

CRT Children Services, LLC

Developmental Disability Services

Employee Handbook

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Welcome

Welcome Letter

I would like personally welcome you to the team. It is an exciting time for CRT Children Services. As we continue to grow, we strive to remain adaptable, motivated, and responsive to our new employees as we are to our clients. We pride ourselves on being client-focused and employee-driven. We are glad to have you on board!

Our organization is encountering a time of change and we are meeting these changes head on. The world of social services is an exciting field in which to work, and we will continue working to ensure CRT Children Services remains on the cutting edge. It is important to us that our clients can become the future of the world and help them grow to become model citizens in our communities.

Our employees and partners have continued to meet the challenges of our field and to excel despite setbacks. We are very proud of where we are today and excited about where we are heading. I would like you to know as part of our team, you're our most important and greatest asset. We could not accomplish what we do every day without our employees. I am very pleased to welcome you to CRT Children Services and looking forward working with you!

If you have any questions about our Company's policies, please contact Calvin Stowe at administrator@crtchildrenservices.org or call at (208)-340-2370.

Calvin Stowe
CRT Children Services Administrator

Containment

Contained in this handbook are Policies and Procedures for CRT Children Services LLC. All employees must review this manual and sign the Policy and Procedure Acknowledgement Manual and the Employee Handbook prior to their start date. In addition, treatment program staff will also be required to complete a test based on the HIPAA policy information included in this manual. These manuals will be reviewed and updated annually by the management team, and distributed for employee review and signature. The acknowledgment pages must be submitted upon hire and annually thereafter. Please keep a copy of this manual in a safe place at all times, as it is considered confidential company information and you may need to refer back to it periodically throughout the term of your employment. An electronic copy is in the HRdirect account with each employee as well email copies are available to employees upon request.

Disclaimer

CRT Children Services retain the right to change any of the provisions in this handbook and the Policy and Procedure Manual at any time. This handbook does not constitute a contract. Although the agency wishes to help employees when they are experiencing performance problems, the company reserves the right to terminate employees at its discretion. Personnel policies may be amended from time to time. Such amendments are automatically incorporated as conditions of employment, for all employees, and each employee shall receive notice of amendments as they occur.

Introduction

Company Philosophy

It is the purpose of CRT Children Services to provide services designed to create appropriate options to individuals with intellectual disabilities/development disabilities. Services will be individualized to address the needs of each person receiving services.

Mission Statement

CRT Children Services LLC is dedicated to providing quality services to children and adolescents. We are committed to promoting independence and a better quality of life to all those we serve.

Company Motto

“When we treat people merely as they are, they will remain as they are. When we treat them as if they were what they should be, they will become what they should be.”

By Thomas S. Monson

Purpose of this Handbook

Acknowledgement of Receipt of Employee Handbook

Acknowledgement of Policy and Procedure Manual

Acknowledgement of Code of Ethics

Employment Eligibility Form I-9

On the day of hire, each new employee is legally obligated to complete the Employment Eligibility Verification Form I-9 and submit documents establishing identity and eligibility within the next three business days. The same policy applies to re-hired employees whose I-9s are over three years old or otherwise invalid.

Non-Disclosure Agreement

This agreement prohibits the unauthorized disclosure of confidential agency information, via any means of communication, including, but not limited to, face-to-face, over the phone, and via the Internet.

At-Will Employment Agreement

Rights and Policies

Equal Opportunity Employment Policy

The agency provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition or characteristics, marital status, or any other classification prohibited by applicable local, state, or federal laws. This policy is applicable to hiring, termination, and promotion, compensation, schedules and job assignments, discipline, training, working conditions, and all other aspects of employment. As an employee, you are expected to honor this policy and to take an active role in keeping harassment and discrimination out of the workplace.

Accommodation for Disabled Employees

We are happy to work with otherwise qualified disabled employees in order to accommodate limitations, in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request, and to provide medical proof of his or her needs upon the agency's request.

We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that we receive medical papers proving their working cannot harm themselves or others and their work remains at acceptable standards.

Religion & Politics

CRT Children Services LLC is respectful of all employees religious affiliations and political views. We ask that if you choose to participate in a political action, you do not associate then agency in anyway.

We are happy to work with employees to accommodate political and religious obligations, provided accommodations are requested from a manager in advance.

Private Information

Employee information is considered to be private and only accessed on a need-to-know basis. Your healthcare information is completely confidential unless you choose to share it. In some cases, employees and management may receive guidelines ensuring adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Personnel files and payroll records are confidential and may only be accessed for legitimate reason. If you wish to view your files, you must set up an appointment in advance with Human Resources. An agency-appointed record keeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from the agency's premises. You may not alter your files, although you may add comments to items of dispute.

Certain information, such as dates of employment and rehiring eligibility, are available by request only. We will not release information regarding your compensation without your written permission.

Leaves of Absence

Employees requiring time off from work may apply for a leave of absence.

All leaves must be approved by management. For planned leaves, employees must submit requests at least 30 days in advance. Emergency leaves must be requested as soon as possible. Accepting another job or applying for unemployment benefits during leave will be considered voluntary resignation.

We consider all requests in terms of effect on the agency and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employees health care provider. Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave, unless the law states otherwise. However, the agency will try to reinstate each returning employee in his or her old position, or one that is comparable.

Below are the three main types of leave that CRT Children Services LLC offers employees. Some, but not all, are governed by law.

Work-Related Sickness & Injury

Employees eligible for Workers Compensation rendered unable to work because of work-related injury or illness will receive an unpaid leave for the period required. For eligible employees, the first 12 weeks will be treated concurrently as a family and medical leave under the Family and Medical Leave Act.

Maternity

An employee disabled on account of pregnancy, childbirth, or a related medical condition may request an unpaid leave of absence of up to four months. Time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest and recovery from childbirth.

Election Days

Provided an employees schedule does not allow time for voting outside of work, and that he/she is a registered voter, he/she may take up to one hour, with pay, at the beginning or end of a workday, to vote in local, state, or national elections.

DD Services Policy and Procedure Manual

**Please refer to the DD Services Policy and Procedure Manual, as well as the Ethics Policy.*

Employment

'At-Will' Employment

Unless prohibited by contract or statute, your employment with our agency is “at-will.” This means you have entered a voluntary employment relationship with the agency and your employment could be terminated at any time and for any reason, with or without advanced notice by either the agency or by you. Nothing contained in this handbook or any other agency policy should be interpreted or applied to create an implied or express contract for employment or a guarantee of continued employment.

Any employment relationship other than “at-will” must be in writing and signed by the agency’s Executive Director or another designated member of management.

The agency will comply with any federal, state, or local laws that govern “at-will” employment.

Types of Worker

Executive Director

The Executive Director is responsible for leading the Service Programs and training of staff, particularly Supervisors and Care Providers.

Administration

The Administrator is responsible of leading the Administration team of the business side of the company, such as Human Resources, Software Programs, and Employment Resources.

Supervisors

Supervisors are responsible for leading Care Providers in their respective Region, and report directly to the Executive Director.

Care Providers

Care Providers are responsible for working with clients in the community and hold positions of Habilitative Interventionists (HI) and Community-Based Support.

Habilitative Interventionists has three levels:

- Behavioral Intervention Professional – which holds a Master’s degree in particular fields with 1,000 hours of working experience
- Behavioral Intervention Specialist – which holds a Bachelor’s degree in particular fields with 1,000 hours of working experience
- Habilitative Skill Technician – which holds a Bachelor’s degree and has less than 1,000 hours of working experience

Hiring and Orientation

Orientation

Prior to or on the first day of work, all new employees are required to attend an intake/orientation meeting. The intake meeting shall consist of dissemination of all relevant employment information including a copy and review of the policy and procedure manual, and signing of all relevant paperwork including acknowledgment of receipt/understanding of all relevant information and specific job description/responsibilities. In addition, all paperwork necessary for payroll processes will be collected at this time. If the new employee is unable to present any of the required documents, the intake will end and be rescheduled for a time when all items can be collected. The meeting shall also consist of training the new employee in emergency policies and procedures, and familiarizing the employee with existing staff support systems.

Criminal Background Checks

All staff that work directly with clients must complete a criminal history background check prior to their start date. This process should begin upon accepting an employment offer with the agency and is the responsibility of the new employee to complete. Applications for criminal history checks, as well as scheduling a finger print appointment, are completed online. The website address is:

Idaho: chu.dhw.idaho.gov and the fee is \$65.00.

No direct hours will be worked with clients or billed until finger printing has been scheduled and the signed, **notarized** application has been submitted. Administration will inform the new employee’s supervisor when the new employee may begin working. Any new employee that has been working in a direct care capacity in the last three (3) years may not be subject to a new Criminal history check and might only need to have the results transferred. Any criminal history that cannot be resolved or is unfavorable will result in termination of employment. The cost of the criminal history check will be reimbursed when the Human Resources Manager receives the receipt and the employee has completed his/her 90-Day Probationary Period.

Personnel Record

An electronic personnel record will be kept on each staff member and will be subject to all state and national regulations specifying legality and confidentiality. The master personnel file will be kept on a secure website and in accordance with accepted security practices. Only the governing body and designated clerical support staff shall have access to the file. Any employee wishing to view the contents of their own file may make such a request in writing. The employee will be granted access within 24 business hours, will be witnessed by the governing body, and will be required to verify in writing that he/she indeed viewed their file and on what date. The personnel file shall include but not be limited to the following information/documentation: all hiring/screening information (i.e. resume, verification of prior employment, licenses/certifications/registrations and degrees/diplomas held, criminal background history, initial health clearance, recommendations from references), signed/dated acceptance of employment, signed/dated commitment to the agency policy and procedure manual and its ethics described therein, signed/dated acceptance of number of hours per pay period and wage/salary specific to the employee, signed/dated acceptance of the employee's specific job description/responsibilities, required ongoing health clearances, performance appraisals, disciplinary history/record, supervision outcomes, commendations, employee incident reports, employee grievances, and verification of continuing education/training.

Introductory Period

The agency will consider the first days of employment as your introductory period, which is considered to be 90-day period. This time will allow both you and management to determine if you are a proper fit for the hired position and if your initial work performance meets the standards and needs of the agency. A supervisor will monitor your work performance, attitude and attendance during this time, in addition to being available to answer any questions or concerns. The introductory period may be extended or shortened at management's discretion.

Our agency benefits may be available until the expiration of this introductory period. Please reference our specific benefits documents for more information. You may also contact management with any questions regarding benefits.

Your employment status remains "at-will" throughout any phase of your employment with the agency, including the introductory period unless otherwise required by state or local law. You may be terminated with or without cause and without notice at any time, including during your introductory period and upon completion of your introductory period. Likewise, you may resign from the agency at any time.

Terms of Employment

Rules of Conduct for Staff

All staff will adhere to the guidelines and standards listed in the CRT Children Services Policy and Procedure Manual with regards to personal/professional conduct. Further, each staff member will adhere to the adopted guidelines governing conduct/ethics for one's professional discipline. Any action or inaction on the part of staff that violates ethical standards and/or jeopardizes client emotional or physical safety, will be promptly reviewed by the Supervisor and/or Executive Director. In such cases, the staff in question may be relieved of the duty in question and/or terminated from employment immediately.

Regardless of position within the company, all staff shall be focused on their job while "on duty." Other than brief, occasional personal calls or visits at the office, all employees will avoid using company time to take care of personal business. There will be absolutely no personal phone calls or visits (other than emergency situations) during direct treatment sessions with clients. This policy is essential to ensuring an efficient and effective work environment, and protecting client confidentiality.

Representing CRT Children Services

At various times employees may be required to represent the agency in other professional settings. It is important to remember during these times that the employee is to represent the agency and its mission statement and objectives, not the employee's own personal agenda. Further, during such times employees will have on their person appropriate identification/representation of their affiliation with CRT Children Services (i.e. business card or identification badge, if applicable) and will maintain adherence to all the agency's policies especially confidentiality. If attending any outside meeting with the purpose and intent of discussing a particular client without his/her presence, prior to the meeting the employee will verify that the client/guardian has signed a confidentiality release form specific to every participant of the meeting and will notify the client of the scheduled event as appropriate.

Discontinuing Employment

Any employee that resigns, discontinues employment, or is terminated, will participate in an exit interview with his/her direct supervisor. The employee must surrender any and all confidential client information, keys, laptop computers, program information, or any other item that is property of the agency to his/her supervisor during the exit interview. The employee will be liable for the cost of replacing any equipment not returned to the agency within 48 hours of the employee's final day of work. This includes the cost of changing all locks in the event the employee loses his/her office keys.

If an employee is not actively providing treatment or performing administration duties for more than 30 consecutive days without consent or a contracted leave of absence, he/she will be assumed to have resigned and have to re-apply for employment. Unless through special circumstances while staying in contact with their Supervisor.

Agreement Not to Use or Disclose Trade Secrets and/or Confidential Information

During the course of employment, you may have access to trade secrets and confidential information that are the property of CRT Children Services. Trade secrets and/or confidential information include, but are not limited to, customer lists, processes, methods, and educational materials including, but not limited to, parent training information and curriculum, and compilations of information, proposals, files, forms and records used in the operations of the agency. All employees agree not to disclose, publish, or use in any way such trade secrets or confidential information either during the course of employment or at any time thereafter, except as required in the conduct of CRT Children Services agency or as authorized in writing by the Executive Director of CRT Children Services.

No Solicitation of Customers

Employee acknowledges that the names and addresses of clients, referral sources of clients, and other information relating to those customers and referral sources, constitute trade secrets and confidential information of CRT Children Services. Employee agrees not to sell, use for non-CRT Children Services related purposes, or disclose such confidential information about clients or referral sources at any time while employed by CRT Children Services or at any time thereafter. Employee further agrees that, for a period of twenty-four (24) months following termination of employment, employee shall neither directly nor indirectly solicit the business of any clients or referral sources of clients with whom employee had contact while employed by CRT Children Services. Employee further agrees that for a period of twenty four (24) months following termination of employment and within an eighty mile radius of any CRT Children Services operations, employee shall refrain from owning a business that would directly compete with CRT Children Services within the scope of public and private mental health services or any business practices which CRT Children Services participates.

No Solicitation of Employees

Employee agrees that, for a period of twenty-four (24) months following termination of employment, employee shall not directly or indirectly solicit any employees to obtain employment with another employer or otherwise attempt to induce any CRT Children Services employee to leave his/her employment with CRT Children Services.

No Solicitation Clause

Any solicitation of employees or clients from another provider is strictly prohibited. All referrals and potential employees will come to CRT Children Services by their own decision. While CRT Children Services does advertise and meet with professionals for the purposes of gaining new referrals, no employee will attempt to influence any decision if that client or employee currently works with another service provider.

Discrimination Policy

CRT Children Services does not tolerate discrimination on the basis of race, religion, sex, age, ethnic background, sexual orientation or any other protected group. Any discriminating remarks, jokes, promotion, hiring, termination, or other employment decisions will not be tolerated and will be grounds for termination. Any suspicion of discrimination must be reported immediately to your supervisor. Any such reports will be held in strict confidence as to protect the reporting party.

Sexual Harassment Policy

CRT Children Services does not tolerate sexual harassment in any form. This includes any jokes, remarks, or other comments that could be construed as offensive. Any posters, calendars, comics, or any other item or situation that may create a hostile work environment for any individual with regard to gender will not be tolerated. Any form of sexual harassment should be reported to your immediate supervisor or the director immediately. Any report will be held in strict confidence as to protect the reporting party. Any individual found to have created a hostile work environment, in regard to gender, or found to have sexually harassed another employee, client, or associate will be terminated immediately and such actions will be noted in the employee's permanent file.

Drug-Free Workplace Policy- Drug/Alcohol Testing

It is the purpose of CRT Children Services to help provide a safe and drug-free environment for our clients and our employees. With this goal in mind, we are establishing the following policy for existing and future employees of CRT Children Services. The agency explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from workplace, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the company's reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from workplace, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the company's reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the clock or its clients, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

CRT Children Services adheres to a zero-tolerance policy in regard to drug and alcohol use during working hours. Any employee suspected of driving under the influence of any type of drug or alcohol will be terminated immediately. Any drug or alcohol use, on or off duty, that directly threatens or has the possibility of an adverse effect on CRT Children Services mission, or any of its agents, will be terminated immediately. CRT Children Services will conduct drug testing under one or another of the following circumstances:

- **RANDOM TESTING:** Employees may be selected at random for drug testing at any interval determined by the company.
- **FOR CAUSE TESTING:** The agency may ask an employee to submit to a drug test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was injured, but also any employee who potentially contributed to the accident or injury event in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from the employment. In such a case the employee will be given an opportunity to explain the circumstances prior to any final employment action becoming effective.

Smoking or Use of Tobacco

CRT Children Services employees will not use any form of tobacco when working with a client or conducting any other business while being paid by CRT Children Services. If an employee chooses to use these products they must do so on their own time, away from any client or related party, and off workplace. Any complaints made to the agency of a violation of this policy will result in disciplinary action (see **Disciplinary Procedures**). Please be aware that even the smell of cigarette smoke on clothing has resulted in numerous complaints.

Dress Code

In order to maintain a positive, professional image, CRT Children Services adheres to a semi-professional dress code. It is important to wear comfortable, casual clothing. However, the following items are unacceptable: torn or unkempt clothing, muscle shirts, particularly revealing clothing, short shorts, frayed clothing, and any clothing with obscene, drug, or alcohol-related lettering or prints. While some situations may require more rugged or practical clothing, such as during activity days, keep in mind that you are a professional and image is important. Direct care staff must be aware that they are often working with young and/or impressionable clients. No inappropriate or inflammatory messages are permitted on your person or vehicle, or other materials that are utilized for work purposes.

Computer Usage Policy

This policy establishes guidelines and regulations for acceptable employee use of company provided computing resources. CRT Children Services will provide access to various computerized information resources including, but not limited to software, hardware, computer networks and electronic communications systems. This may include access to electronic mail, "on-line services," and the "Internet." It may include the opportunity for some employees to have independent access to the agency network from their home or other remote locations. All use of both internal and external computer networks, including independent use off corporate premises, shall be subject to this policy. This procedure pertains to all departments.

CRT Children Services employees who engage in unacceptable use may lose access to the network or a portion thereof, and may be subject to further discipline. CRT Children Services reserves the right to pursue legal action against any employee who willfully, maliciously, or unlawfully damages or destroys property of CRT Children Services.

CRT Children Services data files and other electronic storage media shall be considered CRT Children Services property, subject to control and inspection. The Administrator or delegate may access all such files to ensure system integrity and to ensure that users are in compliance with the requirements of this policy. CRT Children Services employees should NOT expect that information stored on CRT Children Services provided PC(s), Workstations(s), Laptop(s), Server(s) will be private, including but not limited to email, user generated files, and log files. The company may access any files, folders, email and/or any other electronic documents without prior notification and at any time.

While personal use of internal and external computer infrastructure is acceptable unless it adversely affects system operability or personal productivity, employees shall be prohibited from engaging in any of the following activities:

- Using the network to obtain, view, download, store, send, print, display or otherwise gain access to or to transmit materials that are unlawful, obscene, pornographic or abusive.
- Use of obscene or vulgar language.
- Harassing, insulting, or attacking others.
- Removing from the premises without written permission, damaging, disabling or otherwise interfering with the operation of computers, computer systems, software or related equipment through physical action or by electronic means.
- Altering the configuration of a computer to prevent or deny authorized access by Information Systems.
- Use of unauthorized/illegal software defined as, but not limited to File Sharing Programs.
- Unlicensed Software.
- Tools, Utilities, and/or Scripts used to illegally gain access to and/or tamper with information in a computer system.
- Virus Creation/Propagation tools and/or utilities.
- OS Modification Utilities.
- Any Program not cleared by CRT Children Services before installation.
- Changing, copying, renaming, deleting, reading or otherwise accessing files or software not created by the employee without express permission from the creator of the file, Administrator, or delegate.
- Violating copyright law or employing the CRT Children Services network for commercial purposes other than the agency's.
- Disclosing an individual's user name and/or password to anyone outside of CRT Children Services and/or to a fellow employee without written permission of the Administrator.

Employees are required to utilize the secure company email server for all work-related email transactions. Employees are prohibited from forwarding work emails to a private email address (i.e. Hotmail, Gmail, etc.) in order to preserve the confidentiality of protected health information.

As an employee of CRT Children Services, you may come into contact with individually identifiable health information, otherwise known as Protected Health Information (“PHI”) for our clients. This may include medical, mental health, financial, demographic, and lifestyle information. Access to this information may be necessary for you to do your job. All PHI should be treated as sensitive and confidential. Documents containing PHI that are generated by the agency staff must be encoded with a password prior to saving or transmitting. Passwords shall be designated by the Privacy Officer and/or management staff, who will also maintain lists of these passwords that can be shared with staff who need to know them in order to perform designated duties. Access to all company computers will be protected through the use of encryption technology in addition to assigned passwords. Employees using company issued devices (laptops, desktop computers, etc.) will “logoff” all programs and from the specific account being utilized prior to leaving a computer unattended.

Documents containing PHI should not be saved on personal or mobile devices, including laptops, cell phones, tablets, etc. Employees must use the designated work stations with unique user identification and passwords for storing data securely. In addition, client contact information contained on mobile devices must be made anonymous by the use of initials only. Do not use full names, ID numbers, or other identifying information on mobile devices. Violations of this policy will not be tolerated and may result in termination.

Any employee who is aware of any misuse or abuse of any software, computer resources, or electronic communication system owned by CRT Children Services shall notify his/her immediate supervisor or a member of management. CRT Children Services management is to establish regulations and procedures as necessary to implement the terms of this policy.

In the event of an emergency or disaster, all electronic private health information will be secured due to the utilization of web-based Electronic Health Records (“EHR”) software and related storage. All information is stored via the specified EHR. Access to this information is controlled through the use of assigned user ids, passwords, and position-based permissions. In the event of such an emergency, any employee utilizing a company laptop will return it to the agency as soon as possible in the interest of further protecting client information.

Social Media

In the interest of ethical and professional treatment, as well as compliance with confidentiality regulations, employees must refrain from engaging with clients via social media. In the event a staff member accidentally comes in contact with a client, or information pertaining to a client, on any form of social media, he/she must terminate such contact in a courteous and professional manner immediately. Any information that comes about from contact via social media that might be a concern and/or require follow up action must be brought to the employee’s direct supervisor right away.

Regular Duties

- Employee needs to write progress notes daily within 24 hours of doing the service.
- Employee needs to write monthly summaries by the 10th of each month.
- Employee is responsible to make their own schedule and submit to their Supervisor.
- Employee is responsible to fill out timesheet weekly, due by Saturday at 11:59pm.
- Employee is responsible to keep up with all web program (HRdirect, Timeheets, AWARDS, and Email) and employee resources, which all located on company's website: www.crtchildrenservices.org.
- Employee needs to check emails daily during each business day (Monday-Friday).
 - If employee is on vacation or is out sick, please check the next business when scheduled to work.
 - Supervisor may contact through phone, either by text or call, if an emergency arises.

Disciplinary Procedures

Although CRT Children Services reserves the right to terminate employment at any time, the following protocol will generally be used to address a deficient job performance: The employee will meet with his/her direct supervisor for a formal write-up that includes documentation of the concern, with a corrective action plan including future disciplinary steps to be taken in the event the issue continues (based on potential for harm), up to and including termination. The employee and supervisor will sign the write-up and a copy will be placed in the employee's personnel record.

This protocol will not apply to cases of significant violations to CRT Children Services policies and procedures; these actions may result in immediate termination.

Staff Development/Supervision

Team Meetings

Direct care staff are required to participate in regularly scheduled team meetings. At such meetings cases will be supervised clinically and peer-reviewed in accordance to confidentiality standards, and will be given follow up attention by the next weekly staff review meeting. The purpose of these meetings is to discuss client progress and concerns, and develop on-going treatment strategies, make treatment decisions, and to provide on-going supervision. The supervisor will determine the date and time of these meetings and he/she will inform all employees of when they will take place. Any employee not able to attend team meetings must indicate when they can make up the meeting material on their own time.

Continuing Education/Staff Development

A continuous educational plan shall be provided to keep professional staff informed of significant and administrative developments, and to improve skills. The plan shall address the results of quality assurance activities, including client care evaluations. Adhering to this plan, all treatment staff will be required to obtain continuing education and training from an approved resource on a yearly basis. The individual's degree/licensing requirements set forth by their specific governing body, as well as by the state Administrative Code, will determine the minimum number of hours of continuing training/education required. Continuing education/training activities may require prior approval from the program manager to determine their relevance to treatment programs. **Each care provider employee will be required to participate in ongoing staff development activities either conducted in-house or via other appropriate educational or community resources at a minimum of 12 hours per year.** Verification and documentation of completed education and training will be required and maintained in the employee's personnel file. Throughout the year and prior to the employee's annual review the direct supervisor will ensure that the employee is maintaining his/her continuing education.

Ethics Training

Each year will conduct mandatory staff meetings that will include comprehensive ethics training. This will ensure that all direct treatment employees participate in an ethics training within their first year of employment and at least annually thereafter. Any employee who is unable to attend the all staff ethics training must find an alternative time, so the agency that will ensure they maintain their ethics-training requirement of at least one per year. During each employee's annual review, the direct supervisor will ensure that the employee has attended an ethics training during the past twelve months.

HIPAA Training

All employees will participate in Health Insurance Portability and Accountability Act (HIPAA) training provided by the agency. This training will be provided annually to all staff. During each employee's annual review, the direct supervisor will ensure that the employee has participated in HIPAA training during the past twelve months.

Right Response Training

All employees will participate in First Response training provided by the agency. This training will be provided annually to all staff. During each employee's annual review, the direct supervisor will ensure that the employee has participated in Right Response training during the past twelve months.

Supervision

In order to further ensure and maintain the highest quality services for clients, this program may monitor any or all personnel activities for quality assurance. In most cases this means spot-checking documentation and client sessions, but in some cases may involve investigation of any action or lack of action on an employee's part. Quality assurance can take any form from audio/visual recordings, unannounced visits, contacting clients, or their parents to discuss issues, or any other form of monitoring or investigation that may be necessary. Quality assurance activities may take place with or without the knowledge of the employee. Any information that is gathered through quality assurance activities may be used for personnel evaluations, program decisions, policy and procedure development, or disciplinary decisions. Any and all attempts at improving the quality of services will be made with regard to what is professionally recognized as best practice.

Employee Grievances

Lines of Authority

During the new-hire orientation, specific names and contact information will be given so that the appropriate individuals are contacted as needed.

Grievance Procedures

Any person who has a grievance will follow the procedures noted in this section. A grievance shall be brought to your immediate supervisor within 24 hours and should be documented with a list of all problems, dates, and involved parties. If a satisfactory resolution is not agreed upon, the grievance should then be brought to the Executive Director. If resolution is still not determined, the Administration team will be established by three persons of a non-interested party within one week of any complaint. The judgment of the Administration team will be rendered within 48 hours of the hearing and a written decision will be made. Judgments of the Administration team will be final and considered resolved.

Employee Benefits

Pay Information

Certain deductions will be made in accordance with federal, state, and local laws. In addition, the agency can make certain voluntary deductions as part of the agency's benefits program. If you elect supplemental coverage under the agency's benefits program that requires employee contributions, your share of the cost will be deducted from your paycheck each pay period. If you are not receiving a paycheck due to illness, injury, or leave of absence, you must pay the monthly cost directly to the agency as permitted by federal, state, or local laws.

You will be paid bi-weekly for all work performed during the pay period, including overtime if eligible. Overtime needs to be approved by your Supervisor and the Executive Director. Overtime will receive 1.5 times their weighted hourly wage for any hours above 40 hours. If the regular payday falls on a holiday, payday will be the last regular work day before the holiday.

The pay period starts on Sundays at 12:00am and includes all work you perform up to the close of business on Saturdays at 11:59pm. Paydays are on every other Friday.

You may elect to receive your paycheck either by a physical paper check or by direct deposit to your personal savings or checking account at the financial institution of your choice, in accordance with federal, state, or local laws. If you choose to do direct deposit, your pay stub will be emailed to you to your work email. If you choose to have your paycheck mailed to the given address by the employee, it will be postmarked (mailed out) on the actual Payday.

Notify a supervisor if your paycheck appears to be inaccurate or if it has been misplaced. We reserve the right to charge a replacement fee for any check that has been lost, as permitted by federal, state, or local laws. Also notify Administrator immediately of any changes of address, telephone number, marital status, or number of exemptions. A new W-4 form may be required before any changes go into effect.

Pay raises may be awarded to employees during annual review (hire date annually).

If you have any questions regarding the pay schedule, pay period, direct deposit, or any pay-related issue, please contact the Administrator.

Deductions and Garnishments

Federal and state law requires that we deduct the following from every paycheck:

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year.

If at any time you wish to adjust your income tax withholding, please fill out Employee's Withholding Allowance Certificate (W-4) to the Administrator.

Sometimes, the agency receives legal papers that compel us to garnish an employee's paycheck – that is, submit a portion of said paycheck in payment of an outstanding debt of the employee. We must, by law, abide by this either until ordered otherwise by the court or until the debt is repaid in full from withheld payments. It is the agency's responsibility to email the employee if notified by legal documentation.

Benefit Time Schedule

Certain benefits are available to employees working 20 or more hours per week, after completion of a 90-day probationary period.

0-90 Days

- Gas Reimbursement
- Cell Phone Reimbursement

Post 90 Days

- Sick Leave
- Health Coverage Benefits

Post 180 Days

- Vacation Leave
- Retirement Benefits

Liability Insurance

All employees in a direct care capacity (working with clients) are covered under the CRT Children Services general and professional liability policies. Though this policy covers employees in many cases, it is strongly recommended that all employees in a direct care role consider obtaining their own professional liability insurance. It is the sole responsibility of the employee to obtain and pay for any personal policy. The agency does not assume any liability or responsibility for any judgment made against an employee that is not covered in the company's liability insurance policy, whether or not their actions are in accordance with CRT Children Services policies and procedures.

Unemployment Compensation

The law provides unemployment compensation benefits to protect workers from economic hardship due to a loss of employment. If you are terminated and unable to secure new employment, you may file a claim for unemployment compensation. You may be eligible for unemployment compensation if you are terminated for reasons other than misconduct, as defined by state law. However, if you voluntarily resign without "good cause," you are generally not eligible for benefits.

If you file a claim for unemployment compensation, the agency must provide a written statement detailing the circumstances or reasons for your termination. We will also be asked if we oppose payment of unemployment compensation. The answer the agency provide may determine your eligibility for benefits. If either you or the agency disagrees with the initial determination with respect to coverage, an appeal can be made. A formal hearing will be held in the event of an appeal.

Workers' Compensation

In accordance with applicable laws, the agency provide insurance to compensate for any illness or injury an employee might suffer while working on agency's time. If you suffer a workplace injury or illness, please notify your supervisor immediately (general rule is within 24 hours). Failure to report any injury or illness, regardless of the severity, may lead to the denial of benefits under workers' compensation. If needed, you will be referred to a medical care facility. Please retain all accident and treatment-related paperwork issued by the medical facility. The agency requires anyone injured on the job immediately submit to a drug test. Your supervisor will provide the location of the facility where the drug test is to be administered.

If you fail to report an accident within the time frame, you could be denied workers' compensation benefits, which could include treatment and partial reimbursement for time off work due to the injury or illness. Once the agency receives a report of a workplace injury or illness, the agency will advise you of the procedure to submitting a claim for benefits.

Auto Insurance

All employees who transport clients for any reason must have liability coverage on their vehicles and submit a copy of their insurance card to the Administrator, and at the time of policy renewal. We highly recommend full coverage for every employee who transports clients as well as listing the agency as an additional insured if you will be transporting clients in your personal vehicle.

If at any time your auto insurance should lapse for any reason, you are immediately suspended from transporting clients until your insurance is back in place and documentation has been provided to the agency.

Gas Reimbursement

All Care Providers and Supervisors will be given allotted of gas reimbursement of \$25/paycheck. All employees can report non-school contracts ofr gas reimbursement through taxes, as the agency will not claim any travel reimbursements with the state for travel accommodations to clients' homes. Gas reimbursement will be added to each paycheck and not taxed. During special circumstances, Supervisor and the Administrator can discuss additional reimbursement based on extensive miles.

Cellphone Reimbursement

All employees are required to be accessible at all times while working. Due to this, the agency will provide each employee a cellphone reimbursement. Each employee will receive \$15 per paycheck after taxes. Employee will not be reimbursed during Vacation Leave.

Sick Leave

Employees that worked 20+ hours per week in the duration of quarterly evaluation will receive sick leave benefits. Employees that qualified will receive 2.5% per hour worked. For example, if you worked 40 hours this past week, you will earn 1 hour of sick leave on your next paystub, which will accumulate over time. Employees cannot use longer than 3 days in a row, unless special circumstances, such as client was sick all week or medical attention. Employees can save as much as the employee earns, as there is no limit. Sick leave will not be paid out in full, if employee quit in proper form (two weeks' notice minimal and finished the last two weeks). If employee has been earning sick leave, then drops below 20 hours per week, the employee still has the sick leave earned, but will not be able to contribute more sick leave until back above 20 hours per week next quarter. Each quarter is based on the following scale:

- January-March
- April-June
- July-September
- October-December

The employee is required to notify family or school, if taking time off, as well as your Supervisor.

Vacation Leave

Employees that worked 20+ hours per week in the duration of quarterly evaluation will receive vacation leave benefits. Employees that qualified will receive vacation leave based on how many hours worked per two weeks over the previous year. For new employees, after the first 180-day probationary period, hours accumulated will be determined the number of hours worked per two weeks of average since start date. Employee's annual review (hire date annually), will determine the next year's vacation time earned based on average of hours worked two weeks since hire date or last annual review. Vacation time does not carry over, so any leftover vacation time will be forfeited once on annual review. Vacation leave, if any is left, will be paid out in full, if employee quit in proper form (two weeks' notice minimal and finished the last two weeks).

Any employee wishing to use vacation leave must submit paid time off on HRdirect and notify your Supervisor, at least within 30 days in advance. The employee is required to notify family or school, if taking time off, as well as your Supervisor.

Health Coverage Option

Employees that worked 20+ hours per week in the duration of quarterly evaluation will receive health coverage option benefits. The agency will pay in full of health coverage option, through Family Heritage. ***It is not a health insurance; employees can still have health insurance through the government or elsewhere as there is no penalty to having both.*** Once the 90 probationary period ends, if you qualify, the agency will set up a training of health coverage option. The employee has every right to not sign up for the coverage. The agency will pay in full of the health coverage option. If not qualified, you may qualify at each annual review (hire date annually). If you are on health coverage option and lose full time, the agency will stop paying for health coverage option benefits, and it is up to the employee to drop their plan or pay on their own.

Retirement Benefits

Employees that are full time workers (20+ hours per week in the duration of quarterly evaluation) on hourly rate will receive retirement benefits (simple IRA). The agency will match up to 10% that an employee contributes. Once the 180 probationary period ends, if you qualify, the agency will set up a training of retirement benefits through Northstar Financial Management. The employee has every right to not sign up with retirement benefits. If not qualified, you may qualify at each annual review (hire date annually). If you are on retirement benefits and lose full time, the agency will stop matching, and it is up to the employee to still contribute as usual. ***Under federal law, an employee cannot contribute more than \$12,000 in Simple IRA account in one year.***

Staff Travel/Meal Reimbursement

It is the policy of the agency to reimburse staff for reasonable and necessary expenses incurred in connection with approved travel on behalf of the agency, particularly for the Management Team. Travelers seeking reimbursement should incur the lowest reasonable travel expenses and exercise care to avoid impropriety or the appearance of impropriety. If a circumstance arises that is not specifically covered in this travel policy, then the most conservative course of action should be taken. All travel and meal reimbursements will be closely monitored. Any abuse will prevent staff from future reimbursements. Reimbursement of travel expenses is based on documentation of reasonable and actual expenses supported by the original, itemized receipts.

Authorization and Responsibility

Staff travel/meals must be authorized by the Executive Director and the Administrator. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Within 30 days of completion of a trip, the traveler must submit a Reimbursement Request form and supporting documentation to obtain reimbursement of expenses. An individual may not approve his or her own travel or reimbursement. The Travel Reimbursement form must be signed by his/her supervisor.

Travel Expenses - General information

Travelers are expected to obtain the lowest available airfare that reasonably meets business travel needs. Travelers are encouraged to book flights at least 30 days in advance to avoid premium airfare pricing. Reimbursement for use of a personal automobile is based on the rate determined by the payroll department. Refer to the payroll mileage policy for the current rate and reimbursement procedures.

Hotel Reimbursement

The agency will reimburse lodging expenses at reasonable, single occupancy or standard business room rate. A detailed receipt is required for reimbursement.

Meals

Staff that incurs costs for meals while travelling for business purposes shall complete a reimbursement form and have his/her supervisor approval before submitting to the finance office. Original itemized receipts are required, with details of other persons in attendance and a description of the purpose of the meal. Alcohol purchases are not reimbursable unless prior approval is obtained. The maximum meal reimbursement is \$35.00 for an overnight trip, \$20.00 for partial day trip, unless staff has obtained prior approval.

Pregnancy Accommodations

Employees and applicants for employment may request a reasonable accommodation for pregnancy, childbirth or related medical or common conditions to enable them to perform the essential functions of their job. Under the Pregnancy Discrimination Act and any other applicable federal, state or local laws, a reasonable accommodation will be provided, unless the accommodation imposes an undue hardship on the agency operations.

Reasonable accommodations may include, but are not limited to: light duty, temporary transfer to a less strenuous or hazardous position, acquisition or modification of equipment, time off to recover from conditions related to childbirth, or a leave of absence necessitated by pregnancy, childbirth or medical conditions resulting from pregnancy or childbirth.

The agency may request certain documents from a health care provider regarding the need for an accommodation. It is your duty to provide the requested documentation to the agency.

You must also notify the agency of the need for reasonable accommodation and, where practical, the anticipated timing and duration of the reasonable accommodation, transfer or pregnancy disability leave.

The notice must be provided at least 30 days in advance, when possible. You must consult with the agency and make a reasonable effort to schedule any planned appointments or medical treatments to minimize disruption to the agency's operations, subject to the health care provider's approval. If the need for accommodation, transfer or leave is not foreseeable, you must give notice as soon as practical.

The agency will not deny employment opportunities or take adverse employment actions against employees or otherwise qualified applicants who need reasonable accommodations. In addition, it will not retaliate against applicants or employees who request accommodations or otherwise exercise their rights under these laws.

If you have questions about this policy or wish to request a reasonable accommodation under this policy, contact the Administrator.

Military Leave

Your Rights Under USERRA (Uniformed Services Employment and Reemployment Rights Act)

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

Reemployment rights:

Employee has the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed services:

- Ensure that your employer receives advance written or verbal notice of your service.
- Have five years or less of cumulative service in the uniformed services while employed with that particular employer.
- Return to work or apply for reemployment in a timely manner after conclusion of service.
- Have never been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

Right to be free from discrimination and retaliation. If you:

- Are a past or present member of the uniformed services.
- Have applied for membership in the uniformed services.
- Are obligated to serve in the uniformed services.

An employer may not deny you:

- Initial employment.
- Reemployment.
- Retention in employment.
- Promotion.
- Any benefit of employment (including wages or salary for work performed).

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a USERRA proceeding, even if that person has no service connection.

Purchases

Any purchase will be pre-approved by Executive, Administrator, or supervisor if an employee is to be reimbursed. An employee may purchase and be reimbursed if:

- The purchase is for an approved treatment purpose.
- The purchase is for an approved office purpose.
- The purchase is for all staff to use as a program tool.
- A receipt is submitted along with a reimbursement log that includes the date, purchase amount, and purpose.
- The purchase of personal items will **not** be reimbursed.

Client and Staff Safety

Fire Arms

No firearms are permitted at any time. Clients will be informed of this policy during the intake process.

Basic Safety Principles

- Never leave a child unattended at any time, for any reason, whether you are in the office or out in the community.
- Always be aware of and avoid any physical or environmental dangers to yourself and the client.
- Keep the best interest of the family and child in mind at all times, during all interactions.
- Stay away from one-on-one situations if at all possible. Always be within ear and eyeshot of another adult, if possible.
- Stay on task and work on approved treatment issues during hours billed with a client.
- Never bill for unauthorized services.
- Always document services that were provided as soon as the session is over.
- Become familiar with **Emergency Procedures**.

- Be positive and professional with everyone you come in contact with. Your attitude is a reflection of your competence and skill as a professional.
- Never let your personal bias or feelings influence your attitude toward a family or client. Personal feelings are fine if shared within the confidence of treatment forum, but have no place out in the field. Always remember that your attitude is easily projected and felt by your clients and other professionals. It reflects negatively on your professionalism if you let your personal feelings bias your judgment.
- Last, but not least: Ask questions and keep people informed.

Communicable Disease

Personnel who have a communicable disease, infectious wound, or other transmittable condition and who provide care or services to clients or have access to clients, or those personnel who provide care to clients with a communicable disease, are required to implement protective infection control techniques according to the Centers for Disease Control and Prevention (CDC) guidelines. These guidelines may be accessed on the CDC website at <http://www.cdc.gov/niosh/topics/bbp/universal.html>.

If protective infection control techniques are not implemented, personnel or clients who have a communicable disease, infectious wound, or other transmittable condition must not enter the agency's work until the infectious state is corrected and non-infectious; or be reassigned to other areas where contact with others is not expected and the likelihood of transmission of infection is absent; or seek other remedies that will avoid spreading the infection.

Staff will sign a communicable disease form stating they are free from communicable diseases.

Provisions for Clients taking Medication

- Staff will not provide any medication to clients.
- If clients are capable of taking their own medication, this will be documented on the special medical or health care needs, allergies, assistive technology, and special dietary needs form.

Emergency Procedures

The following guidelines should be followed in the event of any emergency, accident, or other incident that arises. All employees working with any client must have the following documentation on file while engaging in any activity with a client:

- Childcare authorization form that enables staff to transport and seek medical attention, if necessary.
- Emergency contact information: phone numbers, address (home and work). *

*(All of this information must be kept in the client's file and copies are available to treatment staff before starting services with any new client.)

Access to Care

- In case of emergency, special accommodation will be made for clients based on Optum guidelines:
- In the case of a life-threatening emergency, the client will be able to call their local agency office and receive immediate assistance, either via a crisis therapy session or referral to higher level of care and assistance with accessing necessary intervention services.
- In the case of an urgent need that is not an emergency, the client will be offered a regular therapy appointment within 48 hours at the agency office of their convenience, with available clinical staff, including participation in a comprehensive diagnostic assessment for applicable clients.

What to do in case of any emergency or other incident:

- Ensure client safety. Remove from harmful area and/or stabilize.
- Provide CPR/First Aid.
- Call 911 for ambulance or another appropriate emergency service.
- Give location of where you are and phone number to anyone contacted.
- Give copies of all relevant emergency releases to appropriate parties.
- Contact guardian, relative, or other responsible and notify of incident.
- Contact immediate supervisor and notify of incident.
- Write incident report and submit to supervisor within 24 hours.

In the event of an incident involving assault, aggression, or other immediate risks, employees will abide by the following protocol:

- To the extent that it is possible/reasonable, ensure the safety of yourself, the client, and other people in the immediate vicinity by removing from the situation.
- Call 911 to request appropriate assistance.
- Maintain visual contact at a safe distance until situation is resolved.
- Advise authorities as appropriate.

Acknowledgement of Receipt of Employee Handbook

I, _____, have received a copy of the CRT Children Services LLC employee handbook and have been given the opportunity to ask any questions and clarify any information that I did not understand. I understand that signing this form indicates that I will be held responsible for following all policies and procedures outlined in this guide. Further, I understand that failure to adhere to the policies and procedures in this handbook may result in termination of my employment with CRT Children Services LLC and possible legal action. CRT Children Services LLC and any of its agents assume no responsibility for anything that is not directly outlined in this manual. I have read, understand, and will comply with the policies and procedures of CRT Children Services LLC. I have reviewed the HIPAA security policy, and CRT Children Services LLC privacy and confidentiality policies. I have read and understand each policy that applies to me and will comply with HIPAA and CRT Children Services LLC policies and procedures. I further understand that I may face disciplinary action, up to and including termination, if I fail to comply.

Signature of Employee

Date

Printed Name

Acknowledgement of At-Will Employment Agreement

I, _____, have understand my employment is on “At-Will” terms and therefore subject to termination, with or without notice or obvious reason, by myself or the agency. Changes to my “At-Will” status may only take the form of a written agreement signed by an authorized member of the agency as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.

Signature of Employee *Date*

Printed Name

Acknowledgement of Non-Disclosure Agreement

I, _____, have understand the policies and procedures of non-disclosure. I will keep all information provided to me and CRT Children Services LLC relating to the services and the business in strict confidence.

Signature of Employee

Date

Printed Name

Acknowledgement of the Code of Ethics

I, _____, have understand The National Association of Social Workers (NASW) Code of Ethics given to me by CRT Children Services LLC. I will abide to the ethics stated in NASW Code of Ethics.

Signature of Employee

Date

Printed Name