



Pine
Habilitation
And
Supported
Employment, Inc.

Employee Handbook

The provisions contained in this handbook do not constitute a contract
and are merely general guidelines.

Approved
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Section 1: Welcome & PHASE Overview

1A: WELCOME

Welcome to the Pine Habilitation and Supported Employment, Inc. team (PHASE)! As an employee of our agency, you are a member of a dedicated Team devoted to serving persons with disabilities. Our mission:

PHASE empowers Program Participants to live, work and thrive through the discovery and development of their individual abilities.

Ultimately, it is your job to create a path of paid employment and therapeutic intervention available to each Program Participant who entrust you with their support needs. Each employee's responsibility is fundamental to our mission and; it is to our advantage to work together as a team.

Your employment with our agency is based on a mutual agreement, the fulfillment of which rests upon good faith, acceptance, and performance of job responsibilities. Always keep in mind that the needs of our Program Participants are why we exist.

PHASE practices are based on the belief that the better Team members are supported, the better Program Participants are supported. Therefore, PHASE strives to provide all Team members with a working environment that is open, educational, respectful and team-oriented. You will be tested by the Program Participants whom you serve and support, which requires a great deal of dedication, observation, energy and creativity. By combining these traits, we strive to surpass the bar of basic care and supervision for Program Participants and, rather, introduce the Program Participant to the innovative, second-to-none service that can only be achieved through the on-going efforts of you and your Team. PHASE will both support you in providing this level of service, and expect nothing less.

This handbook has been prepared in order to acquaint you with the numerous personnel policies, expected practices, and benefits of our agency. Please note that it is not intended to be all-inclusive, and that programmatic and some Human Resource policies and procedures are outlined in other documents. This handbook does not constitute a contract or employment agreement between PHASE and the employee. PHASE reserves the right to change policies in any manner and at any time. All employment is "At-Will." All decisions by the agency as to the interpretation or application of such policies and determinations of fact by the agency with respect to the application of such policies shall be final and binding.

PHASE recognizes that in certain instances, state and or local laws and regulations may preempt certain provisions contained herein. It is the agency's intent to comply with all such laws and regulations and these policies will be deemed amended only to the extent necessary to comply with inconsistent laws or regulations. PHASE will apply all personnel policies as outlined herein without regard to race, religion, veteran status, disability, national origin, sexual orientation, age or gender.

Again, welcome to our team. Please direct specific questions about this Handbook to your direct supervisor or Human Resources Personnel.

1B: The purpose of The Employee Handbook is to provide:

1. A summary statement of basic terms and conditions of employment.
2. A guide to supervision on how to handle personnel decisions.
3. An equal and consistent administration of personnel policies within PHASE in order to promote an effective relationship between the staff and the agency.

1C: Equal Employment Opportunity Policy

PHASE prohibits discrimination based on known disabilities in admission practices, or operation of its programs, service or activities. Further, PHASE prohibits discrimination on the basis of known disabilities in hiring or employment practices.

Furthermore, it is the policy of PHASE to recruit, hire, train and promote all job titles without regard to race, color, creed, national origin, gender, gender identity, pregnancy, marital status, sex, religion, age, military service, disability or handicap, or any other basis prohibited by federal, state, or local law. All other personnel actions, such as compensation, benefits, agency sponsored training, transfer, demotion, termination, layoff and return from layoff, shall be administered without regard to race, color, creed, national origin, gender, gender identity, pregnancy, marital status, sex, sexual orientation, religion, military service, or disability or handicap, or any other basis prohibited by federal, state, or local law. We are in compliance with the Fair Labor Standards Act, the Civil Rights Act, and the Americans with Disabilities Act.

1D: Board of Directors Employee Relations Statement:

The PHASE Board of Directors is comprised of a volunteer group of community members, advocates, and business leaders. The PHASE Board is responsible for defining the organization's mission, crafting and overseeing the strategic direction, and maintaining fiduciary oversight through the governance process.

The PHASE Board of Directors recognizes the collective effort required of employees to reach the mission of the organization.

Inherent in this recognition is the belief that as valued resources, all employees should be provided the opportunity to achieve their full potential in an environment which stresses individual dignity and work; competitive rewards for achievement; participation, to the extent appropriate, in the management process; skills and knowledge enhancement, and the value of loyal service in a workplace free from illegal discrimination.

The PHASE Board of Directors expects that all employees will provide PHASE with a dedicated effort, accepting full accountability within assigned responsibilities, and striving for the highest level of personal productivity, individual integrity and professionalism.

1E: Mission Statement

Mission Statement:

PHASE empowers Program Participants to live, work and thrive through the discovery and development of their individual abilities.

Section 2: PHASE Employment

NOTE: Employees of PHASE are “**at will**” and are not employed for any specific length of time. PHASE policies and procedures are subject to change at any time, with or without notice.

Employment Recruitment & Conditional Offers of Employment

PHASE seeks candidates with outstanding skills, abilities, competence and character. The agency’s recruitment is essential to meet this goal. Background checks along with employment and personal references are the beginning of our process. **All employment offers are contingent** upon the passing of background checks, reference checks, mandatory drug testing, and pre-employment examination requirements. PHASE recruitment activities comply with the Equal Employment Opportunity requirements and the PHASE Affirmative Action Plan.

All new employees hold positions of conditional job offers. Employment at PHASE will be based on the follow process:

1. The programs at PHASE are regulated by various MN Statutes including, 245 C, requiring a background study for all employees. The statute states the study is “...the review of records conducted by the Commissioner to determine whether a subject is disqualified from direct contact with persons served by a program and, where specifically provided in statutes, whether a subject is disqualified from having access to persons served by the program.” Human Resources will run a background check on all new employees no later than their first day of training.
2. PHASE positions are considered “conditional offers” because all written or oral offers of employment are conditional, based upon the successful completion of the employment, education, license, clear drug-screening and criminal history checks. Therefore, in the event that a Background Study indicates the individual is disqualified, employment shall be terminated **immediately**.
3. If at any point during employment, an applicant becomes disqualified from having access to persons served by PHASE’s program, they will be terminated **immediately**.
4. Each position at PHASE requires essential job functions. Employment is based upon an applicant’s ability to perform the essential job functions, as outlined in the Job Description.
5. Driving: Any employee who will drive PHASE vehicles to transport passengers or on PHASE related business must complete the Motor Record Disclosure and Release form. If the insurance provider finds the driver ineligible for driving privileges, the employee shall be prohibited from driving company vehicles or using personal vehicle on company business.
6. All new applicants undergo agency drug testing. All employees holding positions within the agency are subject to regular and random drug testing. For details, please refer to the PHASE Drug and Alcohol policy.

Section 3: Employee Orientation

It is the goal of PHASE to develop well satisfied, effective, and highly motivated employees. An orientation period helps the agency achieve the goal.

3A: Orientation/Introductory period

The overall PHASE orientation/introductory process encompass at minimum 90 days. It allows for the evaluation of the new employee's adjustment to the organization, the position, and his/her ability to successfully perform assigned tasks. Continued review with the employee during this period of time provides opportunity to correct deficiencies in work performance, attitude, attendance, ability to follow instructions, and other factors which result in successful job performance. If an employee is unsatisfactory in any of the categories, such employee is subject to termination at any time during his/her introductory period without notice or cause. Employees who complete this period are not guaranteed employment for any length of time. Introductory employees are not eligible for PHASE sponsored benefits.

3B: Orientation Areas

Human Resources, supervisors and/or designated professional staff will discuss and review the following areas with new employees. If an employee did not get any of the following explained to them, please see Human Resources.

1. Salary and Wages
2. Hours of Work
3. Supervision and Organizational Structure
4. General Policies
5. Benefits
6. Introductions
7. Statutory Professional Requirements
8. Various HR forms as needed

3C: OSHA Compliance

All new employees are required to review and become familiar with new hire training including health and OSHA training. Any health hazard or risk of injury is to be reported immediately to your, Program Manager, Operations Director, or Human Resources.

Section 4: Human Resource Development

It is the policy of PHASE to conduct orientation programs, in-service training and provide professional development to ensure qualified experienced staff provide services to persons served in accordance with Federal, State and local laws. It is the responsibility of the Director of Human Resources to ensure:

- All staff, consultants and volunteers have appropriate training experience and qualifications to meet the needs of persons served and to fulfill the organization's mission and fulfill legal statutes;
- Verification of appropriate experience and education is included in personnel record. Applicant Background Study, reference checks and licenses/certificates are also included in personnel files;
- Professional development is offered to ensure personal and professional growth;
- Training/retraining is conducted by lead staff based on individual needs in areas such as: therapeutic intervention, behavior management, CPR and First Aid.

Section 5: Employee Definitions and Schedules

5A: Employee Status

Category A Employee:

A non-exempt employee who works in a part-time capacity in regularly scheduled hours from 0-20 hours per week. Benefit eligible for PTO and holidays according to pro-rated schedule*.

Category B Employee:

A non-exempt employee who works in a part-time capacity in regularly scheduled hours from 21-34 hours per week. Benefit eligible for PTO and holidays according to pro-rated schedule*.

Category C Employee:

A non-exempt employee who works in a full-time capacity in regularly scheduled hours from 35 hours up per week. Benefit eligible for PHASE sponsored benefits** in addition to PTO on a pro-rated schedule* and all holidays.

Category D1 Employee:

A temporary (under 1 year) non-exempt employee who works an indefinite number of hours per week in either regularly scheduled hours for a short time frame, or on a on-call schedule. Not eligible for any PHASE benefits.

5A: Employee Status (continued)

Category D2 Employee: Permanent (over 1 year)

A permanent (over 1 year) non-exempt employee who works an indefinite number of hours per week in an on-call schedule. Not eligible for any PHASE benefits.

Category E Employee:

An exempt employee who works in a full-time capacity. Employee may be required to work outside normal business hours to meet organizational needs.

Volunteer:

An unpaid person who – of their own free will – performs services for PHASE. Subject to PHASE policies, procedures and training requirements.

Length of Service

Length of service shall be determined from the date of last hire with the following exceptions:

- A layoff of six months or less will not advance the hire date or reduce the calculated length of service.
- An approved leave of absence will not advance the hire date or reduce the calculated length of service.
- A pre-approved and written agreement by Human Resources with the employee prior to employment separation, such that the employee may maintain their calculated length of service upon re-hire within the company.

Benefit Eligibility:

1. Introductory employees must wait until their 90 day orientation period is completed before utilizing accrued balances of PTO.
2. Employees must complete 12 months of service, be permanent and work at least 1000 hours in the preceding 12 months to be eligible for the PHASE 401K plan.
3. Employees hired into full-time, benefit-eligible positions become eligible for benefits, with the exception of 401(k) (see #2) and PTO, on the first calendar day after 90-days in the full-time position.

5B: Hour and Pay Definitions

Work Schedule: The specific scheduled hours of work for each employee will be assigned in a manner which best provides for efficient operations. Changes in work schedules will be announced as far in advance as practical.

Breaks:

Direct Support Professionals working the Agency's standard schedule do not receive official non-working "breaks". However, in order to provide opportunities for self-care (bathroom breaks, etc.), each department will provide a fair system that allows each employee to have a minimum of 5-minutes for every 1.5 hours of work for self-care. Participant to employee ratios must be met during these times. Every employee will have the same opportunities for breaks throughout the day. Employees remain clocked in for work and are expected to return immediately to their duties as quickly as possible.

Pay Days: Paydays are the 15th and last day of the month. PHASE utilizes direct deposit for compensation when possible. Employees receive an Earnings Statement on the designated pay day or by mail.

Payroll Deductions: Payroll deductions will be standard deductions: social security, state and federal withholding, employee co-insurance payments, and other deductions initiated or approved by employees.

Time Calculations: All non-exempt employees will receive overtime at one and one-half (1 ½) their base rate for all hours over forty (40) in any one-work week. PTO or Holiday hours given within the week DO NOT calculate into overtime. Any overtime must have prior approval by supervisor.

Time Clock: Each employee subject to time reporting requirements (non-exempt) must make use of time clock to record time. If you forget to clock in or out, please notify your supervisor immediately for correction. Employees must clock in and out according to their supervisor-directed schedule. Any variations must be approved by a supervisor. Unapproved variations are grounds for disciplinary action.

Garnishment or Child Support: In the event a garnishment or child support is issued against an employee's salary through proper judicial process, PHASE will withhold such a portion of his/her salary as specified by court order or applicable laws.

Section 6: PHASE Policies and Procedures

6A: Cell phone use/personal phone calls

The use of personal cell phones is only permitted in limited scope during working hours (e.g., family emergency, etc.). If an employee wishes to carry a cell phone, it must be turned to vibrate or silent during working hours. Working hours includes all hours an employee is “on the clock”. Employees expecting to use their phones during working hours must arrange this with their supervisor. Personal calls lasting over 15-minutes may be deducted from total time worked. Employees are personally responsible for all personal long distance calls made from PHASE, using PHASE owned phones. The use of cell phones, including texting, or other electronic communication devices is absolutely prohibited while driving a PHASE-owned vehicle, or any vehicle, while Program Participants are on-board. Use of any electronic communication device at any time is prohibited while operating a PHASE commercial vehicle (see Safe Transportation Policy for commercial vehicle definitions).

6B: Confidentiality/Non-Disclosure/Non-Compete

It shall be the policy of PHASE to ensure the Program Participant’s rights in regard to storing, collecting and using information about them. A case file is maintained for each Program Participant that contains all the Program Participant’s records. Only staff with a need to know this information have access to Program Participant files. NOTE: Staff will be exposed to Program Participant private information. Therefore, all employees are responsible to treat information about the Program Participant as private by not sharing the information with others without consent for release of information signed by the Program Participant or legal representative. Employees are not permitted to talk about Program Participants with others who do not work for PHASE and do not have a need to know the information to carry out their job responsibilities. The only exception to this rule is those agencies having legal access without a signed consent for release of information. (See also PHASE HIPAA Policy)

6C: Harassment & Offensive Behavior

PHASE believes that every employee has the right to respectful treatment in the workplace by being treated honestly and professionally, with their unique talents and perspectives valued. This goes beyond the mere compliance with the law to create an environment free of offensive behavior and all kinds of harassment. "Offensive behavior" includes, but is not limited to, slurs, jokes, visual images and other inappropriate verbal, visual or physical conduct relating to an individual's race, creed, color, religion, sex, nation origin, age, marital status, disability, sexual orientation, gender identity, status with regard to public assistance, membership, or activity in local commission or any other characteristics protected by law. PHASE strictly prohibits offensive behavior in the workplace.

PHASE seeks to have a work environment where everyone treats each other with respect and professionalism. Any unprofessional or disrespectful behavior, even if not illegal, can interfere with our work and mission and will, therefore, not be tolerated. PHASE reserves the right to respond to inappropriate behavior even where no one has complained or indicated they have been offended.

In order to create a work environment free from harassment and other barriers, PHASE asks each employee to play a role in a respectful workplace.

- Employees are expected to be sensitive and respectful to how others will perceive and be affected by their comments or actions. A co-worker does not need to officially complain to be offended.
- Employees are to report unwelcome behavior perceived as harassment under this policy to their direct supervisor or Human Resources.
- Employees are to let co-workers know when their actions, behaviors or comments have offended them.
- Employees are to stop any behavior that has offended a co-worker.

Reported claims of harassment will be investigated by PHASE within five business days. Where violations are found, PHASE will take appropriate action to avoid future violations and take disciplinary actions against those found in violation up to and including termination. PHASE will inform involved parties the status of their reviewed complaints. However, to respect the privacy and confidentiality of all involved, specific details may not be divulged.

6C: Harassment & Offensive Behavior (continued)

All PHASE management staff are responsible for ensuring a harassment free workplace where complaints are handled promptly and effectively. With the assistance of Human Resources, PHASE management will inform employees on the policy, promptly investigate harassment allegations, take appropriate disciplinary action, and take steps to ensure retaliation is prohibited. All management staff need to report harassment or inappropriate behavior claims to Human Resources.

Harassment of employees in connection with their work by non-employees may also be a violation of this policy. Any employee who becomes aware of any harassment of an employee by a non-employee should report such harassment to his or her supervisor. Appropriate action will be taken with respect to violation of this policy by any non-employee.

PHASE shall not tolerate any retaliation or intimidation directed towards anyone who makes a complaint in good faith. An employee who violates this policy or retaliates against an employee in any way will be subject to corrective action, or discipline, up to and including termination.

Reporting of harassment: If an employee believes that he or she has been subject to offensive behavior by any persons whom the employee encounters in the course of employment, or if an employee reasonably suspects such behavior, the employee must:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager, Operations Director, Human Resources, or the Executive Director. The Chain of Command should be followed. If the alleged harasser is one individual on the Chain of Command, the reporter may report to an alternate member of Management, Administration or Human Resources.
3. Report any additional incidents that may occur to your supervisor/manager, Operations Director, Human Resources Director, or Executive Director.

6D: Religion in the Workplace Policy

PHASE is committed to complying with all laws that prohibit discrimination, including harassment or retaliation, on the basis of religion. Therefore, PHASE will make employment-related decisions regarding its employees without regard to their religious practices or beliefs.

PHASE will provide reasonable accommodations, in accordance with all applicable laws, for employee's religious expressions, observances and requirements when employees bring such matters to Human Resources' attention and a reasonable accommodation can be identified unless the accommodation amounts to an undue hardship.

6D: Religion in the Workplace Policy (continued)

PHASE follows the same harassment policy regarding religious issues as outlined in the above Harassment and Offensive Behavior section. Please refer to that policy for full details.

Finally, it is a violation of PHASE's policy to force any employee to participate unwillingly in religious activity out of fear of creating workplace disharmony or offending a coworker.

6E: Controlled Substance, Drug, and Alcohol in the Workplace Policy

Employees, subcontractors, and volunteers are prohibited from abusing prescription medication or being under the influence of a controlled substance or alcohol in a manner that impairs, or could impair the person's ability to provide care or services. The use, possession, sale, purchase, transfer or dispensing of any drugs not medically prescribed is prohibited on PHASE property, including vehicles or equipment. Any employee in violation of this section shall be subject to discipline, which includes, but is not limited to the immediate suspension without pay or immediate discharge (for details see the PHASE Drug Testing Policy).

6F: Electronic Communications

- PHASE provides access to certain communication and information technology for employees. This policy applies to the use by employees of PHASE communication and information technology resources including, but not limited to computers, e-mail, voice mail, access to and use of internet services and other computing communication and network facilities and resources. Users of such resources are bound by applicable local, state and federal laws relating to such resources including, but not limited to copyright, security, anti-discrimination and other laws.
- PHASE's communication and information technology (CIT) resources may be used by authorized personnel only related to PHASE business and operations. Commercial or personal use is prohibited. Access or attempt to access either at PHASE or by means of PHASE resources any data; computer equipment or computer network is prohibited unless proper authorization has been given.
- Use of PHASE resources for inappropriate or illegal uses as determined by PHASE is not permitted.
- All messages and/or files created, sent, retrieved or downloaded over PHASE's internet are the property of PHASE. PHASE reserves the right to access and monitor all messages and files within the internet, server and telephone systems. All electronic and telephonic communication systems and information transmitted through these systems, or stored in these systems are the property of PHASE. PHASE employees and other users of PHASE's systems have no expectation of privacy or any personal privacy rights in connection with the use of these systems, or with the transmission, receipt or storage of information in these systems.

6G: Gifts and Gratuities

Significant gifts or gratuities to employees from PHASE Program Participants or vendors are not permitted. Token gifts and expressions of appreciation are acceptable with the approval of the Program Manager.

6H: Administration of Corrective Action

The PHASE code of conduct is critical to a positive work environment. The goals are:

- Firm but fair treatment must be consistently administered.
- Actions or absences of action, which leads to attitudes of favoritism and lower morale, must be avoided.

Properly administered, corrective action taken early, leads to higher standard of self-discipline of the offender. The offense should be clearly stated, the employee given an opportunity to respond, and the corrective action rationally explained.

Policy Statement:

It is PHASE policy that discipline will be progressive and corrective in nature, beginning with the least severe action necessary to improve performance or correct problems, and will increase in severity only if the problem is not corrected. In addition, it is important that the degree of discipline be directly related to the seriousness of the offense and the employee's record; therefore, it is possible for steps to be skipped or repeated. Feedback and or discipline will be performance based, consistent, and fair.

Purpose:

The purpose of discipline in the workplace is to correct or improve job-related performance or behavior in order to effectively achieve the PHASE mission and to ensure a safe and professional work environment. PHASE wants its employees to succeed. Feedback and or discipline, along with improvement and correction plans, will be implemented whenever possible to give each employee the information, tools, and training needed to meet requirements.

Procedure:

Below are the procedures and steps to be followed. It is recommended that all steps be taken; however, some problems may be so serious that earlier steps may be eliminated.

1. Each employee's work performance, behavior, and attitude will be evaluated on a day-to-day basis. Supervisors will give immediate feedback when possible on job performance, both positive (praise for a job well done) and negative (pointing out issues and ways to improve). Negative feedback will be given directly to the employee and in private when suitable to the situation. This constant feedback should help employees feel more comfortable in their job performance and minimize the chance of small problems developing into major ones.

6H: Corrective Action Procedure (continued)

2. When an employee requires training or coaching in order to meet performance standards or to develop a new skill, a Professional Development Plan will be created for him/her by his/her supervisors and Human Resources. This informal plan is designed to support professional development and to ensure that each employee has the training needed to succeed. It is expected that employees have a willingness to develop and change to meet standards. This plan will not go into the employee's personnel file.
3. When informal discussions and feedback on performance fail, the following formal action will be taken:
 - a. Documented Verbal Warning and Improvement Plan. If a problem becomes persistent, the supervisor (along with Human Resources Director or Operations Director) will talk to the employee about the problem, state expectations and minimum requirements, and create a plan for improvement. This ensures that the employee is aware of the undesirable action or infraction, is notified of proper procedures to be followed, and is given the necessary training to reach standards. This meeting will be documented with date, time, problem, and plan.
 - b. Written Warning. A written warning will be issued when: 1) A verbal warning has been issued but the behavior or action, requiring correction, continues; or 2) A serious infraction occurs. The supervisor (along with HR) will meet with the employee and make it clear that the behavior or action is not tolerated. A Corrective Action Plan will be issued. The supervisor and Human Resources Director will sign documentation, and the employee will be given the opportunity to sign in agreement or write his/her own statement.
 - c. Three Warnings Dismissal: If three written warnings are given in one year, it is grounds for suspension or termination.

Dismissal:

Employment is "At Will." PHASE has the right to terminate an employee's employment at any time for any reason. From a disciplinary perspective, some infractions are so serious that they will result in automatic termination. Such infractions include but are not limited to the list provided in section 9H p. 27 of this handbook.

6I: Investigatory Suspension

There are instances when PHASE must place an employee on investigatory suspension to maintain compliance with statutory regulations (e.g., Vulnerable Adult Act). An employee may be placed on an investigatory suspension pending an internal or external investigation. If the investigation is related to the Vulnerable Adult Act, the employee may be put on supervised work or suspension until the matter is settled. During the suspension period, Human Resources will keep the suspended employee updated on a reasonable basis. If a violation is found, termination may be immediate. Investigatory suspension may be paid or unpaid, as determined by the agency.

6J: Employee Separation Process

1. **Termination Pay:** Termination shall be paid to include all hours worked up to the time of termination. The time of payment shall follow PHASE established paydays and practices, except that a discharged employee may be entitled to payment within 24 hours of demand. Payment shall be reduced by any required legal deductions, authorized payroll deductions; value of PHASE owned property not returned and insurance deductions, if due that payroll.
2. **PHASE-Owned Property:** At time of termination and before payment is disbursed, all PHASE-owned property in possession of the employee (credit cards, manuals, keys, tools, equipment, etc.) must be returned to PHASE.
3. **Group Insurance:** The Federal *Consolidated Omnibus Budget Reconciliation Act* of 1986 (COBRA) requires that employers offer terminated and laid off employees the option to continue health group insurance for 18 months by paying the full premium each month in advance or according to other policy provisions. Dependents of employees on an 18 month continuation are eligible to continue coverage if they had coverage on the date of qualifying events. The American Recovery and Reinvestment Act of 2009 (ARRA) reduces the coverage premium in some cases along with other changes to the COBRA law. For full details on COBRA and ARRA, employees should contact Human Resources.

Section 7: Attendance & Time Away From Work

7A: Attendance Expectations

In order to fulfill our mission, PHASE team members must have reliable attendance. PHASE team members are required to arrive on time and be prepared to work.

Employee absenteeism and tardiness negatively impact our ability to serve our Program Participants and negatively affects team morale as each employee is needed to meet ratios and to ensure the safety of our participants and employees.

Absences or tardiness due to approved FMLA leave, approved leaves of absences, military leave, jury duty, or reasonable accommodation as required by law are considered approved absences. Each circumstance has its own rules and procedures. Please follow the procedures for such events outlined below.

7B: Unscheduled Absence/Tardiness Procedure

In the event an employee cannot work their scheduled hours or will be late due to unforeseen circumstances, the following is required:

1. The employee must receive permission from his/her immediate supervisor to be excused from work for that time period by speaking to the supervisor in person or by phone. Texts, voicemail and email are not acceptable forms of communication. If the employee's immediate supervisor is not available, the employee will speak to the next person in the chain of command.
2. The employee must give a 1-hour notice in the event of an unexpected schedule change. For the sake of the employee's team, employees are requested to contact their supervisor as soon as possible in the event of a schedule change.
3. If an absence is due to an illness exceeding three days or excessive intermittent absenteeism, a doctor's note is required stating the illness and the employee's condition. If the doctor's note is not provided, the absence may be considered unexcused. For medical leaves, please refer to the PHASE Employee Leave of Absence Policy.
4. The employee's supervisor will determine whether or not the absence or tardiness is excused or unexcused.
5. Definitions:
 - a. Excused Absences: Occurs when an employee requests time off in the proper manner in accordance with this policy. Examples include approved PTO requests, jury duty, bereavement leave, approved leave of absence, FMLA.

- b. Unexcused Absences: Failure to report for work as scheduled. Basically, any variation from scheduled work hours not pre-approved on a Time Off Request form. Examples include but are not limited to: tardiness, leaving work early, calling out of work, and leaving the work department without proper authorization. The circumstances, as to why an employee is not present for his/her scheduled shift, are irrelevant except for limited exceptions.
- 6. Whether excused or unexcused, the employee will be granted or charged PTO for the time away from work. In other words, PHASE does not grant unpaid time off. Routes are part of the employees scheduled day and therefore missed routes are included in this rule.
- 7. Unexcused absences and or a pattern of excessive absences are considered a performance issue and will be handled using the corrective action policy.
- 8. Two or more consecutive days of no call/no show will be considered job abandonment and voluntary resignation.

7C: Paid Time Off

Paid Time Off (PTO) is a benefit for PHASE employees. It is important for each employee to have paid time off available for vacation and sick days.

PTO is accrued each pay period beginning the first pay period after the employee passes his/her 90 day orientation. Accrual rates are based on one's Category and length of service with PHASE (tenure) increasing with years of service. The following chart provides the details of PTO accrual. Category E employees, see Policy Employee Definitions and Benefits for your accrual rate.

PTO Accrual Schedule		CAT A:		CAT B:		CAT C:	
Beginning:	Through completion of:	Hours Monthly	Hours Per Pay Period:	Hours Monthly	Hours Per Pay Period:	Hours Monthly	Hours Per Pay Period:
0 days	90 days	0	0	0	0	0	0
91 days	6 months	5	2.5	8	4	10.5	5.25
7 months	12 months (year 1)	5	2.5	9	4.5	10.5	5.25
13 months	24 months (year 2)	5	2.5	9.5	4.75	10.5	5.25
25 months	36 months (year 3)	5.5	2.75	10.5	5.25	11.5	5.75
37 months	48 months (year 4)	5.5	2.75	10.5	5.25	11.5	5.75

49 months	60 months (year 5)	6	3	11.5	5.75	13.5	6.75
61 months	72 months (year 6)	6	3	11.5	5.75	13.5	6.75
73 months	84 months (year 7)	7	3.5	12.5	6.25	15.5	7.75
85 months	96 months (year 8)	7	3.5	12.5	6.25	15.5	7.75
97 months	108 months (year 9)	7	3.5	13.5	6.75	17	8.5
109 months	120 months (year 10)	7	3.5	13.5	6.75	17	8.5
121 months	144 months (yrs 11 & 12)	7	3.5	15.5	7.75	19	9.5
145 months	168 months (yrs 13 & 14)	7	3.5	15.5	7.75	20.5	10.25
Over 15 years...		7	3.5	15.5	7.75	20.5	10.25

PTO Procedure

To request and use PTO, each employee shall:

1. Ensure the amount of PTO to be requested has accrued. PTO balances can be found on the employee's pay stub in the upper right hand corner. This amount reflects the PTO balance as of the Period End date shown on the paycheck.
2. Fill out a **Time Off Request Form** and submit to his/her supervisor for approval.
 - a. Time Off Request Forms can be found in the employee break/time clock area, or can be requested from the employee's supervisor.
 - b. Requests should be made as far in an advance as possible to allow for planning of program coverage, and no less than 14 days in advance.
3. In order for the employee to be paid for the time taken, the Time Off Request form must be filled out, approved by the supervisor, and the supervisor must submit the form to the Finance Department prior to the end of the pay period in which the time off request falls.
4. In the event the employee is physically unable to create the Time Off Request Form (e.g. sick) the supervisor will fill out the form for the employee.

PTO Rules and Guidelines

1. Program Manager's will attempt to accommodate requests, however, all time off will be granted at the Program Manger's discretion, based on agency requirements and staffing needs for that requested time.
2. PTO will be granted and taken in one hour increments.
3. If the employee will be gone for the entire PHASE business day, the hours requested will reflect the typical hours worked in one day for that employee, and cannot exceed eight hours.
4. As a rule PHASE does not allow unpaid time off except under exceptional circumstances approved by the Human Resources Director. This rule is in place to ensure that time off is given consistently and fairly. The amount of PTO received by an employee should sufficiently cover the employee's needs. PHASE provides a large amount of PTO to cover vacation time, sick time, and errands. Additionally, PHASE work hours start after and end before typical business hours. This rule does not apply to accommodations required by law.
 - a. Occasionally, a program may be overstaffed. In this circumstance, the Program Manager may ask for a volunteer to leave work. Anyone who volunteers to leave work, under this circumstance, can take unpaid time off.
 - b. Any other exceptions must be granted by the Human Resources Director.
5. If no PTO is available to the employee and the employee wishes to apply for an exceptional circumstance for time off, the employee must speak to his/her supervisor and the Human Resources Director for approval. The employee will work with his/her supervisor to set up this joint meeting. If the time off is granted, PTO will be paid for the hours taken once it is accrued. In other words, the employee will be allowed to have a negative PTO balance. The employee will be granted hours not yet earned in order to leave work, but will not be paid those PTO hours until it has accrued. No employee shall have a negative PTO balance greater than 12 hours.
6. It is critical that employees schedule and use their PTO to ensure that they have an appropriate amount of time off throughout the year. To encourage PTO use, PTO accrual limits have been established. This simply means that once this limit is reached, the employee cannot accrue additional PTO. The accrual limits are as follows:

PTO Accrual limits:
Category A: 110
Category B: 170
Category C: 200

7C: PTO Rules and Guidelines (continued)

7. If an employee changes categories, the new accrual rate for PTO will be given at the beginning of the pay period following the change. Maximums (accrual and year-end carry over) of the new category will then apply to the employee. If an employee changes categories where the accrual rate is lower, the difference between maximum accrual limits will be paid out at the Human Resources Director's discretion.

7D: Bereavement Leave

In the event of a family death, all staff will be eligible for leaves at the discretion of the agency in order to handle family matters, grief, and other issues. Category A, B, C and Employees will be granted paid bereavement for time actually lost from regularly scheduled work, up to the limits set below. This time is not to exceed the times outlined below, at management's discretion. Any time off must be conveyed to the manager immediately. Amount of pay will be based on normal hours and earnings, excluding overtime, which the employee would have otherwise been paid. Direct Supervisors are responsible for communicating bereavement leave to the Finance Department, as a Time Off Request Form may be impractical.

Bereavement leave is granted for the death of an immediate family member (spouse, domestic partner, children(including step-children and adopted children) parents and parents-in-law, siblings, and legal guardians). Category A and B employees are eligible for one paid bereavement day, and an addition four days as PTO or unpaid. Category C and E employees are eligible for three paid bereavement days, and an additional two as PTO or unpaid.

Limited Bereavement leave is granted for the death of other family members (grandparents, grandchildren, aunt/uncle and niece/nephew). Category A, B, C, and E employees are eligible for one paid day of Bereavement, and an additional two days as PTO or unpaid.

7E: Inclement Weather and Emergency Closings

Rarely, delays and closings of the agency occur and are called by the Executive Director. PHASE will make every effort to be open for the benefit of our program participants and employees, however, there may be days when PHASE has closed due to inclement weather or an emergency. The following is a list of sources to reference for delay and/or closing information: WCMP 1350 AM, 100.9 FM, automomatic call-alert/text alert, and PHASE website notification (www.pinehab.org).

If the agency is not open due to the above circumstance, up to one "Snow Day" per calendar year is available for employees completing at least one full year of

7E: Inclement Weather (continued)

employment. Once used, the employee may use PTO to cover their time away from work, at their discretion. To receive the Snow Day or PTO, employees must submit a Time Off Request Form prior to the end of the pay period in which the absence occurs. Amount of pay will be based on normal hours and earnings, excluding overtime, which the employee would have otherwise been paid. Snow days are only available in full-day increments.

Those employees deemed vital to operations (typically exempt employees) on such days must communicate directly with their manager regarding their attendance.

7F: Jury Duty

Regular employees (Category A, B, C, E) called for jury duty or subpoenaed as a witness in court, except when acting on their own behalf, will be paid the difference between their base pay and jury/witness pay for a period of up to ten working days per calendar year. Amount of pay shall be based upon normal hours and earnings, excluding overtime, which the employee would have otherwise been paid.

To receive the Jury Duty pay, employees must communicate the call to jury duty with their direct supervisor or Human Resources who will submit jury pay to Finance. The direct supervisor will communicate the absence to Finance. If the employee is released from jury duty prior to the end of the normal workday, he/she shall report to PHASE as originally scheduled.

7G: Military Leave

Employees who enlist, are drafted, or are recalled to active service in the Armed Forces of the United States will be granted military leave without pay in accordance with federal regulations. Employees who are members of a reserve component of the Armed Forces or National Guard will normally be granted paid leaves of absences to attend reserve training camps as ordered. PHASE will pay the difference between his/her pay for military service and his/her regular base pay for a period of not more than two calendar weeks in a calendar year, provided that pay for such military service is less than his/her regular base pay. Affected employees should be given as much notification as possible to their Manager, and must submit a Time Off Request Form (when possible).

7H: Workers' Compensation

In the event of an injury, an employee must report immediately to their supervisor or Human Resources, no matter how minor the injury. Human Resources will document the circumstances with the carrier. Employees that have incurred a work related injury are expected to return to work as soon as possible. PHASE is dedicated to a "Return to Work" policy and can accommodate injured workers as needed. To do so, Human Resources will work with PHASE staff for solutions including, but not limited to, light duty or modified work.

7I: Family and Medical Leave Act

PHASE is in compliance with The Family and Medical Leave Act. Employees seeking information, help on forms, or other assistance should contact Human Resources. To be eligible, employees must be employed at least twelve months and have worked at least 1,250 hours of service during the twelve month period prior to the request.

Under FMLA, a total of up to twelve weeks of unpaid leave is available to eligible employees under the following circumstances:

- Birth of a child or adoption
- To care for a dependent, spouse or parent who has a serious medical condition.
- A serious health condition of the requesting employee, that renders the employee unable to perform the functions of his/her position.

The National Defense Authorization Act (October 2009) allows additional benefits for family members of services members. This includes up to 26 weeks of family "caregiver" leave.

Employees requesting leave for their own or an eligible family member's serious health condition will be required to provide medical certification. Medical certification must be provided thirty days in advance of the request for leave when possible.

PHASE may, at its discretion, require a second medical opinion on the health condition and periodic recertification at our expense.

Other exceptions/provisions:

- Employees out on unpaid leave will be required to stay in contact their supervisors, including written requests, update reports on their status and intention to return to work at the end of their leave.
- PTO will not accrue during unpaid leave under this policy.
- Health insurance will continue on the same basis and conditions before leave.
- An employee on leave for a serious health condition will be required to provide certification from their health care provider that the employee is able to return to work and perform all of the functions of the job to which the employee is returning.

For more information on your rights and eligibility, see Human Resources.

Section 8: Holidays

8: Holidays

PHASE generally acknowledges eleven holidays throughout the year when which the agency is closed. The actual list of holidays may vary from year-to-year, based on the day of the week the holiday falls. Below is a list of holidays recognized for the 2014 calendar year.:

New Year's Day	Martin Luther King Jr. Day	President's Day	Memorial Day
Independence Day	Labor Day		Thanksgiving Day
Friday after Thanksgiving	December 24 th , 2014	Christmas Day	December 26 th , 2014

When a holiday falls on a weekend day, the preceding Friday or the following Monday, as determined by Administration, will be recognized as the holiday.

Non-exempt employees (Cat A & B) will be granted five paid holidays per year after one year of service. To receive compensation, an approved Time Off Request Form must be submitted by the direct supervisor to the Finance department prior to the end of the pay period in which the holiday occurs. Unused holidays will not be compensated by the agency upon employment separation.

Conditions:

1. Holidays are pro-rated for the year based off an employees' hire date or anniversary date to a new category.
2. To be eligible for holiday pay must have worked or been available to work their normal schedule on the workday preceding and following the holiday.
3. Holidays occurring during an employees' time off request will be paid as holidays. If holiday time is not available, PTO can be used in place for the request.
4. Amount of pay shall be based upon normal hours and earnings, excluding overtime, which the employee would have otherwise been paid.
5. All holiday hours for the year must be used within that year or the employee forfeits the right to take them.
6. If an employee is scheduled to work on a holiday, the employee is by default paid holiday pay (time and a half pay). Or, the employee may choose to take an alternate day off within 30-days. The direct supervisor is responsible for ensuring the employee takes the time.
7. Employee full days will be given in accordance with accrual rates unless otherwise requested.

Section 9: Employee Expectations and Responsibilities

9A: Employee Expectations

Each employee is expected to perform his/her duties and responsibilities as described in the Job Description in a manner which is professional, conscientious, and adheres to the PHASE Code of Ethics. Additionally, employees are expected to follow the unique personnel requirements of PHASE in regard to discussing the functioning of any Program Participant, personal or family problems of a Program Participant, and/or Program Participant records and files. Program Participant files or personnel files are not to be taken from PHASE. Violation shall be grounds for corrective action.

MN State 1978 Ch. 626.551 states that an employee is not to abuse or neglect a Program Participant. Violations may be cause for dismissal (see Policy and Procedure on the Internal and External Reporting of Suspected Maltreatment of a Vulnerable Adult).

9B: Employee Dress and Appearance

Employees are expected to set a good example for Program Participants in personal appearance and conduct. Employees are responsible for reading and adhering to the PHASE Code of Ethics. Work attire shall be appropriate to the activity in which the employee is engaged. PHASE is not responsible for any employee property damage occurring at work, with the exception of prescription eyewear. Employees are expected to maintain good grooming and hygiene standards. Contracted job sites may require specific dress codes with which employees and Program Participants must comply. The following are expectations:

1. No visible body piercings that could cause injuries are allowed during working hours.
2. Clothing must be clean, well fitting and free of holes or tears. Shirts with logos that may be considered aggressive, suggestive or that promote illegal activities are not appropriate. Clothing must cover the areas of the body meant to be covered. Low-cut, strapless, sleeveless, tops with deep armholes, tops that display the midriff area, or pants below the waistline are unacceptable dress.
3. Shorts and other attire (shorter than knee level) are not acceptable.
4. Headwear (caps, hats) may not be appropriate in all work settings—this needs to be appropriate for the job site's standards.
5. Jewelry may be worn with discretion and not present a safety hazard. Neck chains, bracelets, dangling earrings, other "grab-able" accessories and expensive watches are worn at your own risk and are discouraged.
6. Only closed, covered shoes are generally to be worn when working. Footwear or other clothing that presents safety dangers based on assigned work area, tasks, and management discretion are not allowed. Footwear that does not reflect a professional image, such as flip flops, are not allowed.

9C: Employee Health

Employees reasonably suspected of having an infection or communicable disease, must be examined by a healthcare professional before returning to work. The healthcare professional's written statement must be presented to Human Resources before returning to work, and state that the individual is free from serious infection or other communicable disease. PHASE will direct employees without healthcare resources to low-cost clinic options.

9D: Employee Relations & Communications

Open lines of communications are critical to employee development, which creates constructive work-producing relationships and the elimination of dissatisfaction. PHASE works hard to create a culture of constructive conflict resolution and welcomes employee input.

In cases where employees have:

1. Suggestions that will improve PHASE operations;
2. Questions about the interpretation or applications of established policy;
3. Disagreements with other employees or supervisors;
4. Feelings that they have been treated unfairly or;
5. Problems that have not been resolved to their satisfaction;

The following step process shall be used for their solution without fear of retaliation (steps may be bypassed depending on situation and circumstances). An internal chain of command is recommended for workplace issues:

1. Coworker to coworker discussion. If satisfaction is not provided, then;
2. Verbal report to Program Manager. The Program Manager is given the first opportunity to act on the suggested or settle any complaint within five working days. If satisfaction is not provided, then;
3. Report and discussion with Operations Director. If necessary, the matter will be put in writing by the employee and supervisor, and handled within ten working days. If satisfaction is not provided, then;
4. Written report submitted to Human Resources. Again the matter will be handled within ten working days. If satisfaction is not provided or there is uncertainty surround the situation, then;
5. Written report submitted by all parties to the Executive Director. The Executive Director may meet with parties jointly, or privately, to assess the matter, and will provide a written decision within ten working days, or within a reasonable amount of time given scheduling demands. The Executive Director may consult with agency counsel. This shall be a final and binding decision.

9E: Outside Employment

PHASE is to be considered the primary employer for regular employees. Employees are not to engage in activities outside of PHASE which may reduce the employee's capability to carry out their PHASE assignments. All employees are required to report outside employment activities that reasonably or potentially pose a conflict of interest, to Human Resources to ensure that conflict of interests are avoided.

9F: Operations of PHASE vehicles

Only authorized employees may operate PHASE vehicles (i.e. good driving record, qualifies for PHASE insurance, current driver's license). PHASE utilizes the use of commercial motor vehicles (CMV) and non-commercial motor vehicles (non-CMV). Only employees successfully passing the enhanced training, demonstration and reporting requirements under the direction and authorization of the Transit Specialist may operate a CMV.

Employees must successfully pass initial and on-going training, demonstration and reporting requirements under the direction and authorization of the Transit Specialist to be approved to operate any PHASE vehicle (CMV's and non-CMV;s). Failure to meet all minimum requirements of safe vehicle operations, including maintaining a safe driving record, is grounds for disciplinary action, including immediate termination.

Refer to the PHASE Policy & Procedure on Safe Transportation for a detailed listing of vehicle operation requirements and vehicle operation procedures. This Policy is available from the Transit Specialist and any Program Manager.

Any and all vehicle concerns or vehicle operation questions are to be immediately directed to the agency's Transit Specialist (320-629-7805).

9G: Payroll Advances

Advances against payroll are not granted under any circumstances.

9H: Personal Conduct

All PHASE employees are expected to conduct themselves with the highest of ethical integrity, which reflects positively on the agency. Employees that do not conduct themselves according to a PHASE Code of Conduct can be subjected to discipline leading up to or including termination. The following list, while not all-inclusive, gives examples of such actions:

1. Violation of Vulnerable Adult statutes;
2. Incompetency, carelessness, or negligence in the performance of duties;
3. Indecent or obscene conduct toward fellow employees, supervisors, Program Participants, or others while working for PHASE;
4. Willful violation of any lawful regulation or order, or insubordinate failure to obey any lawful and reasonable directions or orders given by a supervisor or an authorized representative of PHASE;
5. Conviction of a felony or gross misdemeanor which adversely affects the performance of the employee's job responsibilities;
6. Gross negligence, recklessness, or willful conduct causing damage and/or abuse of PHASE property or a community employment site;
7. Absence from work without reasonable notice, or excessive absenteeism;
8. Drinking alcoholic beverages during working hours, being intoxicated while at work, or consuming or being under the influence of a drug other than as prescribed by a physician while at work;
9. Failure to comply with treatment recommended pursuant to a chemical abuse evaluation received under the PHASE drug testing policy or another episode of chemical abuse after such treatment;
10. Theft of PHASE property or property of another employee, Program Participant, or community employment site. Includes other unauthorized taking or use of such property;
11. Sexual, racial, ethnic or other forms of harassment of any employee, Program Participant, or another person while in PHASE's employ;
12. Physical fighting on the job;
13. Vandalism to PHASE property and that of another employee or Program Participant;
14. Unauthorized absence from required PHASE safety programs and other necessary training sessions;
15. Possession of firearms on PHASE premises;
16. Assisting any unauthorized person to enter PHASE property;
17. Soliciting to divert business from PHASE;
18. Falsification of PHASE records;
19. Failure to report promptly on-the-job accidents involving personal injury or damage to PHASE or Program Participant property;
20. Other just cause reasons for discipline or termination not specified above, as determined by PHASE.

9I: Employee Public Image

Policy:

It is PHASE policy that each employee be professional while performing job responsibilities out in the community. Employees are required to meet the standards of conduct outlined in Company policy, uphold the Code of Ethics at all times, and to treat members of the public with courtesy and respect. While off duty, employees are encouraged to recognize the impact of their words and actions on the success of the organization. Any actions that could become public in any form including social media that would disrepute or discredit the organization are prohibited.

Purpose:

It is important to understand that the public sees each employee's behavior as a reflection of PHASE. We are judged and our success is measured by our individual and collective performance and professionalism. Each employee's success is tied to the organization's success and vice versa. Everyone plays an important role in creating and promoting a successful organization by communicating and resolving concerns and issues within the organization and taking responsibility for the Company's public image both on and off duty.

Procedure:

1. **On Duty:** Each employee's work performance is being measured at all times during duty hours (at all PHASE worksites, during outings, and while out in the community). Any infractions of policy, lack of professionalism or lack of courtesy to the public will result in discipline.
2. **Off Duty:** PHASE fully respects the legal rights and freedom of expression of our employees. Generally, what is done outside of work is not of consequence. However, the lines between public and private, personal and professional can be unclear in certain situations. If an employee identifies himself/herself as a PHASE employee on social media, by wearing a PHASE T-Shirt, or by other means, or if the individual is known to be a PHASE employee simply by living in a small community, others may assume he/she is representing the organization with his/her words and actions. Under these circumstances, any words and actions by an employee may impact PHASE's public image, and the personal professional image of said employee.

9I: Employee Public Image (continued)

Any employee identified with PHASE, must ensure that his/her words, actions, social media profile and content are consistent with the PHASE Code of Ethics.

- a. Before representing PHASE in any capacity, employees must first receive permission from their supervisor. The employee will then be considered to be on-duty and will be expected to adhere to all PHASE policies and the Code of Ethics.
- b. When an employee is speaking for himself/herself off duty, it is expected that the employee will ensure that the audience knows that views being expressed are personal and do not represent PHASE views or policies.
- c. Any actions that could become public in any form including social media that would disrepute or discredit the organization are prohibited.
- d. Confidential information, to include information about Program Participants or employees shall not be made public or shared in any public forum.
- e. Employees are not to use the PHASE logo, mission or tag line without prior approval.
- f. Employees should not provide PHASE confidential or other proprietary information. PHASE performance and other sensitive matters should not be discussed publicly in any forum.
- g. Social media shall not be used to communicate to employees about work.
- h. If content relevant to PHASE is published on-line in a personal capacity, the individual should use a disclaimer such as “The opinions expressed in postings are my own and do not necessarily represent PHASE’s position, practices or opinions.”
- i. For the protection, privacy and freedom of each individual employee, PHASE recommends that employees consider the pros and cons before identifying themselves as PHASE employees on social media sites.

9J: Job abandonment

Employees who are absent from work for two days without speaking to a Program Manager at PHASE are considered to have voluntarily resigned. If an employee requests time off that is denied and takes it anyway or fails to return from an approved absence on the agreed upon date, the absence is considered to be job abandonment and will be treated as a voluntary resignation.

9K: Personal items

Employees should not bring or wear personal items of value to the workplace. Employees are individually responsible for any damage to personal items or clothing that occurs in the course of employment with PHASE. The exception is personal eyeglasses worn for corrective purposes. PHASE does not assume responsibility or liability for such damage.

Section 10: PHASE Responsibilities, Accommodations, and Expectations

10A: ADA and Accommodation

PHASE will make reasonable accommodations to known physical or mental limitations of qualified applicants or employees, and reasonably adapt employment procedures and rules to accommodate a known disability. These practices will occur unless such accommodation would cause undue hardship on the general operation of the organization. Reasonable accommodations will cover the three areas laid out in the Americans with Disabilities Act:

1. Accommodating the job application process.
2. Accommodating the work environment or the way a job is usually done.
3. Accommodating an employee with a known disability in order to allow the employee equal benefits and privileges of employment.

Accommodation request forms are available from the following ADA coordinators:

Liz Kelly, HR Benefits Representative
Tim Schmutzer, Executive Director
106 Main P.O. Box 126
Sandstone, MN 55072
Phone: (320) 245-2246
Hours/Days: 9:00 AM – 3:00 PM Monday-Friday

Individuals who need auxiliary aids or alternate formats for effective communication in the employment process or in programs and services are invited to make their needs and preferences known to the ADA coordinators.

This notice provided as required by Title II Americans with Disabilities Act of 1990. If you desire this notice in large print, on audiotape, in Braille, or alternative format contact the ADA coordinators.

10B: Bulletin Boards

Employees are encouraged to read posted notices and announcements as a means of improving communication. The posting or removal of notices or posters is not permitted anywhere in PHASE without permission from Office/Program Management.

10C: Expense & Travel Reimbursement

When a PHASE vehicle is not available for use by an employee on PHASE business, the employee shall be reimbursed at the rate per mile established by the Board of Directors for using a personal vehicle. The employee is expected to have the proper liability insurance as evidenced by certificate of insurance from their insurance carrier. Reimbursement shall not be authorized until the certificate is on file at PHASE. Violation tickets are the responsibility of the employee incurring the violation regardless of ownership of the vehicle driven. Employees using their own vehicles will be reimbursed for the actual miles traveled not to exceed miles between locations. Mileage will be reimbursed when the employee submits a signed Business Expense Form listing the date, miles traveled and a brief description of where the employee traveled and for what purpose. Mileage will only be reimbursed when a PHASE vehicle is not available for use, or it does not work in the best interest of PHASE to use a PHASE vehicle. Meal expense allowed is \$7.00—breakfast, \$10.00 lunch and dinner. Allowable amount for staff accompanying Program Participants for lunch is \$7.00. Meals are reimbursed when an employee is traveling for work reasons and other similar activities.

10D: General Safety

The importance of safety is placed on the same level as the quality of work and service for this reason: Safety is a requirement of the job. All employees have an obligation to familiarize themselves with the standards of safety, which apply to their work.

The following General Safety Rules may be supplemented by safety practices for specific areas of the operation:

1. Sound judgment and common sense safety practices shall be exercised in the work habits of all employees.
2. Personal safety protection equipment (i.e. safety glasses, masks) shall be used as and where required by supervision.
3. Equipment shall be operated by only those authorized by supervision as result of their knowledge, training, and experience.
4. Only designated and authorized employees may operate PHASE vehicles.
5. Each employee is responsible for keeping his/her work in a safe, neat, and orderly condition.
6. Fire protection and practices, including fire drills, clearances of passage aisles and doorways, proper storage of materials, and control of smoking and open flames, shall be complied with at all times.
7. All employees shall comply with laws, rules, and regulations concerning safe practices as established by PHASE and governmental agencies having jurisdiction over such areas.

10E: Medical Records

All employee medical records/information shall be maintained in files separate from Personnel file.

10F: Memberships

PHASE supports active memberships in those professional and community organizations which serve to strengthen PHASE's image and ability to conduct its operations, or which assist those employees having either managerial or professional responsibility in the performance of their jobs. In order for PHASE to pay membership dues for employees, the organization associated must be related to dealing with PHASE problems/concerns, the employee will be active in the work of the organization/association, and the membership dues and other expenses must be within reason. Participation in professional and community organizations shall not conflict with the employee's regularly scheduled duties/hours with PHASE, unless pre-approved by a direct manager.

10G: Personnel Records and References

A permanent personnel record will be maintained by PHASE for each employee. It will include:

1. An application for employment and date of employment, including summary of qualifications.
2. Applicable licenses, if any.
3. Summary of discussion on job performance.
4. Annual performance evaluations.
5. Personnel action forms (salary range, increments, promotions, etc).
6. Current information on address, telephone number, marital status, number of dependents, name of person to be notified in case of illness, etc.
7. In-service training record.
8. Department of Human Services background check information and results. Including any disclosure of conviction of crime or admission to an act directly relating to physical abuse, neglect or sexual abuse of children.
9. Signed job description.
10. Various Personnel policy acknowledgements.
11. Various documentation needed for MN245B licensing including: Statement of Confidentiality, Hepatitis B Vaccination record, Motor Vehicle background check and qualifications.

10H: Solicitation

In order to prevent employees from being placed in awkward or embarrassing situations by having to respond to solicitations, and to safeguard against real or perceived pressure to internal solicitations, the following guidelines are to be followed:

1. Selling tickets, products or services by outside agents to employees or Program Participants on PHASE premises are prohibited.
2. Solicitation of employees or distribution of materials of literature to employees by an outside person, group or organization on PHASE premises is prohibited.
3. Employees may not solicit or conduct personal business on PHASE premises during working hours.
4. With appropriate Executive Director approval, office collections for employee illness/hospitalization, employee family member death, baby, or wedding showers, and retirement or resignations may occur. Participation is voluntary. Parties may be given in conjunction with a shower or going away occasion.
5. The distribution of non-work related literature by any employee is not permitted on PHASE property during working time, and it is not permitted in working areas at any time.

10I: Temporary Employees

Temporary employees must meet all training and orientation requirements for new employees. Temporary employees providing direct services to PHASE Program Participants are also to meet and comply with all PHASE health requirements and agency policies. Temporary employees are not benefit eligible.

10J: Tobacco –Free Environment

Use of tobacco products are not permitted in the PHASE buildings or vehicles at any time. Employees using tobacco products are required to use/smoke outside the building in designated areas only, and only during scheduled self-care times. Using tobacco products by employees is not permitted while accompanying, transporting or escorting Program Participants on or off premises/work sites.

10K: Transporting Program Participants

Employees using personal cars for PHASE business must be responsible for checking their own auto insurance policies for coverage. PHASE has secondary coverage for non-owned vehicles. PHASE has insurance on its own vehicles. (Only employees with a valid driver's license will transport Program Participants in PHASE vehicles).

10L: Visitors

Visitors, including family and friends of employees, must always be accompanied and have prior approval of the employee's supervisor.

10M: Subpoenas and Legal Representation

It is the policy of PHASE to cooperate with governmental investigations, searches, or other external audits. Concurrently, it is vital that the legal rights of the organization, persons served, and employees be appropriately protected. PHASE shall assist employees and volunteers through reasonable, appropriate and sufficient measures in the event the employee, or any representative of PHASE, receives a subpoena in relation to a PHASE activity, or must present themselves as a representative of, or on behalf of PHASE in a judicial process. If an employee receives a visit from a governmental agent, subpoena, or other legal document, the employee shall notify the Human Resources Director immediately.