of the fiscal year through the last day of employment. The amount awarded for level 2 employees (Program Directors, COO, and CFO) will be six (6) hours for each pay period calculated from the beginning of the fiscal year through the last day of employment. The amount awarded for a level 1 employee (CEO) will be eight (8) hours for each pay period calculated from the beginning of the fiscal year through the last day of employment.

10. In the event an employee terminates employment with MCFS (either voluntarily or involuntarily) and he/she has used vacation hours in that fiscal year that have not yet been earned, the employee will compensate MCFS for the unearned time used. The amount compensated will be deducted from the final paycheck, when possible.
11. In no case may an employee use their unused vacation as their termination notice.
12. Employees who are involuntarily terminated will forfeit any unused vacation.

### **319.08 Procedure: Sick Leave**

Regular full-time employees shall be allowed paid sick leave in accordance with the following rules:

1. All full-time employees will be eligible for sick leave after completing ninety (90) days of employment.
2. Employees shall accrue sick leave at the rate of (4) hours per semi-monthly pay period (8) hours per month.
3. Sick leave shall not be earned for any accrual period during which an employee is in pay status for less than half the standard number of paid days for the type of job.
4. Accrued sick leave may be accumulated from year to year not to exceed 160 hours or four (4) weeks. When 160 hours or four (4) weeks of sick leave are accrued, sick leave accrual will cease.
5. Sick leave is designed specifically for the use of an employee who is ill or to care for an immediate family member who is ill. Immediate family members are: children, spouse, parents, and siblings.
5. Upon voluntary or involuntary termination remaining sick leave will be forfeited.
6. At no time are employees compensated for unused sick leave.
7. Employees must report an absence to their supervisor as soon as possible and no later than the time the employee is scheduled to report to work.
8. Immediately upon return to work the employee shall submit a Request for Leave form to the supervisor to document the absence.
9. MCFS may request and obtain verification of the circumstances surrounding any use of sick leave.
10. Accrued vacation shall be used to supplement sick leave when sick leave is exhausted. Pay shall be discontinued when authorized leave is exhausted. The CEO will be notified of the employee's pay status.
11. Sick leave credits shall not be transferable among employees.
12. An employee who becomes ill or injured during a vacation may request that the vacation be terminated and the time of the illness or injury charged to sick leave.
13. Sick leave must be taken in at least one (1) hour increments for non-exempt employees.
14. A physician's release to return to work may be requested by the employee's supervisor when the absence exceeds five (5) or more consecutive work days or forty (40) or more consecutive hours.
15. Upon completion of ten (10) continuous years of service, an employee may request an additional 80 hours of sick time.

### Contagious Temporary Illnesses

MCFS realizes that employees with contagious temporary illnesses, such as influenza, colds and other viruses, need to continue with normal life activities, including working. In deciding whether an employee with an apparently short-term contagious illness may continue to work, the company considers several factors. The employee must be able to perform normal job duties and meet regular performance standards. In the judgment of the employer, the employee's continued presence must pose no risk to the health of the employee, other employees and clients. If an employee disputes the company's

determination that such a risk exists, the employee must submit a statement from his or her attending health care provider that the employee's continued employment poses no significant risk to the employee, other employees or clients.

Employees are reminded that the company provides paid sick leave to cover absences due to contagious temporary illnesses. All employees are urged to contact their supervisors regarding any questions about the possible contagious nature of another employee's temporary illness.

**319.09 Procedure: Emergency Leave**

The CEO and/or Board of Directors shall grant introductory and regular full-time employees up to four (4) full paid days of emergency leave, when appropriate, in accordance with the following examples, or at the discretion of the CEO:

1. Weather conditions that prevent the employee from getting to work.
2. Conditions that prevent the office from conducting business.
3. Death of an employee's immediate family. Immediate family includes the employee's spouse, the employee's or the spouse's natural, adopted, and step-children, grandchildren, and great grand children; parents, grandparents, and great-grandparents; brothers, sisters, step-brothers, step-sisters, half-brothers, and half-sisters; aunts, uncles, nieces, nephews, first cousins, and persons married to them.

**319.10 Procedure: Military Leave**

Military leave shall be granted in accordance with applicable state and federal laws.

**319.11 Procedure: Professional Training**

In accordance with Section 1920 (b) of the Public Health Service Act, with respect to any facility for prevention or intervention services or activities, continuing education in such services or activities, shall be made available to employees of the facility who provide the services or activities.

MCFS will recognize and assist its staff in securing professional training hours, as it is possible based upon financial status of MCFS. No training or conference expenses should be incurred without COO approval. All employees are expected to make a reasonable effort to attend any training or conference sessions paid for with MCFS funds. Certificates issued at trainings must be submitted to the program director as proof of attendance and for placement in the employee's personnel file.

Should employment be terminated voluntarily within thirty (30) days post MCFS-funded professional training, the employee may be responsible for all costs associated with the training. This will be reimbursed through payroll deduction from the final paycheck, when possible. Each employee will sign an acknowledgment for this purpose, which will be retained in the personnel file.

**319.12 Procedure: 401k Plan**

A 401k plan is offered to all employees according to the terms established by MCFS. Employee participation is voluntary. To comply with IRS requirements, MCFS will provide information for each employee, whether the employee chooses to enroll in the plan.

**319.15 Procedure: Authorized Absence with Pay**

The CEO and/or the Board of Directors may grant an employee Authorized Absence with Pay for purposes of attending a professional conference, convention, training activity, legislative proceeding, or civic function or meeting, or for other purposes deemed necessary and prudent in the interest of MCFS.

Employees summoned for witness duty shall not be required to utilize accrued vacation or personal leave. Employees appearing as a witness on behalf of MCFS may not accept witness fees or other compensation.

The request for Authorized Absence with Pay must be made in writing and submitted to the employee's direct supervisor and the CEO and/or the Board of Directors for approval. The authorization may be revoked at any time.

**319.16 Procedure: Jury Duty**

Employees will be granted up to five (5) business days paid time off for jury duty. If desired, employees may use any other available paid time off if jury duty extends beyond five (5) days. Otherwise, jury duty that extends beyond five (5) business days will be unpaid.

Employees must show the jury duty summons to their supervisor as soon as possible and are expected to report for work whenever the court schedule permits.

MCFS will continue to provide health insurance benefits for the full term of the jury duty absence. All benefits will continue during jury duty leave. Employees are entitled to keep any compensation paid by the court for jury service.

**319.17 Procedure: Authorized Leave Without Pay**

Authorization will be granted for employees who must take sick time within the first 90 days of employment, or when an employee has expended all sick time in a fiscal year.

**319.18 Procedure: Absence Without Notification**

An employee failing to report for duty or remain at work as scheduled without proper notification, authorization, or excuse shall be considered absent without leave, which constitutes job abandonment. See 313.04 Attendance, Punctuality, and Overtime.

**319.19 Procedure: Pregnancy and Maternity**

Except in emergencies, at least ten (10) days written notice of cessation of work shall be required. The aforementioned notice shall include a statement of the employee's intentions concerning resumption of work.

If pregnancy prevents an employee from properly performing her duties or creates a hazard to persons or property, MCFS may invoke the provisions of these rules concerning separation for incapacity or may take other appropriate administrative measures.

Employees with illnesses or disabilities arising from pregnancy or maternity shall be entitled to benefits on the same basis as employees with temporary illnesses or disabilities and according to applicable state and federal laws.

**319.20 Procedure: Injury or Illness on the Job**

MCFS provides a comprehensive workers' compensation insurance program, which covers any injury or illness sustained or aggravated in the course of employment.

All injuries or illnesses which occur during the performance of duties will be documented by completing an Accident Report form as soon as possible immediately after the occurrence, regardless of how minor a work-related injury or illness may appear to be. If an injury results from a motor vehicle accident, a drug and alcohol screening will be given and a Motor Vehicle Accident Report form with a copy of the police report attached. Failure to do so may result in disciplinary action up to and including termination.

Neither MCFS nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries or illnesses that occur or are aggravated during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by MCFS.

An employee injured in the line of duty shall receive benefits under terms and conditions prescribed in applicable workers' compensation and related programs.

**319.21 Procedure: Family Medical Leave Act (FMLA)**

The Family and Medical Leave Act (FMLA) of 1993 requires companies with 50 or more employees to allow eligible employees to take up to twelve (12) weeks of unpaid leave within any twelve (12) month period for qualified family and medical events and be restored to the same or equivalent position upon their return.

The 12-month period is calculated according to a rolling method in which the leave period is measured backward from the date any employee uses any FMLA leave.

An employee may be eligible for FMLA leave if the employee has worked for MCFS for at least twelve (12) months (which need not be consecutive) and for at least 1,250 hours in the last twelve (12) calendar months.

Qualified Reasons for Leave

Family leave must be granted for any of the following reasons:

1. To care for the employee's child after birth,
2. To care for the employee's child who has been placed with the employee for adoption or foster care,
3. For the employee's own "serious health condition" which renders the employee unable to perform an essential function of the employee's job, and
4. To care for a spouse, child, or parent with a "serious health condition."

Definitions

For the purposes of this policy "child" is defined as natural, adopted, or foster child, a step-child, or a legal ward. If the child is over 18, the child must be unable to care for himself/herself due to a serious illness. Under the circumstances described in items 2 and 3, leave must be completed within twelve (12) months of birth, adoption, or foster placement.

"Serious health condition" is defined as any illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility, or continuing treatment by a health care provider due to a health condition lasting more than three consecutive days; pregnancy or prenatal care; a chronic, serious health condition which continues over an extended period of time; a permanent or long term condition for which treatment may not be effective; and any absences to receive multiple treatments for restorative surgery, or for a condition which would result in a period of incapacity if not treated.

If both spouses work MCFS, they may only take together a combined total of twelve (12) weeks to care for the same individual.

All available paid leave will first be substituted for any unpaid/family leave. However, the substitution of paid leave time for unpaid leave time does not extend the 12-week leave period. Family/medical leave runs concurrently with other types of leave. During FMLA leave, outside employment is prohibited.

Leave Notices and Medical Certification

Employees may be required to provide advance written notice of leave to the supervisor by submitting a Request for Leave form. The supervisor must complete a Status Change form notifying the CEO of the leave. Failure to provide such notice for leave may be grounds for delay of leave. If the leave is foreseeable, the employee must ordinarily provide thirty (30) days advance notice. When the need for leave is not foreseeable, the employee should notify the company within two (2) business days of learning of the need for leave, if possible. If an employee takes leave due to the employee's own serious health

condition or to care for a covered relative, the employee must contact the company on the 1st of each month regarding intention to return to work.

MCFS may require medical certification to support a request for leave because of the employee's covered relative's serious health condition. MCFS may also require second or third opinions at the organization's expense. Subsequent medical re-certification may also be required. Failure to provide requested certification within 15 days, except in extraordinary circumstances, may result in delay of further leave until the certification is provided.

#### Intermittent Leave

Leave because of serious health condition may be taken intermittently or on a reduced schedule, if medically necessary. MCFS will require that the employee, if at all possible, attempt to schedule intermittent leave in a manner that will create the least disruption to the organization's operations. In addition, while the employee is on intermittent leave, MCFS may temporarily transfer the employee to an available alternate position that better accommodates recurrent leave and which has equivalent pay and benefits. If leave is unpaid, MCFS will reduce the employee's salary based on the amount of time actually worked.

#### Medical and Other Benefits

During the approved FMLA leave, MCFS will continue to pay for its share of health insurance premiums. If paid leave is substituted for unpaid family/medical leave, MCFS will deduct the employee's portion of the group health premium as a regular payroll deduction. If leave is unpaid, the employee must pay the employee's portion of the premium on the 1st of each month. If these dates coincide with weekends or holidays, payments will be due on the business day immediately before the 1st. If the employee's health care premium payment is more than fifteen (15) days late, MCFS will notify the employee in writing to this effect. If the employee elects not to return to work, the employee will be required to reimburse the organization for the cost of the premiums paid by MCFS during leave, unless the employee cannot return to work due to a serious health condition or circumstances beyond the employee's control.

When an employee is out on FMLA leave, that employee will continue accruing paid leave as long as the employee is using paid leave benefits such as vacation days, sick leave, and/or personal days. If an employee on FMLA leave uses all paid leave in accordance with the company's FMLA policy and remains unable to return to work, then the remainder of the FMLA leave will be unpaid. During the period of unpaid FMLA leave, the employee will not continue to accrue paid leave, consistent with the company's policy for all types of unpaid leave.

#### Return to Work

MCFS will require at least two (2) days advance notice of the employee's intent to return to work, if the employee wishes to return earlier than expected. In addition, MCFS may require a fitness for duty report from the employee's healthcare provider. If the employee does not intend to return to work, MCFS requires that the employee provide a written statement to this effect.

#### Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to

perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

#### Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA protected, the employer must notify the employee.

#### Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

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

#### Enforcement

An employee may file a complaint with the U.S. Department of Labor.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights. FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.

### **319.22 Employee Assistance Program (EAP)**

The purpose of the EAP is to help all employees and their dependants with legal, emotional, financial and other issues that may affect their workplace performance. 24-hour assistance is available through a 1-800 number. Other services include in-person counseling, financial counseling, legal counseling, as well as a myriad of other services.

### **319.23 Flexible Spending Account (FSA)**

A FSA gives employees the opportunity to designate funds to medical and dependent care expenses on a pre-tax basis. The amount designated can be adjusted annually.

## **320.00 CHAPTER XX MOTOR VEHICLE ACCIDENTS**

### **320.01 Policy**

MCFS understands that, whether due to mechanical failure or human error, accidents do happen, and will adhere to all requirements, legal and contractual, of investigating and reporting motor vehicle accidents.

### **320.02 Procedure**

All motor vehicle accidents, which occur during the performance of duties, will be documented by completing a Motor Vehicle Accident Report form (with a copy of the police report attached) as soon as possible immediately after the accident, regardless of how minor the accident may appear to be. If an injury results from a motor vehicle accident, also complete an Accident Report form. Failure to do so may result in disciplinary action up to and including termination.

Drug and alcohol tests will be conducted in the event of a motor vehicle accident.

Neither MCFS nor the insurance carrier will be liable for motor vehicle accidents that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by MCFS.

## **321.00 CHAPTER XXI TRAVEL**

### **321.01 Policy**

It is the policy of MCFS to provide the necessary elements to enable staff to attend out-of-town trainings, conferences, programmatic meetings, and any other event the COO or CEO deem necessary for the efficient function of each program.

### **321.02 Procedure: Transportation**

Employees shall schedule usage of company vehicles with the Fleet Manager or the CEO's designate. Sound judgment should be exercised by driving safely and maintaining the security of the vehicle and its contents. No employee shall drive a company vehicle or operate a vehicle while transporting participants if that employee has been drinking alcohol or under the influence of substances that would impair the driver's ability to operate a motor vehicle. Such an infraction is punishable up to and including termination.

Employees are responsible for any driving infractions or fines as a result of their driving MCFS vehicles. Employees are required to inform the CEO in writing of any changes that may affect either their legal or physical ability to drive or their continued insurance. For regulations governing employee driving eligibility, see 322.05 Company Vehicle Policy

1. Transportation of clients/participants by MCFS employees in MCFS vehicles or their own will be limited to employees deemed eligible by the CEO and described in the job descriptions.
2. All vehicles, including those used to transport participants, will have appropriate insurance coverage for business use and a current safety inspection sticker and license.
3. All vehicles, including those used to transport participants, will be maintained in safe driving conditions. All safety issues will be reported to the Vehicle Administrator.
4. Drivers must have a current valid driver's license. A copy of the license will be kept in the employee's personnel file.
5. Drivers and passengers must wear seatbelts at all times when the vehicle is in operation.
6. Vehicles will not be used to transport more passengers than designated by the manufacturer.
7. Drivers shall not use cellular phones while driving MCFS vehicles or transporting clients/participants.
8. Use of tobacco products is not allowed in MCFS vehicles.
9. Every vehicle used for participant transportation shall have a fully stocked first aid kit and A:B:C fire extinguisher that are easily accessible.
10. If an employee encounters a situation that may lead to a client/participant's health or safety being jeopardized (such as a child not picked up from summer camp or a family violence client walking at night) the employee shall contact his/her supervisor for direction. When possible, taxi service shall be utilized to transport said client/participant.

### **321.03 Procedure: Making Arrangements**

While MCFS makes every effort to accommodate all reasonable requests for travel and training, funding for these line items is limited, and employees must be selective in their choices. All planned trips which will incur MCFS funds require prior approval from the COO.



Employees should spend MCFS funds responsibly. Funds for MCFS travel related to training and/or a professional meeting may be advanced to an employee upon timely submission of a Travel and Training Preparation Worksheet, purchase orders, and all other appropriate documentation. All reasonable expenses incurred as a result of traveling on MCFS business will be reimbursed after a Reimbursement Request form is submitted with all required receipts for expenditures attached to the report, with supervisor approval. Preferably, all public transportation charges should be billed to MCFS.

When making travel plans, employees should choose the most efficient mode of transportation. During travel, no additional expenses may be incurred without the approval of the employee's immediate supervisor.

#### **321.04 Procedure: Lodging**

The per diem rate for lodging for authorized travel is based on the GSA's Federal Domestic Maximum Per Diem Rates ( <https://fm.xcpa.state.tx.us/fm/travel/travelrates.php>) as mandated by the Texas State Comptroller. In the event the actual daily rate exceeds that which is authorized in the GSA's Federal Domestic Maximum Per Diem Rates, the excess will be paid out of the agency's general funds. The hotel receipt must be submitted to the Finance Department upon the employee's return from travel.

#### **321.05 Procedure: Meals**

1. The per diem rate for meals for authorized travel is based on the GSA's federal Domestic Maximum Per Diem Rates (<https://fm.xcpa.state.tx.us/fm/travel/travelrates.php>) as mandated by the Texas State Comptroller. Employees must complete Travel/Training worksheet that specifies exact amount so that the check for meal per diem can be cut.

2. Per diem for meals is for overnight travel only, and is based on the following:

- a. Breakfast: if in route to the destination before 6:30 a.m.
  - b. Lunch: if in route to the destination before 11:30 a.m. or returning from the destination after 1:30 p.m.
  - c. Dinner: if returning from the destination after 6:30 p.m.
3. Per diem is never to be used for tips or alcohol, nor will these items be reimbursed.
4. When a meal is included as part of a conference fee the per diem or reimbursement will be reduced by that amount.

#### **321.06 Procedure: Parking**

Employees should obtain a receipt, if at all possible. If obtaining a receipt is not possible, employees may be reimbursed, according to responsible accounting practices.

#### **321.07 Procedure: Air Travel**

The per diem rate for air travel for authorized travel is based on the GSA's federal Domestic Maximum Per Diem Rates (<https://fm.xcpa.state.tx.us/fm/travel/travelrates.php>) as mandated by the Texas State Comptroller.

#### **321.08 Procedure: Private and Public Automobile Transportation**

Receipts are required for reimbursement. Reimbursement will not be issued for transportation to outside activities which are not a part of the business travel.

When available, employees will be required to use MCFS vehicles in lieu of their own. If available MCFS vehicles are not used at the discretion of the employee, mileage will not be reimbursed, unless prior approval was received by the employee's supervisor and approved by the CEO.

#### **321.09 Procedure: Mileage Reimbursement**

The rate for automobile mileage for authorized travel is based on the GSA's federal Domestic Maximum Per Diem Rates(<https://fm.x.cpa.state.tx.us/fm/travel/travelrates.php>) as mandated by the Texas State Comptroller.

Under no circumstances will mileage be paid for travel other than that directly related to MCFS business. Mileage accumulated while driving to and from work is not reimbursable. Mileage should be accumulated and submitted for reimbursement at the end of the month, using a Reimbursement Request form and a Mileage Log form.

### **321.10 Procedure: Travel for Non-Exempt Employees**

Time spent traveling as a passenger outside of a non-exempt employee's regular working hours, is not compensable time, even if the travel is required for the employee to attend MCFS business or training. Non-exempt employees who serve as a driver for other employees should be compensated for the entire travel time. This same rules applies even in the case of travel on days not normally worked.

## **322.00 CHAPTER XXII MCFS-PROVIDED RESOURCES**

### **322.01 Policy**

MCFS-provided resources are property of MCFS, are limited, and should be used only for legitimate business purposes. These resources are provided to employees for the adequate and efficient performance of job duties as assigned. Employees should have no expectation of privacy when using MCFS-provided resources.

### **322.02 Procedure: Employee Responsibility**

Employees have the responsibility to:

1. Use the resources provided to them in a professional, lawful and ethical manner.
2. Avoid actions that could lead to security breaches.
3. Avoid actions that could be perceived by others as offensive or harassing.
4. Not engage in activities that waste use of the resources provided.

After hours use or removal of MCFS-provided resources from MCFS property will only be allowed for purpose of performing official business of MCFS related to duties assigned by MCFS when a supervisor has granted previous authorization. Financial liability for loss or damage rests on the user of MCFS-provided resources if the loss or damage results from negligence, intentional act, or failure to exercise reasonable care, safeguard, maintain and service them. Use and/or authorization of removal of MCFS-provided resources from MCFS property are considered privileges and abuse will not be tolerated. Non-compliance with this policy will be addressed with disciplinary action up to and including termination.

### **322.03 Procedure: Social Media & Computer Policy**

PURPOSE:

- A. To remain competitive, better serve our clients and provide our employees with the best tools to do their jobs, MCFS makes available to our workforce access to one or more forms of electronic media, social media and services, including computers, e-mail, telephones, voicemail, fax machines, external electronic bulletin boards, wire services, online services, Facebook, YouTube, Twitter, Internet and the World Wide Web.
- B. MCFS encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and everyone connected with the organization should remember that electronic media and services provided by the company are company property and their purpose is to facilitate and support company business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.

- C. To ensure that all employees are responsible, the following guidelines have been established. No policy can lay down rules to cover every possible situation. Instead, it is designed to express MCFS philosophy and set forth general principles when using electronic media and services.

**PROHIBITED COMMUNICATIONS**—Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

1. Discriminatory or harassing;
2. Derogatory to any individual or group;
3. Obscene, sexually explicit or pornographic;
4. Defamatory or threatening;
5. In violation of any license governing the use of software; or
6. Engaged in for any purpose that is illegal or contrary to MCFS policy or business interests.

**PERSONAL USE**—The computers, electronic media and services provided by MCFS are primarily for business use to assist employees in the performance of their jobs. Limited, occasional, or incidental use of electronic media (sending or receiving) for personal, non-business purposes is understandable and acceptable, and all such use should be done in a manner that does not negatively affect the systems' use for their business purposes. However, employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

**ACCESS TO EMPLOYEE COMMUNICATIONS**—Generally, electronic information created and/or communicated by an employee using e-mail, word processing, utility programs, spreadsheets, voicemail, telephones, Internet and bulletin board system access, and similar electronic media is not reviewed by the company. However, the following conditions should be noted:

- A. MCFS does routinely gather logs for most electronic activities or monitor employee communications directly, e.g., telephone numbers dialed, sites accessed, call length, and time at which calls are made, for the following purposes:
  1. Cost analysis;
  2. Resource allocation;
  3. Optimum technical management of information resources; and
  4. Detecting patterns of use that indicate employees are violating company policies or engaging in illegal activity.
- B. MCFS reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other company policies.
- C. Employees should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

**SOFTWARE**—To prevent computer viruses from being transmitted through the company's computer system, unauthorized downloading of any unauthorized software is strictly prohibited. Only software registered through MCFS may be downloaded. Employees should contact the system administrator if they have any questions.

**SECURITY/APPROPRIATE USE**

- A. Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in:
  1. Monitoring or intercepting the files or electronic communications of other employees or third parties;
  2. Hacking or obtaining access to systems or accounts they are not authorized to use;
- B. Using other people's log-ins or passwords; and
- C. Breaching, testing, or monitoring computer or network security measures.

- D. No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.
- E. Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- F. Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

**ENCRYPTION**—Employees can use encryption software supplied to them by the systems administrator for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a company computer must provide their supervisor with a sealed hard copy record (to be retained in a secure location) of all of the passwords and/or encryption keys necessary to access the files.

**PARTICIPATION IN ONLINE FORUMS**—Employees should remember that any messages or information sent on company-provided facilities to one or more individuals via an electronic network—for example, Internet mailing lists, bulletin boards, and online services—are statements identifiable and attributable to MCFS.

MCFS recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of a news group devoted to the technical area.

**VIOLATIONS**—Any employee who abuses the privilege of their access to e-mail, social media or the Internet in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

#### **322.04 Procedure: Cell Phone Policy**

Use of Cell Phones (including texting) is Prohibited While Driving MCFS Vehicles or While You are Driving on MCFS Business.

If the driver must use a cell phone while driving on MCFS Business, or while driving MCFS owned/leased vehicle, s/he must stop safely, secure the vehicle and then make or take the call. There are NO exceptions, including hands-free phones.

There are a few basic reasons for this policy:

- (1) your personal safety;
- (2) the safety of others on the road – drivers and pedestrians; and
- (3) MCFS can be held liable for your accident.

**Company Issued Cell Phones**—Company cell phones are assigned to employees who must remain accessible due to the nature of their duties at the discretion of the COO and CEO. Employees are expected to keep their cell phones on during times agreed on with their supervisor. MCFS reserves the right to monitor the use of all MCFS owned cell phones. In the event that a MCFS cell phone is lost or stolen, the employee is responsible for reporting it to management as soon as possible. As with a land line telephone, occasional personal use of the cell phone may occur. If it is determined that an employee has excessive personal use on their MCFS cell phone, they will be required to reimburse MCFS for personal calls or lose the privilege to use a MCFS cell phone. These circumstances will be reviewed on a case-by-case basis and at the discretion of the COO and/or CEO.

**Personal Cell Phones**—MCFS understands and appreciates that employees utilize their personal cellular phones for business purposes. At the same time, cell phones can be a distraction in the workplace. To ensure the effectiveness of meetings, employees are asked to leave cell phones at their desk. Or, on the

unusual occasion of an emergency that requires immediate or on-going attention, the cell phone may be carried in vibrate mode.

Employees who violate this policy may be subject to disciplinary actions, up to and including employment termination.

### **322.05 Procedure: Company Vehicle Policy**

Employees assigned to driving duties ("drivers") must at all times meet the following criteria:

- drivers must have a current, valid driver's license for the state in which the employee performs his or her driving duties; and
- drivers must maintain a clean driving record in order to remain insurable under our company's insurance policy.

Any employee driving a company vehicle or driving on company business must observe all safety, traffic, and criminal laws of this state. The driver and passengers must wear seatbelts at all times; the use of cell phones while driving for talking or texting is strictly prohibited; employees must ensure that vehicles should never transport more passengers than intended or designed by the vehicle's manufacturer.

Anything a driver does in connection with the operation of motor vehicles can affect that driver's fitness for duty or insurability as a driver. Regardless of fault, circumstance, on- or off-duty status, time, or place, any driver who receives a traffic citation from or is arrested by a law enforcement officer, or who is involved in any kind of accident while driving, must inform an appropriate supervisor about the incident immediately or as soon as possible thereafter. Any penalty, fine, imprisonment, fee, or other adverse action imposed by a court in connection with such an incident must be reported immediately to an appropriate supervisor. In both of the above situations, the matter will be reported to the Company's insurance carrier so that a prompt decision on continued coverage of the employee can be made. The driver involved in an accident or cited by a law enforcement official for violating a motor vehicle law must turn over any documentation relating to such incident as soon as possible to the employer, and must cooperate fully with the employer in verifying the information with other parties involved and with law enforcement authorities. While parking tickets will not affect a driver's insurability, any parking ticket issued on a vehicle that is being used for company business should be reported to an appropriate supervisor at the earliest possible opportunity.

Any employee who violates any part of this procedure, or who becomes uninsurable as a driver, will be subject to reassignment and/or disciplinary action, up to and possibly including termination from employment.

Applicants and employees whose job description requires travel will be subject to the status classification system listed below.

1. Satisfactory - eligible to drive. Driving record reflects less than or equal to one (1) moving violation in 12 months.
2. Probationary - eligible to drive with the stipulation that the individual's motor vehicle record will be checked periodically over the period of probation, with no additional infractions occurring; driving record reflects two (2) moving violations in past 24 months
3. Unacceptable – ineligible to drive as part of their duties
  - a. suspended or revoked license
  - b. three (3) or more moving violations in the past 36 months
  - c. one (1) or more DUIs/DWIs within the past 24 months
  - d. at fault in a fatal accident within the past 5 years
  - e. leaving the scene of an accident within the past 36 months

f. reckless driving within the past 12 months

MCFS will check the motor vehicle records for all current employees on an annual basis. Any employee without a valid driver's license will not be allowed to operate a company vehicle or drive on MCFS business. If driving is an essential job function, and the employee cannot be reasonably accommodated, the employee will be terminated. If an existing employee has a valid driver's license, and the employee's driving record meets the Probationary Status criteria, the employee will be placed on Probationary Status and will be subjected to the requirements of that status until the end of the probation. If during a subsequent periodic motor vehicle record check, the employee's record indicates further violations, MCFS will review the specific circumstances surrounding the individual and determine appropriate action. It is the responsibility of each employee to notify their supervisor that they have been cited for a moving violation.

Any infraction that will be reflected on an employee's driving record, even those occurring during personal occasions, must be declared. Failure to do so may result in disciplinary action, up to and including termination.

To maintain a well-running and safe fleet of company vehicles, drivers should report any problems to their Program Director, the COO, or his/her designee.

**322.06 Procedure: Parking Policy**

It is the policy of MCFS to provide parking areas for MCFS employees. While the policy does include some designated areas, generally, MCFS parking policy conforms to the policies of the building management.

MCFS Victoria has been designated the following parking assignments; Employees staffed in the Administrative offices are to park in the parking area off of Santa Rosa St. which are reserved for MCFS. The remaining staff has been assigned parking in the parking lots off of Santa Rosa St. and William St. or Juan Linn and Liberty St.

MCFS employees are permitted to park on the side of the street or any other area if they will be at the office for less than two hours or as directed by CEO or COO. In addition, handicapped parking spaces are reserved for those employees who display the universal handicap place card in their vehicle or symbol on their license plates.

Anyone found parking in unauthorized areas may be warned or disciplined for repeat offenses. In addition, the vehicle may be ticketed or towed and the employee will be responsible for storage and removal fees.

## 323.00 CHAPTER XXIII TOTAL QUALITY MANAGEMENT

### Policy

MCFS utilizes the Total Quality Management (TQM) philosophy for continuous service improvement. Our purpose is to serve clients and participants in a way that empowers them to choose and live a life free from family violence, homelessness, sexual assault, and substance abuse. TQM provides the system to track the quality of our services, review client satisfaction, and make improvements when needed.

### Revision History

REVISION HISTORY			
NAME	TITLE	DATE	SUMMARY OF CHANGES
Daniel Barrientos	COO	09/15/2011	Update Program Requirements-OSAR
Brett Jones	COO	04/30/2015	Updates - QM Team/Flowcharts
Brett Jones	COO	04/06/2016	Updates – Board Approval

### Principles of TQM

- All services, activities, and goals are client, participant, customer focused.
- Each MCFS staff member plays a critical role in TQM, no matter where the service is provided.
- The system and processes are fluid and will be changed, adapted, and at times discarded in order to provide the highest quality of care or service.

### TQM Revisions

The TQM plan will be reviewed and updated as needed by the MCFS Management Staff. Lessons learned as a result of continuing staff management efforts will be captured and used at each review period.

### TQM Quality Management Team

The quality management team will consist of the Chief of Operations, Program Directors, and select members of staff as assigned by the managers of each program.

### TQM Responsibilities

Staff members will:

- Treat each client/participant/customer with dignity and respect for their individuality, and according to MCFS Clients' Bill of Rights
- Participate in trainings to ensure contract compliance
- Deliver services according to individual contract requirements
- Collect data needed for performance reports accurately
- Submit performance measures by required deadlines

Program Directors will:

- Treat each staff member with dignity and respect for their individuality
- Plan and direct activities to ensure program goals and objectives are met, as described in each contract's Statement of Work (SOW)
- Monitor files, reports, and other documentation for accuracy

- Work with individual funding agencies to meet all required submission deadlines
- Compile data for submission to the Chief Operations Officer
- Participate with the COO and other staff to make changes, modifications, and improvements to services and activities as needed
- Evaluate all programs using appropriate methods per each department

The Chief Operations Officer will:

- Treat each staff member, Program Director and individual with integrity and respect
- Provide ongoing oversight to processes, activities, timelines, and resources
- Communicate and collaborate with staff to make systemic improvements to enhance quality of services provided
- Evaluate management team
- Report to the CEO and Board of Directors on TQM

### **Improving Quality**

- MCFS will use a variety of assessment procedures such as, pre/post test, facilitator evaluations and client/participant satisfaction surveys, to determine efficacy and appropriateness. Information learned will allow staff to judge how well services are delivered and whether opportunities for improvement exist.
- MCFS will promote communication, dialogue and informational exchange across departments and throughout the organizations reporting structure, with regard to findings, conclusions, recommendations, actions and evaluations pertaining to performance improvement.
- MCFS will strive to establish collaborative relationships with diverse community agencies for the purpose of collectively promoting the general health and welfare of the community served.

### **Quality Management System**

- Addendum 1 – Quality Management System Flowchart (page 3): A description of the overall quality management system employed by Mid-Coast Family Services.
- Addendum 2 – Documentation Flowchart (page 4): A description of the process by which documentation is created and evaluated to ensure total quality.