

Christ Centered Homes, Inc.

Reflecting the Highest Standards • Improving all Services • Empowering all Individuals

Operations Office

4640 Page Avenue
Michigan Center, MI
49254

Phone: 517-788-3479

Website:

www.cchinc.net



Employee Handbook



Commission on Accreditation
of Rehabilitation Facilities

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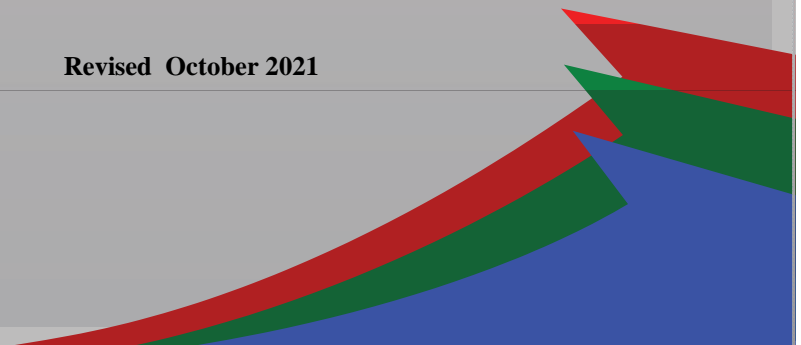


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SECTION 1- HANDBOOK INTRODUCTION AND CONSIDERATIONS

At-Will Status of Employment

Welcome to Christ Centered Homes, Inc. This Employee Handbook is designed to serve as a guide to provide you with a basic understanding of our philosophy, procedures, and operating policies. This Handbook is not intended to create any contractual obligations between you and CCH or cover every contingency or condition that may arise during your employment.

All employees are employed on an “at-will” basis. This means that both CCH and the employee have the right to terminate the employment relationship at any time, with or without notice, cause or reason unless otherwise agreed upon in writing by CCH’s Executive Director. This Handbook applies to all employees and cannot be changed except by a written agreement signed by CCH’s Executive Director. The policies contained in this Handbook or elsewhere are not intended to and shall not be construed as modifying the “at-will” status.

SECTION 2- PURPOSE AND SCOPE OF THE PERSONNEL MANUAL

Purpose, History, Mission and Philosophy of Christ Centered Homes, Inc.

Since 1989, CCH has been providing residential assistance services to people with disabilities in a four-county region of southern Michigan, striving to provide the very best service in today's managed care environment. CCH provides residential services in more than thirty settings across a five county area. Individuals with a variety of challenging disabilities enjoy compassionate, personal care with dignity and respect for privacy and personal independence.

As our name implies, CCH is an organization guided by a Christian philosophy of caring and principles of quality assurance. We believe that our commitment to these principles help us to maintain our vision and allows us to best serve our customers. It is our goal to continuously provide quality service to our customers and to expand the opportunities for independent living and personal choice.

CCH is accredited by the Commission on Accreditation for Rehabilitation Services (CARF), a private not-for-profit organization that promotes quality rehabilitation services and surveys operational elements including input, accessibility, health and safety, leadership and more.

CCH is dedicated to providing Christian centered supports to persons with physical and developmental disabilities, mental illness, autism, and a host of other areas where our supports help enhance personal independence and quality of life. Our mission is to help people grow through person-centered community integration, which is cost effective and people friendly.

“Reflecting the Highest Standards, Improving All Services, Empowering All Individuals”

SECTION 2- PURPOSE AND SCOPE OF THE PERSONNEL MANUAL

Open Door Policy

It is CCH's desire to provide good working conditions and maintain harmonious working relationships among employees, as well as between employees and management. To correct any work-related problems, CCH must be fully informed about them. Therefore, CCH has an "open door" problem solving policy. Employees are encouraged to discuss concerns or suggestions with their manager. Employees who believe that the manager has not or cannot adequately address the situation are encouraged to discuss the problem with the appropriate Quality Improvement Monitor and/ or Executive Director. This procedure should in no way foreclose the direct discussions we have always had on an informal basis.

SECTION 2- PURPOSE AND SCOPE OF THE PERSONNEL MANUAL

Accessibility

CCH, its Board of Directors and employees are committed to and embrace the purpose of meeting the standards of accessibility for all persons served in the interest of continuous quality service delivery.

The organization is actively involved in the removal of attitudinal, architectural, communication, transportation, and other identified barriers to all persons served within this organization and the communities it serves.

The Accessibility Plan and Process is provided in the CCH Provider Manual, Section A.

SECTION 2 – PURPOSE AND SCOPE OF THE EMPLOYEE HANDBOOK

Whistleblower Act

CCH forbids retaliation against whistleblowers, including retaliation by discharging, threatening or otherwise discriminating against any employee regarding his or her compensation, terms, conditions, location or privileges of employment because the employee or a person acting on his or her behalf reports or is about to report a violation or a suspected violation of federal, state or local laws, rules or regulations to a public body.

SECTION 2 – PURPOSE AND SCOPE OF THE EMPLOYEE HANDBOOK

Complaint Resolution Procedure

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the employee believes is detrimental, the employee should follow the procedure described here for bringing the complaint to Christ Centered Homes, Inc. attention.

Step One

Discussion of the problem with the employee's manager is encouraged as a first step. If, however, the employee does not believe a discussion with his or her manager is appropriate, he or she may proceed directly to Step Two.

Step Two

If the employee's problem is not resolved after discussion with his or her manager, or if the employee feels discussion with the manager is inappropriate, the employee is encouraged to request a meeting with his or her Quality Improvement Monitor. In an effort to resolve the problem, the Quality Improvement Monitor will consider the facts and conduct an investigation. The employee will normally receive a response regarding his or her problem within five working days of meeting with his or her manager / Quality Improvement Manager.

Step Three

If the employee is not satisfied with his or her Quality Improvement Monitor's decision and wishes to pursue the problem or complaint further, the employee may prepare a written summary of his or her concerns and request that the matter be reviewed by the Corporate Compliance Officer and/ or Executive Director.

The Corporate Compliance Officer and / or Executive Director, after a full examination of the facts (which may include a review of the written summary of the employee's statement, discussions with all individuals concerned and a further investigation if necessary), will normally advise the employee of his decision within 15 working days. If the complaint is of a legal matter Corporate Counsel advice may be sought to ensure appropriate conclusion is made. The decision of the Executive Director shall be final.

CCH does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting or delaying CCH from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude or demeanor) where CCH deems disciplinary action appropriate.

Furthermore, this procedure does not alter CCH right to terminate the employee's "at-will" employment at any time, with or without notice, cause or reason. Thus, the complaint resolution procedure is not available for employment decisions resulting in termination of employment.

SECTION 3 – EQUAL EMPLOYMENT OPPORTUNITIES AND ANTI-HARASSMENT

Equal Employment Opportunities & Americans with Disabilities Act

CCH provides equal employment opportunities in all terms and conditions of employment to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, height, weight, marital status, disability, genetic information, or other legally protected status. In addition, CCH complies with federal, state and local laws governing nondiscrimination in employment at every location at which CCH provides services.

Under Michigan law, a person with a disability needing accommodations for employment must notify CCH in writing within 182 days after the need is known or reasonably should have been known. Failure to timely notify CCH may result in a loss of your rights. Should you have any questions or concerns about your rights, please contact the Human Resources Department immediately.

CCH will not discriminate against persons with disabilities in regard to any employment practices or terms, conditions and privileges of employment. This prohibition covers all aspects of the employment process, including application, testing, hiring, assignment, evaluation, disciplinary actions, promotion, medical examinations, training, layoff/ recall, termination, compensation, leave, benefits or any other term, condition or privilege of employment.

If you are a qualified individual with a disability covered by the Americans with Disabilities Act, we will make reasonable accommodations available to you, unless such accommodation would impose undue hardship on CCH or the individual presents a direct threat to safety. Please notify the Human Resources Department immediately.

SECTION 3 – EQUAL EMPLOYMENT OPPORTUNITIES AND ANTI-HARASSMENT

Harassment

Discrimination and harassment based on race, color, religion, sex, national origin, age, height, weight, marital status, disability, genetic information, pregnancy or other legally protected status is prohibited by law and **Christ Centered Homes, Inc. will not tolerate any form of unlawful harassment.**

For the purposes of this Policy, “harassment” means unwelcome verbal communication or physical contact because of race, color, religion, sex, national origin, age, height, weight, marital status, disability, genetic information, pregnancy or other legally protected status, which unreasonably interferes with a person’s work performance or which creates an intimidating, hostile or offensive work environment.

“Harassment” includes “sexual harassment”, which means unwelcome sexual advances, unwelcome requests for sexual favors and other unwelcome verbal or physical conduct or communication of a sexual nature when:

- 1) Submission to such conduct or communication is made either explicitly or implicitly a term or condition of the individual’s employment.
- 2) Submission to or rejection of such conduct or communication by an individual is used as a basis for employment decisions affecting such individual; or
- 3) Such conduct or communication has the purpose or effect of unreasonably interfering with an individual’s employment or creating an intimidating, hostile, or offensive work environment.

Examples of **harassment** may include one or more of the following:

- Physically touching an employee in an offensive manner;
- Making suggestive or derogatory comments or gestures about a person’s race, color, religion, sex, national origin, age, height, weight, marital status, disability, genetic information, pregnancy or other legally protected status;
- Displaying magazines, cartoons, or jokes which are derogatory about a person’s race, color, religion, sex, national origin, age, height, weight, marital status, disability, genetic information, pregnancy or other legally protected status;
- Telling jokes which are derogatory about a person’s race, color, religion, sex, national origin, age, height, weight, marital status, disability, genetic information, pregnancy or other legally protected status.

Examples of conduct prohibited by CCH, but is not limited to, the following:

- Repeated and unwelcome requests for dates after work;
- Sending letters which make romantic suggestions;
- Sexual advances or propositions or threats;
- Continuing to express interest after being informed that the interest is unwelcome;
- Suggestive or insulting comments or sounds, including whistling;

- Commentary about an individual's body;
- Display of sexually suggestive objects, pictures, or letters;
- Obscene gestures;
- Unwanted physical contact, including offensive touching, pinching, brushing the body, impeding or blocking movement, unwanted sexual intercourse or other unwanted sexual acts, sexual assault or battery.

The above list is not meant to be exhaustive, but is included to provide examples of prohibited action.

CCH does not condone, either explicitly or implicitly, and will not tolerate, harassment of any kind by anyone in the organization or others including recipients, vendors, independent contractors, applicants for employment, or visitors to the workplace.

Complaint Procedure

CCH's policy is to foster a workplace free from discrimination, harassment, and discourage employment-related harassment. Any person who feels that she or he has been subjected to discrimination or harassment, who is aware of conduct prohibited under this Policy, or who feels that she or he has been retaliated against for having brought a complaint of or having opposed discrimination or harassment and/or for having participated in the complaint process is encouraged to bring the matter to the attention of either the Executive Director or Corporate Compliance Officer.

CCH will promptly investigate all harassment allegations promptly. To protect the interests of the complainant, the person complained against, witnesses, any other person who may report an incident of harassment, and all other persons affected, confidentiality will be maintained to the extent practicable and appropriate under the circumstances.

SECTION 4 –PEERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Orientation

We will spend time with our new employees reviewing CCH policies and procedures. Our purpose is to orient you to our way of doing business. You will become more familiar with us and learn more about CCH, as well as the opportunities and responsibilities of being an employee at CCH. Employees are not eligible for benefits during their probationary period, the first ninety (90) days of employment.

Orientation is the process of giving an overview of the Agency and information necessary to function effectively on the job. The orientation period will last up to ninety (90) days. However, it may be extended for an additional ninety (90) days if it is unclear whether a new employee has the interest or abilities to perform a certain job. At the conclusion of this orientation period, you will be evaluated and we can both determine if you are adequately suited for the position. After employees have completed the orientation period, they are expected to continue to properly perform their assigned job duties in order to maintain employment.

If an employee is laid off for lack of work during the orientation period, there is no opportunity for recall. Thus, if an employee who is laid off during this period wishes to be reconsidered for a position, he or she should complete a new application form. Further, employees may be terminated during the orientation period and at all times during employment without prior notice or warning.

The successful completion of the orientation period does not give to any expectation or right to continued employment, or in any way alter the at-will relationship.

PROCEDURE

At the time of hire, employees are required to complete the employment packet, and schedule any required physical, TB test and training.

Staff members must meet all licensing competency requirements before being assigned tasks or starting work in a licensed facility. Employees are typically oriented within the first thirty (30) days of hire in the following areas:

- A. Resident Rights
- B. Reporting Requirements
- C. Cardiopulmonary Resuscitation & First Aid
- D. Personal Care, Supervision, and Protection
- E. Medications
- F. Safety and Fire Prevention
- G. Prevention and Containment of Communicable Diseases
- H. Licensing Statutes and Administrative Rules

SECTION 5 – PRE-EMPLOYMENT PHYSICALS AND SUBSTANCE SCREENING

Physical Examination and Tuberculosis Testing

All employees will be required to receive a physical examination that includes a tuberculosis test upon hire. Upon hire, the cost of the physical examination and tuberculosis test will be covered by the employer.

A TB test must be taken before the employee can work in the home. A TB test is required every three years after employment. The physical examination must be completed within 30 days of the hire date.

SECTION 5 - PRE-EMPLOYMENT PHYSICALS AND SUBSTANCE SCREENING

Substance Abuse Screening-Drug Free Workplace

CCH maintains a drug and alcohol-free environment. CCH reserves the right to require new hires to submit to a substance screen as one of the contingencies established in the written conditional job offer. The test may require a urine or blood sample when requested. Other substance screen methods may also be used at the discretion of the testing professionals with whom CCH contracts.

Policy Purpose

- Assure a drug and alcohol free workforce;
- Maintain high staff morale, efficiency and productivity
- Eliminate crime in the workplace; and
- Reduce absenteeism and tardiness

CCH has a zero tolerance for the use and/or abuse of drugs and/or abuse of alcohol while working or on CCH property.

A positive test result for illegal drugs will typically result in termination of employment regardless of whether the use and/or abuse occurred on duty. For alcohol, termination will typically result if an employee is under the influence while working or on CCH property.

All Employees

- 1) No employee shall possess, consume or carry with them alcoholic beverages of any kind on CCH property, at any other employment related location. This includes CCH vehicles wherever located or in the employee's vehicle at any employment-related location.
- 2) No employee shall possess, consume or carry with them illegal drugs or controlled substances on CCH property at any other employment related location, in CCH vehicles or in the employee's vehicle wherever located. This restriction applies to medications that otherwise require a prescription by a licensed health care professional if such a prescription has not been written or ordered.
- 3) Off-duty use of marijuana or other illegal drugs is strictly prohibited. Anyone testing positive for marijuana or other illegal drugs is ineligible for hire or continued employment.
- 4) No employee shall report to work under the influence after consuming alcoholic beverages or illegal drugs.
- 5) No employee shall report to work under the influence after consuming prescribed medications that make him/ her unfit for complete, reliable and safe performance of his/her essential job duties.
- 6) Any employee may be required to submit to a substance screen if suspected of being under the influence of drugs or alcohol on CCH property or engaged in work-related activities.
- 7) Any employee involved in an accident may be required to submit to a substance screen.

- 8) Any employee involved in an incident resulting in damage to property may be required to submit to a substance screen.
- 9) Any employee involved in an incident resulting in injury may be required to submit to a substance screen.
- 10) CCH may require an employee exhibiting excessive or unusual absenteeism or tardiness to submit to a substance screen.
- 11) Upon receipt of an allegation or complaint that an employee is using or abusing drugs or is under the influence of alcohol or drugs while on CCH property or business, the employee may be requested to submit to a substance screen.
- 12) Any employee convicted of selling illegal drugs, illegal drug usage, or illegal drug possession will be terminated. If an employee is convicted of a misdemeanor or charged with a felony related to illegal drugs, he/she may be suspended pending an employer investigation.
- 13) An employee who as part of a medical treatment plan is required by a licensed health care professional to use prescription drugs or narcotics that may impair performance must immediately report to his/her supervisor to ensure that the safety of the employee, coworkers and others is not compromised, and that the quality, thoroughness and timeliness of his/her essential job function work performance is not compromised.
- 14) CCH reserves, in its sole discretion, the right to conduct random substance screen tests
- 15) CCH reserves the right to request a substance screen for all employees at any time. Similarly, CCH may test a subset of employees chosen by CCH through non-discriminatory objective reasoning.
- 16) CCH reserves the right to search an employee and an employee's work area if there is a suspicion that an employee is in violation of this or any other policy.

SECTION 6 –GOOD MORAL CHARACTER AND CRIMINAL HISTORIES

CCH is required to comply with the Adult Foster Care (AFC) Facility Licensing Act. In brief summary, this state statute mandates the obtainment of extensive criminal history background information, including FBI fingerprinting, of all individuals who seek employment or an independent contract in positions that provide “direct access” to the recipients served by the organization. “Direct access” is defined as access to a recipient or to a recipient’s property, financial information, medical records, treatment information or any other identifying information. The AFC Facility Licensing Act prohibits AFC facilities from employing or independently contracting with an individual with a certain criminal conviction and other histories who regularly has direct access to or provides direct services to recipients. This law supplements and reinforces CCH’s longstanding policies relating to the required good moral character and suitability to work with vulnerable adults.

All applicants for employment with CCH may be required to submit to criminal background checks, including fingerprinting for licensed settings, prior to hire and annually thereafter.

The AFC Facility Licensing Act also prohibits employment or an independent contract with an individual who has been the subject of a finding of not guilty by reason of insanity. The AFC Facility Licensing Act also prohibits employment or an independent contract with an individual who engaged in conduct that became the subject of a finding of neglect, abuse or misappropriation of property by a state or federal agency pursuant to an investigation conducted in a nursing facility in accordance with 42 USC 1395i-3 or 1396r.

The criminal history background information mentioned in this policy will be obtained by this organization only after a written good faith offer of employment or contract has been extended. All workers covered under this law must, as a condition of employment, execute any and all consent forms, acknowledgements and releases arising from compliance with the AFC Facility Licensing Act.

As a condition of continued employment, all workers covered under the AFC Facility Licensing Act must immediately report to CCH any arraignment or conviction of one or more offenses that make them ineligible to work under the AFC Facility Licensing Act. As an additional condition of employment, all covered workers must report to CCH if they have become the subject of an order or disposition finding of not guilty by reason of insanity. Workers are also to report if they engage in conduct that becomes the subject of a substantiated finding of neglect, abuse, or misappropriation of property by a state or federal agency pursuant to an investigation conducted in a nursing facility in accordance with 42 USC 1395i-3 or 1396r.

The provision of false, incomplete or misleading information during the hiring and application process will result in application rejection and/or termination of employment.

SECTION 7– RECIPIENT PROTECTION AND REPORTING REQUIREMENTS
MDCH Requirements for Reporting Abuse and Neglect

**Adult or Children’s Protective Services Reporting Hotline:
1-855-444-3911**

The following chart is the Michigan Department of Community Health’s publication DCH-0727 dated 03/2012 on requirements for reporting abuse and neglect. The far right hand column pertains to reporting requirements for criminal abuse under the Michigan Mental Health Code.

****Please see MDCH Requirements for Reporting Abuse and Neglect chart at the back of this handbook.****

SECTION 7 – RECIPIENT PROTECTION AND REPORTING REQUIREMENTS

Recipient Rights

The following recipient rights must be adhered to by all employees. Any staff observing any person violating these recipient rights must report the violation to the Home Manager/Quality Improvement Monitor immediately and in writing.

- 1) The right to be free from discrimination on the basis of race, religion, color, national origin, sex, age, handicap, marital status, source of payment, or other protected status in the provision of services and care.
- 2) The right to exercise his/her constitutional rights, including the right to vote, the right to practice religion of his/her choice, the right to freedom of movement, the right of freedom of association and all other rights guaranteed by law.
- 3) The right to refuse participation in religious practices.
- 4) The right to write, send and receive uncensored and unopened mail at his/her own expense.
- 5) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the recipient. A licensee may charge a recipient for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable recipients to make change for calling purposes.
- 6) The right to voice grievances and present recommendations pertaining to the policies, services and house rules of the home without fear of retaliation.
- 7) The right to associate and have private communications and consultations with his/her own physician, attorney or any other persons of his or her choice.
- 8) The right to participate in the activities of social, religious and community groups at his/her own discretion.
- 9) The right to use the services of advocacy agencies and to attend other community services of his or her choice.
- 10) The right of reasonable access to and use of his/her personal clothing and belongings.
- 11) The right to have contact with relatives and friends and receive visitors in the home at a reasonable time. Exceptions shall be covered in the Recipient's Assessment plan, and special consideration shall be given to visitors coming from out of town or whose hours of employment warrant deviation from usual visiting hours.
- 12) The right to employ the services of a physician, psychiatrist or dentist of his/her choice for obtaining medical, psychiatric or dental services.
- 13) The right to refuse treatment and services, including the taking of medication, and to be made aware of the consequences of that refusal.
- 14) The right to request and receive assistance from the responsible agency in relocating to another living situation.

- 15) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality and the need for privacy.
- 16) The right of access to his/her room at his/her sole discretion.
- 17) The right to confidentiality of records with proper safeguards to protect against unauthorized access.
- 18) The right that the records of the recipient that are required to be kept by the licensee under the Adult Foster Care Facility Licensing Act or rules shall be confidential and properly safeguarded as required by the Licensing Act, Section 12(3).

SECTION 7 - RECIPIENT PROTECTION AND REPORTING REQUIREMENTS

Incidents and Accidents

In the event of the death of a recipient; any accident or illness that requires hospitalization; incidents that involve serious hostility; any hospitalization; any attempts at self-inflicted harm or harm to others; any instances of destruction of property; any incidents that involve arrest or conviction of a recipient for arson, rape, murder, burglary, robbery, larceny, motor vehicle theft and aggravated assault; staff shall do the following:

- 1) Immediately inform the Home Manager and/or Quality Improvement Monitor.
- 2) Complete a written incident and accident report, date and sign the report.
- 3) The Home Manager and/or Quality Improvement Monitor shall make a reasonable attempt to contact the recipient's designated representative and responsible agency by telephone. If a message is left, write down the time and name of the person who received the message. This responsibility may be delegated to a staff person.
- 4) Within 48 hours, the Home Manager and/or Quality Improvement Monitor must send a copy of the incident and accident report to:
 - a) The recipient's designated representative
 - b) Responsible agency
 - c) State licensing consultant
- 5) The Quality Improvement Monitor/ Corporate Compliance Officer shall immediately investigate the cause of an accident or incident that involves a recipient, employee or visitor.

If a recipient is absent without notice, the licensee, Home Manager and/or Quality Improvement Monitor shall make a reasonable attempt to locate the recipient and to contact the recipient's designated representative and responsible agency, and shall contact the local police authority. This responsibility may be delegated to a staff person.

Within 24 hours of the recipient's absence, the licensee or its designee shall submit a written report to the recipient's designated representative and responsible agency.

Making a reasonable attempt to locate the recipient shall consist of making appropriate telephone calls to determine the recipient's location and searching the immediate area (keeping in mind staffing requirements of the home). A direct care staff person shall also immediately call the licensee/administrator.

An accident record or incident report shall be prepared for each accident or incident that involves a recipient, staff person or visitor. "Incident" means a seizure or highly unusual behavior episode, including a period of absence without prior notice.

SECTION 7 - RECIPIENT PROTECTION AND REPORTING REQUIREMENTS

Reporting of Suspected Abuse, Neglect or Exploitation

Introduction

All suspected abuse, neglect or exploitation shall be reported orally and in writing to the Home Manager and/or Quality Improvement Monitor immediately. Abuse, neglect and exploitation are defined under the Michigan Social Welfare Act as follows:

- “Abuse” means harm or threatened harm to an adult’s health or welfare caused by another person. Abuse includes, but is not limited to, non-accidental physical or mental injury, sexual abuse, or maltreatment.
- “Neglect” means harm to an adult’s health or welfare caused by the inability of the adult to respond to a harmful situation or by the conduct of a person who assumes responsibility for a significant aspect of the adult’s health or welfare. Neglect includes the failure to provide adequate food, clothing, shelter, or medical care. A person shall not be considered to be abused, neglected, or in need of emergency or protective services for the sole reason that the person is receiving or relying upon treatment by spiritual means through prayer alone in accordance with the tenets and practices of a recognized church or religious denomination, and this act shall not require any medical care or treatment in contravention of the stated or implied objection of that person.
- “Exploitation” means an action that involves the misuse of an adult’s funds, property, or personal dignity by another person.

CCH investigates suspected abuse, neglect or exploitation and takes appropriate action, including notifying the Department of Human Services. .

Policy

All persons within the decision-making process in the provision of services to the recipient are held accountable and are required to respond and report Abuse and Neglect. Rules applicable to each person’s area of responsibility must be followed. If an incident or rights concern is not reported by the supervisor/manager, it is the staff’s responsibility to notify the Office of Recipient Rights.

There are differences in the severity of the different classes of abuse and neglect. All staff needs to be aware of and recognize the various ways that abuse or neglect might occur. Although the classes of abuse or neglect are described in terms of “serious” and “non-serious”, no class of abuse or neglect should be considered more acceptable.

Procedure:

1. Protection of the recipient is the first responsibility. Immediately take action to protect, comfort and assure treatment of the recipient as necessary.
2. In case of suspected recipient rights violation, including abuse or neglect, the Office of Recipient Rights must be contacted to inform of the incident. If an incident happens after hours or weekends, the Office of Recipient Rights has an after hour phone number and message machine that can receive information. The Licensing Consultant needs to be notified as well as Adult Protective Services. In addition, the designated Legal Guardian must be notified of the alleged incident to afford him/her the position of advocacy during the Recipient Rights process.

SECTION 7 - RECIPIENT PROTECTION AND REPORTING REQUIREMENTS

Reporting of Criminal Abuse

Adult or Children's Protective Services Reporting Hotline: 1-855-444-3911
State Police: 1-517-332-2521
County Sheriff
Local Police Department

All suspected criminal abuse shall be reported immediately to the Quality Improvement Monitor. In addition, the Michigan Mental Health Code requires that an employee of an organization under contract to a community mental health services program shall take the following action:

- 1) If the employee has reasonable cause to suspect the criminal abuse of a recipient or recipient, the employee shall immediately make or cause to be made, by telephone or otherwise, an oral report of the suspected criminal abuse to the law enforcement agency of the county, or city, in which the criminal abuse is suspected to have occurred or to the State Police.
- 2) Within 72 hours a written report shall be filed with the law enforcement agency and CCH.
- 3) A person who makes the report of criminal abuse will not be dismissed or otherwise penalized for making a report unless he or she is the cause for the criminal abuse. The report of criminal abuse shall be confidential and subject to disclosure only with the consent of that person or by judicial process.
- 4) The report of criminal abuse is not required if the person has knowledge that the incident of suspected criminal abuse has been reported to the appropriate law enforcement agency.

Criminal abuse that is required to be reported to the appropriate law enforcement agency is as follows:

- 1) Assault
- 2) Assault and battery
- 3) Sexual intercourse under pretext of medical treatment
- 4) Murder
- 5) Manslaughter
- 6) Criminal sexual conduct including sexual penetration
- 7) Criminal sexual contact
- 8) Assault with intent to commit criminal sexual conduct including penetration

Criminal abuse for reporting to appropriate law enforcement agencies does not include an assault or assault and battery which is committed by a recipient or recipient against another recipient or recipient. This type of incident must still be reported to CCH.

All of the above will be reported by CCH to the Department of Human Services and/ or other appropriate governmental agency including the appropriate law enforcement agency. CCH will also investigate the criminal abuse and take appropriate action.

SECTION 7- RECIPIENT PROTECTION AND REPORTING REQUIREMENTS

Mistreatment

Employees shall not mistreat a recipient. Mistreatment includes any intentional action or omission which exposes a recipient to a serious risk of physical or emotional harm or the deliberate infliction of pain by any means.

Staff shall not:

- 1) Use any form of punishment.
- 2) Use any form of physical force other than physical restraint. Physical restraint means the bodily holding of a recipient with no more force than necessary to limit the recipient's movement.
- 3) Restrain a recipient's movement by binding or tying or through the use of medication, paraphernalia, contraptions, material or equipment for the purpose of immobilizing a recipient.
- 4) Confine a recipient in an area, such as a room where egress is prevented, in a closet, or in a bed, box or chair or restrict a recipient in a similar manner.
- 5) Withhold food, water, clothing, rest or toilet use.
- 6) Subject a recipient to any of the following:
 - a) Mental or emotional cruelty
 - b) Verbal abuse
 - c) Derogatory remarks about the recipient or members of his/her family
 - d) Threats
- 7) Refuse the recipient entrance to the home.
- 8) Isolate a recipient by complete and unattended separation from staff and other recipients.
- 9) Use any electrical shock device

SECTION 8 – EMPLOYEE CONDUCT

Ethics

ETHICS

Inasmuch as CCH is a Christian-centered Human services organization, it is imperative that relationships with consumers and employer/employees reflect the highest standard of moral and professional conduct. Such conduct includes but is not limited to, conversation, commitment, loyalty, creativity and problem solving approaches. CCH shall not advertise or market its services in a misleading manner.

Employees are prohibiting from engaging in any kind of manipulation or counter-productive behavior such as malicious gossip, threats, and derogatory remarks against consumers, employer or employees that interferes with the services CCH provides. This includes unprofessional discussions that damage the character or the credibility of CCH consumers or that interfere with productivity and impact our growth.

As part of our Christian principles, we ask that you strive to treat the consumers you interact with compassion and dignity.

Any employee whose cultural, religious or moral values conflict with aspects of a particular job responsibility or task may request to be excused from that responsibility or task. The Home Manager will attempt to accommodate the request. However, CCH will not permit negative impact on consumer care as a result of doing so. Requests are typically initiated and documented by the employee, and then coordinated by the Home Manager, QI Improvement Monitor and/or Quality Improvement Steering Committee. The Compliance Office and/or Executive Director will attempt to review the request within five business days and thereafter provide a written response/determination (See also Provider Manual, Section A – Complaints/Grievances.)

SECTION 8 - EMPLOYEE CONDUCT

Ethical Standards

ETHICAL STANDARDS

1. Employees must respect the dignity and worth of each individual, striving for the protection and preservation of fundamental human rights and rights to mental health treatment per Public Act 258 of 1974, as amended. Employees shall report consumer abuse, accidents, or injury to the appropriate agency or authority.
2. Employees shall not engage in activities that seek to meet the employee's need at the expense of the consumer. Dual/exploitative relationships with consumers must be avoided, such as providing service to relatives and/or friends, engaging in sexual intimacy, or borrowing money. The vulnerability of a consumer shall not be exploited. Employees shall not befriend, lend money, provide gifts or engage in personal social activities with current consumers. Such relationships with former consumers are prohibited prior to one (1) year post-discharge and are discouraged thereafter as required in the IPOS.
3. Employees shall accurately represent their competence, education, training and experience.
4. Employees shall make a continuous effort to improve professional skills by: submitting to supervision, review and evaluation; being guided by the findings; participating in in-service/continuing education; seeking consultation/supervision when their skill level or personal objectivity is questionable or the scope of practice is exceeded.
5. Employees shall maintain cultural competency in the area of diverse ethnic groups and cultural groups as required by Christ Centered Homes, Inc. standards.
6. Employees shall not compromise or reduce the public trust in mental health professionals or paraprofessionals. Practices that are inhumane, are illegal or discriminatory are not permissible. Employees shall be of good moral character (according to Department of Community Health Standards/see manual).
7. Employees shall not misrepresent their services, qualifications or position to consumers. They shall fully inform consumers as to the purpose, nature, scope and progress of treatment seeking the consumer's full participation in the process.
8. Employees shall respect the confidentiality of information as defined in HIPAA Michigan Law and Christ Centered Homes, Inc. Board policies shall be followed, taking special care to protect the "best interest" of the consumer. Employees shall not access confidential information of relatives, friends, acquaintances, etc. When a consumer's condition indicates a clear and imminent danger to the consumer or others, the employee must take reasonable action by notifying authorities.
9. Employees shall not give or accept monetary or non-monetary gifts under any circumstances and from consumers or agencies connected with the performance of the provider's job function.
10. Employees shall demonstrate a regard for their colleagues through understanding areas of competence of other professionals, making use of all professional and technical resources that serve the best interests of the consumer, assigning proper credit to the professionals involved in an action, and by reporting known ethical violations of other staff/colleagues to the Managed Care Organization's Recipient Rights Office.

11. Employees shall abide by the Managed Care Organization's Treatment Protocols. Therapy techniques, which are not approved by the Managed Care Organization or are considered experimental, are not permitted. Research is not permitted outside the parameters of the Managed Care Organization and/or CCH's Board policy and Standards and Best Practice Guidelines.
12. It is unethical to use the CCH affiliation to recruit consumers for a private practice or for church or political party membership.
13. Employees must inform CCH of conditions that may be potentially disruptive or damaging, or limiting to clinical effectiveness.
14. Employees shall strive to assist CCH in the provision of contractual Best Practices quality services. Employees shall serve on multi-disciplinary committees to evaluate and improve the quality of service. Employees shall not review those elements in which there is a conflict of interest.
15. Acceptance of employment with CCH is conditioned on acknowledgment and agreement to follow the general policies and procedures, Standards and Best Practice Guidelines and ethical standards of CCH as presented in the provider's manual.
16. Supervisory employees are prohibited from engaging in personal or exploitative relationships with the employees they supervise. For purposes of example, supervisory employees are prohibited from lending money, sharing housing, engaging in sexual activity with employees he/she supervises.
17. Employees in supervisory positions must be aware of the limitations of staff they are supervising, helping them to acquire knowledge and skills for their professional development. Supervisory staff should not ask staff to carry out responsibilities outside those they are privileged, trained, or licensed to perform. Supervisory staff shall avoid bias in any kind of evaluation based on any protected classification. Evaluations shall be based on performance, skill and qualification.
18. Employees shall protect the integrity of the clinical decisions made in consumer's treatment, independent of any financial compensation/risk.

SECTION 8 – EMPLOYEE CONDUCT

Ethical Guidelines

ETHICAL GUIDELINES

1. Worker as Guide, Support and Provider of Assistance

The ethical worker guides, empowers and advocates for the people he or she serves, maintaining a focus on their desired outcomes and helping them find their own way.

The focus of the relationship is on the needs of the person being assisted, not those of the worker. However, the ethical worker does not allow the needs or desires of the person to lead to a loosening of professional relationship boundaries which are always respected and maintained according to and in compliance with the IPOS and Best Practices Standards of the industry.

People are supported in deciding for themselves if, when, where, and how to use professional and non-professional supports and services.

2. Gift Giving and Receiving

Neither money nor gifts are given to nor accepted from consumers or their families unless the ethical worker requests that his or her supervisor make a specific exception and then receives approval for the exception by the supervisor. The ethical worker is aware of the multiple perceived meanings and underlying intents that receiving or giving a gift may have for a consumer and worker, meanings and intents that may interfere with the maintenance of an ultimately effective working relationship.

3. Worker as Role Model

The ethical worker recognizes that his or her values, beliefs, actions, and problem-solving methods impact others, both consumers and staff members, and acts accordingly.

4. Autonomy and Shared Power

In providing services, the ethical worker promotes consumer autonomy and shared power, never exerting strong influence on a consumer unless there is a clear and immediate threat to the safety or health of consumers or others.

Consumers are given the freedom to make their own decisions. The ethical worker offers suggestions rather than directives, identifies and explores options and choices and discusses possible consequences of the consumers' decisions.

5. Compassion

The ethical worker demonstrates compassion in dealing with others, appreciating their struggles, their pain, our common humanity, and protecting them from imminent risk of harm.

The ethical worker advocates for and with the consumer on his or her own behalf.

6. Access to Services

The ethical worker acknowledges and protects the right of consumers and provides access to services and ongoing care without discrimination on the basis of race, color, religion, sex,

national origin, age, height, weight, marital status, disability, genetic information, or other legally protected status.

7. Honesty

The ethical worker is honest with consumers and co-workers as well as with himself or herself.

To maximize consumers' ability to make service decisions based on full and accurate information, the ethical worker communicates frankly about his or her role, relevant capacities, intent, limitations and role boundaries.

The ethical worker does not lie, cheat, steal, condone or associate with others who are involved in such activities. He or she does not use his or her position or relationship with consumers for personal advantage or give the appearance of the same.

8. Communication

The ethical worker communicates with consumers openly, clearly, and frequently, doing what is promised, meeting expectations and fulfilling commitments, including those related to appointments and telephone calls as well as Recipient Rights reporting.

Ambiguity, confusion and difficulty with consumer situations may occur, but should never the worker from persisting in seeking guidance or consultation.

9. Confidentiality

The ethical worker upholds standards of consumer confidentiality and privacy, as required by HIPAA, while being candid about information that cannot be kept confidential and about with whom it can be shared.

10. Competence

The ethical worker performs job duties to the best of his or her ability, being open with supervisors when lacking the skills needed for a particular task and making efforts to enhance skills and competencies through timely professional development activities.

11. Personal Awareness and Self-Care

To fully appreciate each consumer's perspective and, thus, be able to address their unique needs and desires, the ethical worker strives to identify his or her own personal issues, preconceptions, biases and areas of vulnerability and is open to making personal changes.

To reduce stress, carve time and space out for self-care activities.

12. Professional Boundaries

The ethical worker always behaves professionally with all consumers served by CCH, avoiding interactions that are or might be perceived as flirtatious, provocative, threatening or harassing.

The ethical worker never engages in a dating relationship with a person whom the worker directly or indirectly supervises ("indirectly supervises" is defined as having supervisory authority over the person's supervisor as evidenced by the organizational chart), including students and interns.

The ethical worker never engages in a dating relationship with a person whom the worker serves nor is otherwise a consumer served by CCH.

The ethical worker does not provide services to individuals with whom they currently have or have had a prior friendship or dating relationship. Previous infrequent social contact or acquaintanceship would not preclude the provision of services by the worker.

The ethical worker notifies his or her supervisor regarding any past or current personal relationship with a consumer served by CCH. The worker whose helping relationship is becoming personal or intimate notifies a supervisor, discontinues the relationship and maintains professional boundaries. Direct treatment or support services are not provided to a person if there is intent to develop a personal or intimate relationship with him or her.

The ethical worker respects consumers' religious and spiritual views and preferences and never pressures them to accept the religious or spiritual views of the worker. When initiated by the consumer and agreed upon as being related to an issue in the Individual Plan of Service, the worker may ethically explore spiritual issues with a consumer.

Depending on the worker's comfort and based on a determination that it is in the best interest of the consumer, the ethical worker may choose to disclose their own religious or spiritual views when an inquiry is made by the consumer.

Any worker-consumer service activity of a spiritual or religious nature, e.g., praying with a consumer, requires prior approval by the worker's supervisor as well as the consumer himself or herself.

13. Alcohol and Drugs

The ethical worker never works under the influence of alcohol or illegal drugs.

The worker never purchases illegal substances from consumers, uses them with a consumer, sells them to a consumer, or possess them in the consumer's home, vehicle or presence.

Prescription medication is not be shared with or borrowed from another person.

14. Alternative Interventions

Before engaging in support or treatment activities that might depart from traditional or conventional practices, the ethical worker discusses them with his or her supervisor to ensure consistency with current professional standards.

15. Consumers' Right to Know

The ethical worker ensures that consumers know and understand the rights, risks, opportunities and obligations associated with being a recipient of services.

Service activities and interventions are explained in understandable terms as are the limits of their impact and the implications and potential consequences of choices made by consumers during the course of service provision.

Consumers are informed of the cost of services and any available financial resources that may help them meet this obligation.

16. Organizational Relationships

The ethical worker, while taking into account funding/financial constraints, bases service provision decisions on standard clinical practice and organization criteria, regardless of how the agency compensates or shares financial risk with leaders, managers, clinicians, or licensed individual practitioners.

The ethical worker does not market or sell outside products or services to consumers or engage in any non-job related activity with them that might result in or give the appearance of financial gain for the worker.

17. Equipment Use

The ethical worker only uses CCH office equipment for CCH business unless otherwise approved by the Executive Director/CEO. Home use of equipment is authorized in advance by the Executive Director/CEO and/or designee.

18. Service Provision and Documentation

The ethical worker ensures that all services types, amount, scope and duration are medically necessary and that their justification is clearly and thoroughly documented.

The ethical worker ensures that all services provided are in accordance with the Individual Plan of Service and with what has been authorized.

Documentation of a provided service is accurate, thorough and clear.

Assistance is obtained when there is uncertainty regarding the documentation requirements of service or financial information.

The ethical worker reports any suspected financial abuse or fraud to the Compliance Officer and follows any other reporting requirements mandated by state or federal law.

19. Political Activity

The ethical worker ensures that any of his or her partisan political activities are conducted separately from his or her consumer care responsibilities.

Political activities are prohibited during those hours when the worker is being compensated for the performance of his or her work duties.

CCH office supplies and equipment are not used for partisan political purposes.

The ethical worker never uses CCH's name in an attempt to influence the results of an election or nomination for office without written permission from CCH.

The worker never requires contributions for political or partisan purposes as a duty or condition of employment, promotion or tenure and never coerces or compels another CCH employee to make contributions for political or partisan ends for any reason.

SECTION 8 – EMPLOYEE CONDUCT

Guidelines for Appropriate Conduct

Guidelines for Appropriate Conduct

As an integral member of Christ Centered Homes, Inc. team, you are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times. This conduct not only involves sincere respect for the rights and feelings of consumers, but also demands that you refrain from behavior that interferes with your work, your co-workers' work, and/or the services CCH provides.

Because your conduct reflects on CCH you are required to observe the highest standards of professionalism at all times.

Examples of inappropriate include, but are not limited to, the following:

- 1) Falsifying or submitting false employment or other employer records.
- 2) Violating CCH's nondiscrimination and/or harassment policies.
- 3) Soliciting or accepting gratuities from recipients or their family members.
- 4) Excessive absenteeism or tardiness.
- 5) Excessive, unnecessary, or unauthorized use of CCH's supplies or telephone lines, particularly for personal purposes.
- 6) Reporting to work intoxicated or under the influence of non-prescribed drugs; the illegal manufacture, possession, use, sale, distribution or transportation of drugs.
- 7) Bringing or using alcoholic beverages on CCH property, using alcohol while engaged in CCH business, being under the influence of alcohol while on CCH premises or engaged in CCH business.
- 8) Fighting or using obscene, abusive, or threatening language or gestures.
- 9) Unauthorized taking or deliberate or careless damage of CCH, co-worker, recipient or other individual's property.
- 10) Possession of firearms or other dangerous weapons on CCH's premises or while on CCH business.
- 11) Failure to abide by safety or security regulations.
- 12) Insubordination, disrespect or refusal to follow CCH policies or instructions.
- 13) Failing to maintain the confidentiality of CCH or recipient information.
- 14) Unauthorized use of CCH property, telephones or technology for personal use.
- 15) Engaging in any conduct damaging CCH's business.

The above policy does not alter CCH's right to terminate the "at will" employment relationship at any time with or without notice, cause or reason.

SECTION 8 – EMPLOYEE CONDUCT

Corporate Compliance Policy Relating to Employee Counseling, Training, Discipline, Suspension and Termination

Notwithstanding CCH's at-will employment policy, progressive discipline is typically applied to violations where CCH determines termination is not warranted. CCH's response will vary depending on CCH's determination of the seriousness of the infraction.

Procedure

1. After documenting, reporting and investigating the incident, CCH typically determines whether the incident warrants immediate termination.
2. If termination is not warranted, CCHI typically accesses the appropriateness of re-training, counseling, warning, disciplining and/or suspending the employee.
3. All decisions of this nature are typically made under the supervision and authority of the Executive Director and/or his/her designated representative.

SECTION 8 - EMPLOYEE CONDUCT

Antitrust Policy

Christ Centered Homes, Inc. has developed a comprehensive set of guidelines to address antitrust issues. Agreements between competitors to fix prices are illegal and can result in criminal penalties including jail terms, as well as civil sanctions including triple damages and attorneys' fees.

CCH will not tolerate antitrust violations and will take any and all appropriate action up to and including discharge of those employees found to be violating the antitrust compliance program.

If you are present during any meetings or conversations with competitors that involve discussions regarding the pricing of our services, you must inform the Executive Director immediately.

SECTION 8 - EMPLOYEE CONDUCT

Personal Appearance, Demeanor and Dress Code

Personal Appearance and Demeanor

These guidelines are not intended to conflict with an employee's sincerely held religious beliefs.

Employees are expected to maintain high standards of neatness, cleanliness and personal hygiene. All employees should arrive for work in modest, neat and clean clothing appropriate for the work at hand. If required, employee uniforms, name tags and identification badges must be worn. All employees should be constantly aware they are a reflection of the organization at all times. Work attire may vary based on job category.

In order to maintain a corporate wide focus on consumer empowerment and achievement, not on extremes in individual dress, employees are expected to dress in a manner that does not create a distraction in a positive working environment. Consideration and respect for others by using good taste and cleanliness in personal grooming is expected by all. These standards of dress should support the purpose of enrichment while promoting a safe, orderly and professional environment.

Facility managers will monitor staff dress throughout each shift. Counseling action will be provided for those staff that are improperly dressed or fail to comply with the dress code. Employees will not be compensated for any work time missed because of failure to comply with this policy.

This policy applies at all times employees are on CCH property or engaged in CCH business.

DRESS GUIDELINES:

No apparel, accessory (i.e. jewelry) or any mode of appearance may display, advertise or denote any of the following:

- Gang affiliation or gang signs/symbols
- Alcohol or tobacco products
- Profanity or vulgarity
- Drugs and/or drug paraphernalia related themes
- Sexual themes or symbols
- Racist overtones/hate themes or symbols
- Themes of death or destruction
- Violent, aggressive or combative themes
- Similar suggestive or offensive sayings or graphics

DRESS STANDARDS:

- Soled shoes must be worn- no flip flops or slippers.
- No hats, knit caps, bandanas (unless required for medical or religious purposes).
- No clothing revealing the midriff or lower back; no bare skin shows.
- No clothing with substantial holes or jagged/frayed ends.
- Pants, shorts, skirts must be appropriately sized and worn at the waistline. No sagging waistlines or bottoms will be tolerated.
- Shorts, skirts and dresses (including any slit) must be of a professional/modest length while standing or sitting and should be no more than three inches above the knee.
- Shirts, blouses, and sweaters may not have low-cut necklines, and/or backs. Spaghetti straps are not allowed.

- Appropriate undergarments (e.g. brassieres) should always be worn.

GROOMING STANDARDS:

- Hair should be clean, combed, and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
- Sideburns, moustaches, and beards should be neatly trimmed
- Make-up should be modestly applied.

These standards of dress and grooming do not prohibit the Executive Director from allowing special celebrations or events involving variations in dress and grooming.

SECTION 8 - EMPLOYEE CONDUCT

Non-Smoking Facility

Michigan law prohibits smoking in the workplace and subjects violators to civil fines. In a sincere effort to comply with the law, protect the safety and health of our employees, and to assure the preservation of buildings, machinery, equipment and inventories of goods and materials, CCH applies a general no smoking policy throughout its workplace. In accordance with this policy:

- Smoking is not permitted inside any CCH facility at any time.
- Smoking is not permitted on CCH property (including parking lots) at any time.
- Smoking is not permitted on adjacent neighboring property.

Please be respectful of our neighbors and their property. If you learn of any violation of this policy by any employee, customer, vendor or other person, you should immediately notify management. Retaliation against any employee or applicant exercising his/her rights under the no smoking law is prohibited.

Violation of this policy may subject the individual to disciplinary action, up to and including discharge.

SECTION 8 - EMPLOYEE CONDUCT

Crisis Intervention Policy

Christ Centered Homes, Inc. recognizes that the level of violence in society as a whole, and thus in the workplace, is escalating. CCH is concerned about the safety, health and welfare of our employees and has adopted this policy to minimize the risk of violence in the workplace.

Employees are specifically prohibited from carrying a concealed firearm or any other weapon while at the workplace or any time during the course of employment. Employees who violate this policy are subject to discipline, up to and including termination from employment.

Employees who notice that a co-worker is seriously or chronically angry, upset, moody or depressed are to inform their manager or the Human Resources Department of the situation immediately. Indications of a problem could be concentration problems, confusion, decreased productivity, poor hygiene, inappropriate emotional reactions, a fascination with firearms, withdrawal from social interaction, and unusual or changed behavior.

Employees who are threatened or disturbed by the actions or communications of a co-worker or recipient should report the incident to their manager or to the Human Resources Department immediately. CCH will take all reports seriously and will immediately take appropriate steps to stop the incidents and prevent a recurrence. Law enforcement officers may be notified.

If a friend or relative of an employee enters or attempts to enter CCH premises under the suspicion of threat to the employee or other persons, the employee may be removed from the schedule until the potential or actual risk to the employee or others is eliminated.

The confidentiality of all of those involved in the above-described situations will be maintained to the greatest extent possible. Reports of potential problems will be dealt with effectively, calmly, and professionally, and the paramount concern will be protecting the health and well-being of all of our employees.

Should a crisis occur, employees should immediately contact their manager, the Human Resources Department, or the Quality Improvement Monitor. If appropriate, the building may be evacuated and law enforcement or emergency personnel contacted.

SECTION 8 - EMPLOYEE CONDUCT

Conflicts of Interest and Acceptance of Gifts and Loans

Conflicts Of Interest

It is the responsibility of every employee to avoid conflicts of interest in dealing with recipients, vendors and suppliers. A conflict of interest is defined as an employee having a personal direct or indirect financial interest in any transaction for which an employee has responsibility. Any employee who thinks that he or she faces a potential conflict or the appearance of a conflict should immediately inform the Executive Director in writing.

Acceptance of Gifts and Loans

Employees are strictly prohibited from accepting gifts of any kind from recipients for whom CCH provides care, family members, friends of recipients, or from individuals or organizations with which there is a direct business relationship. It must be made clear that compensation (of any type) for services rendered to the recipient is limited strictly to the financial agreement established in the Recipient Care Agreement. Similarly, it must be made clear that CCH business decisions are made entirely on the basis of merit. If employees receive a gift or are asked to accept a gift, they must report it immediately.

Employees are not permitted to borrow money from recipients, family members of recipients, friends of recipients or co-workers under any circumstances.

Employees are not to commingle, borrow or pledge funds of a recipient. Michigan law makes it a misdemeanor, with the possibility of a two-year imprisonment, a \$25,000 fine or both if convicted.

SECTION 8 - EMPLOYEE CONDUCT

Attendance Policy

Christ Centered Homes cannot compromise the necessary ratio of staff to consumers. It is imperative that staff be present in the facility, not take unauthorized outings or trips, and not leave the house understaffed. Consumers must continually be attended to. At no time is a consumer to be left unsupervised in a bath tub or shower, at the dinner table, or while outside. One-on-one staff is never to leave the assigned consumer unattended.

To accomplish this, staff may be required to be on-call for unanticipated absences. If a coverage issue arises, these individuals will be called to the home. Individuals on call at sister homes may also be called.

SECTION 8 - EMPLOYEE CONDUCT

Staff Attendance/Inclement Weather

Neither CCH nor any of its programs closes for inclement weather.

PROCEDURE

- I. Staff assigned to work are expected to report to work during inclement weather. Only where there is an extreme safety threat may staff utilize vacation or personal leave for any hours, they were unable to report to work due to severe weather.
 - a) Tornado Watch - Staff report to work as scheduled.
 - b) Tornado Warning - Staff must report to work immediately after warning has been lifted.
- II. Staff unable to report to work shall notify their supervisor as close to the beginning of the work day as possible and indicate the reason for not working, the leave time they expect to use, and when they expect to arrive.
- III. When programs are closed to consumers due to lack of transportation, staff shall report and may be assigned other duties.

SECTION 8 - EMPLOYEE CONDUCT

No Solicitation/No Distribution Policy

In the interest of efficiency and for the protection of the workplace, CCH prohibits the solicitation or distribution of materials by an employee or non-employee during the working time of the soliciting employee or the working time of the employee being solicited.

SECTION 8 – EMPLOYEE CONDUCT

Religion

CCH does not intend to restrict the religious beliefs and/or practices of its employees, but we must safeguard the different religious affiliations of the consumers we serve by prohibiting the distribution of religious materials by staff in CCH's premises. Staff shall not impose their particular religious beliefs in CCH's service areas/homes.

SECTION 8 - EMPLOYEE CONDUCT

Employment of Relatives & Personal Relationships Among Co-Workers

Employment of relatives is permitted by Christ Centered Homes, Inc. as long as qualifications for the position are met and, in the opinion of CCH, employing the relative will not create an actual or perceived conflict of interest. Employees will not be permitted to work in positions where relatives will influence, or be influenced by, decisions affecting work assignments, responsibilities, salary, promotion or other career matters. Managers who seek to hire, transfer or promote their own relatives must obtain prior written approval from the Executive Director.

Relative Defined

Relatives include a spouse, parent, parent-in-law, child, grandparent, grandchild, sister/brother, sister-/brother-in law, aunt/uncle, niece/nephews, and any individual with whom as employee has a personal relationship.

Personal Relationships

Personal relationships may create an actual or perceived conflict of interest, and/or create the risk of sexual harassment/hostile work environment related claims. Thus, managers may not hire, promote or directly supervise any person with whom they have a personal relationship, nor may they engage in any personal relationships with their subordinates.

Personal Relationship Defined

A personal relationship includes, but is not limited to, the following activities: dating, sharing the same household or other activities that may give rise to an inherent subjectivity or conflict of interest.

Notice

An employee must notify CCH if his or her relationship to another employee changes to fit the definition of “relative” above. If a personal relationship develops between a manager and subordinate, both employees are required to inform the appropriate manager.

Employer Discretion

CCH reserves the right to use its sole discretion in hiring, assigning and transferring relatives in a manner calculated to eliminate potential conflicts of interest or other employment complaints. To do this, CCH may take any action it deems appropriate to eliminate the conflict/potential conflict.

SECTION 8 – EMPLOYEE CONDUCT

Driving on Employer Business

This policy applies when employees are driving on Christ Centered Homes, Inc. business, whether the driving is in a CCH employer-owned or leased vehicle, a temporary rental vehicle, the employee's own vehicle or any other vehicle.

Safety Laws and Regulations

Employees must obey all safety laws and regulations of any city or state in which they operate. Safety belts must be used.

Motor Vehicle Reports

Employees who drive on employer time for any reason may be required to consent to allowing CCH to obtain and review a copy of the employee's motor vehicle record.

To the extent any adverse action is contemplated against an employee because of his or her driving record, they will be provided with a copy of their consumer rights and a copy of the motor vehicle report. CCH's insurer may also review employee driving records for acceptability.

Insurance Requirements

Employees who drive in the scope of employment are required to maintain a personal automobile policy with a minimum combined single limit of \$500,000 for bodily injury or property damage. The policy shall also include any other coverage required by the state law, include but not limited to No-Fault coverage. The employee shall furnish evidence of this insurance to CCH from time to time as requested by the Human Resources Department.

Accident/Incident Reporting

Employees must immediately report any motor vehicle incident or accident occurring while engaged in CCH business.

Cell Phone Use While Driving/Distracted Driving

Employees whose job responsibilities include driving are prohibited from cell phone use while driving on CCH business. Drivers must comply with all federal, state, and local laws and regulations regarding the use of mobile technology devices including cell phones.

SECTION 8 – EMPLOYEE CONDUCT

Driving on Employer Business

Unacceptable Drivers

An unacceptable driver is an individual who will not be permitted to drive on Christ Centered Homes, Inc. time for any reason. Such drivers are those who:

- Do not have a valid Michigan driver's license.
- Have a driver's license that is suspended by the Secretary of State or a court of law.
- Have incurred three (3) moving violations within the past year.
- Have had three (3) at-fault accidents in the past three (3) years.
- Have an accumulation of nine (9) or more points in the previous two (2) years.
- Have had one or more of the following driving convictions in the past three (3) years:
 - 1) Driving while license suspended (DWLS).
 - 2) Any alcohol-related conviction or plea (including driving under the influence of alcohol, driving while impaired, unlawful blood alcohol content, or open intoxicants in the motor vehicle).
 - 3) Reckless or careless driving.
 - 4) Hit and run.
 - 5) Vehicular manslaughter conviction.
 - 6) Auto theft.
 - 7) Drugs or narcotics.
 - 8) Speed contest or exhibition of speed.
 - 9) Attempting to elude police officer.
 - 10) Failure to stop/report accident.
- Are unable or unwilling to comply with CCH driving policies.

It is the responsibility of the employee to immediately report any incident that makes him or her ineligible to drive on employer time.

If the employee does not meet the above standards, he or she will be immediately prohibited from any driving on CCH time.

SECTION 8 - EMPLOYEE CONDUCT

Confidentiality of Recipient Information

Each recipient/consumer has a right to confidentiality. In accepting employment at CCH, employees are placed in a position of trust in regard to any and all information regarding the recipients. Employees must constantly be aware of the confidential nature of all information regarding the recipients.

Information concerning recipients is not to be discussed outside the workplace. Information concerning recipients should not be released, whether written, orally or over the phone, to any individual or agency without the approval of CCH.

If anyone contacts you about a resident for which this section may be applicable, immediately advise the Executive Director and direct the person to the Executive Director.

All employees must sign the Agreement Concerning Confidentiality of Information Form as a condition of employment.

All reports, records and data about the testing, care, treatment, reporting and research associated with a recipient/consumer record is confidential. This includes information related to serious communicable diseases, HIV infection, Acquired Immunodeficiency Syndromes, or Acquired Immunodeficiency Syndrome-related complex. Any employee who releases information in any form about a recipient pertaining to the recipient's HIV status, may be guilty of a misdemeanor, punishable by imprisonment for not more than one year or a fine of not more than \$5,000 or both, and is liable in a civil action for actual damages or \$1,000, whichever is greater, and costs and reasonable attorney fees. If anyone contacts an employee about a recipient for which this section may be applicable, immediately advise the Executive Director and direct the person to the Executive Director. Any release of information in any form about a recipient must meet the following guidelines:

- Obtain authorization by the person served and/or his or her legal representative,
- The specific information identified is limited before provision,
- A time limitation is specified,
- Adheres to the guidelines of funders, referral sources and applicable laws.

SECTION 8 - EMPLOYEE CONDUCT

Misappropriation of Funds

During employment at CCH, an employee may be entrusted with consumer funds or property, including, but not limited to, corporate monies (petty cash, purchase orders, activity funds, etc.), food stamps, phone or calling cards, and gasoline accounts.

Any misappropriation or unauthorized possession of consumer or CCH funds or property may result in immediate termination of employment.

SECTION 8 - EMPLOYEE CONDUCT

Sleeping on Duty

CCH strictly prohibits sleeping on duty unless authorized or permitted in the individual's plan of service (IPOS). Any incident of prohibited sleeping on duty will be reported to Recipient Rights. Prohibited sleeping on duty may result in immediate termination of employment.

SECTION 8 - EMPLOYEE CONDUCT

Telephones

Employees are to use CCH's telephone for business purposes only. Except in cases of extreme personal emergency, personal calls are not to be received or made during working hours.

Employees are prohibited from carrying personal cellular phones, pagers or other electronic devices for the purposes of receiving or initiating personal phone calls or digital communications while on duty.

SECTION 8 - EMPLOYEE CONDUCT

Visitors

No visitors other than family, guardians or friends of recipients and government officials are allowed in the facility/assisted living community without permission from CCH. Authorized visitors are permitted only during normal waking hours unless otherwise approved by CCH. Visitors other than family, guardians or friends of recipient's or government officials must have prior authorization to visit. Staff shall maintain a log of visitors. This applies to former employees as well as strangers. It is the responsibility of each employee to refer unauthorized visitors to CCH.

Employees are prohibited from visiting the facility/assisted living community during off-duty hours unless CCH gives advance approval. Employees are permitted to pick up their paycheck on payday. Such visits must be brief and no services may be performed.

Employees are not allowed to have any family/visitors at the facility they are working for any reason. No visitors are allowed on the premises unless they are signed in on the visitor log and present to specifically visit one of the consumers.

SECTION 8 - EMPLOYEE CONDUCT

Confidentiality of Employer Information

Employees have access to a wide range of confidential CCH information. "Confidential Information" is information not generally known that the employee obtained solely as a result of his or her employment. It includes, but is not limited to, written records and lists as well as knowledge of recipients, CCH suppliers, methods of operation, policies, trade secrets, pricing, financial condition, including information related to profits, sales, net income and debt.

During employment, employees should only share or discuss confidential information with other employees on a need to know basis. It is not information which should be gossiped about or discussed with any other employees who do not have a need to be aware of that information. Employees should never discuss confidential information with anyone outside of CCH. Furthermore, employees should not directly or indirectly copy or remove from CCH premises any confidential information unless the employee has a business reason for doing so and has received prior managerial permission. When employment ends, employees must return to CCH all originals and all copies of any Confidential Information in their possession or control.

As a condition of employment employees must sign a confidentiality agreement. That agreement is a legally binding document in which employees acknowledge their obligation to maintain and protect confidential information.

If at any time employees have any questions concerning what is or is not confidential and what their duties are with regard to Confidential Information, they should not hesitate to ask their immediate manager.

SECTION 8 – EMPLOYEE CONDUCT

Media Release

CCH employees are prohibited from making statements or releasing any information to news reporters, newspapers, etc. When a contact seeking a CCH statement is made, the employee must:

1. Request the name and phone number of the media representative;
2. Inform the media representative that he/she will be contacted by the Executive Director/Administrator as soon as possible;
3. Notify the Executive Director/Administrator of the contact; and
4. Not release consumer or other staff names, address or phone numbers.

SECTION 8 – EMPLOYEE CONDUCT

Response to Legal Requests, Warrants and Subpoenas

Christ Centered Homes, Inc. cooperates with requests from law enforcement personnel, to the extent possible, while maintaining the integrity of the organization's confidentiality policy, personal information protection policy and protecting the rights of the persons served/supported.

1. If law enforcement personnel enter a CCH facility with a warrant or request to speak to a person supported, the Case Manager and Rights Officer will be contact immediately in order to assess the situation and assume responsibility and decision-making for the current situation.
2. Upon obtaining the Case Manager and/or Rights Officer's authorization, law enforcement personnel will be escorted to a private area. The Case Manager and/or Rights Officer will provide instruction and any form of advocacy necessary to assist the person supported in understanding the situation and retaining legal counsel as warranted.
3. If CCH and/or the responsible Community Mental Health Agency records or staff are subpoenaed, the Executive Director shall be notified immediately. Records may only be released with the knowledge and consent of the responsible Community Mental Health Agency and Executive Director.
4. The Executive Director and the Board of Directors will decide if hiring legal counsel is necessary on a case by case basis.

SECTION 8 - EMPLOYEE CONDUCT

Personal Property

CCH is not responsible for the destruction, loss, theft of employees' personal property.

Because of the impossibility of securing insurance coverage for personal valuables, CCH's employees are discouraged from having personal items at the organization's offices and homes/facilities. CCH shall not be responsible for the loss, theft or destruction of such items.

To minimize the possibility of loss or theft of personal property, staff are encouraged to not leave purses, cell phones, and other personal affects in the open and unattended in offices where they might be visible to passerby.

SECTION 8 - EMPLOYEE CONDUCT

Workplace Violence

CCH is committed to providing a safe, healthful workplace that is free from violence or threats of violence. This corporation does not tolerate behavior, whether direct or through the use of company facilities, property or resources that:

- Is violent;
- Threatens violence;
- Harasses or intimidates others;
- Interferes with an individual's legal rights of movement or expression; or,
- Disrupts the workplace.

Violent or threatening behavior can include: physical acts, oral or written statements, harassing email messages, harassing telephone calls, gestures and expressions or behaviors such as stalking, unauthorized entry and/or trespassing. Individuals who engage in violent behavior may be removed from the premises, and may be subject to dismissal or other disciplinary action, arrest and/or criminal prosecution. The goal of the policy is to reduce the probability that employees will engage in verbal threats or physical actions that create a security hazard for others in the workplace and ensure that any complaint of violence or threat of violence is taken seriously and is thoroughly and promptly investigated.

SECTION 9 - SOCIAL MEDIA

Social media is used by many CCH employees. CCH neither discourages nor endorses employee use of social media except when an employee's job duties include the use of social media. CCH's sole interest is to ensure that social media use does not adversely affect its business interests, ethical obligations or legal obligations.

This Policy applies to all forms of social media. Common social media sites at the time of the creation of this Policy include Facebook, Myspace, Twitter, and Linked-In. Other forms of social media include blogs, internet forums, webcasts, wikis, social news, YouTube and other forums for sharing pictures, videos or other informational content. This Policy is not limited to those sites or media and applies to both unnamed and future social media.

This Policy covers social media use in two different contexts: (1) on CCH time or using CCH resources; and (2) during employees' personal time if the social media use affects, implicates or relates in any way to CCH's legitimate interests. This Policy applies to the use of social media whether accessed by computer, cell phone or any other means.

Employee Responsibility. In all events employees are responsible for social media use. The most fundamental aspect is employee responsibility to comply with our rules against inappropriate conduct such as harassment, discrimination and use of confidential information when engaging in social media activity. Employees must follow these rules in social media communications, including communications with co-workers, CCH, customers, suppliers and even competitors.

Expect that everything written on a social media site creates a permanent record which can be traced back to its author one way or another. This creates the possibility of linking your personal postings to your work. Assume that your social media activity is visible to clients, customers, members of the community, co-workers, managers, suppliers and competitors.

Always remember that you are legally responsible for, and can be liable for, what you write. A sobering concept to consider is that what you think may be funny or clever today, may not be funny or clever to others and may not even be funny or clever to you months from now. But a permanent record will have been made.

Social Media Use in the Workplace.

Personal use of social media is not permitted during work time or at any time using CCH resources.

Social Media Use in General (Both in the Workplace and Outside the Workplace). Employee use of social media, whether at work or away from work, raises many of the same issues. Whenever and wherever employees use social media, they must follow these rules:

- (a) Comply with all CCH policies, including CCH policies on harassment, discrimination, consumer care and equal employment.
- (b) Do not do anything in violation of CCH policy to bring CCH into disrepute.
- (c) Do not engage in social media use that is improper, profane, obscene, illegal, defamatory or has the intent or effect of harassing, intimidating or threatening another person.
- (d) Do not use social media to publish links to libelous, defamatory or harassing content, even by way of example or illustration.

- (e) Do not discuss CCH business or client/customer business issues without prior written authorization of CCH.
- (f) Do not violate clients'/customers' confidentiality.
- (g) Do not publish information that is confidential or proprietary to CCH, its clients, customers, competitors or other entities doing business with or in any way related to CCH.
- (h) Do not use CCH's brand to endorse or promote any service, product, opinion, cause or political candidate without prior written consent of CCH.
- (i) Do not use CCH logos, copyrights, trademarks or other intellectual property without prior written consent of CCH.
- (j) Do not give professional recommendations, opinions or advice using social media without prior written authorization of CCH.
- (k) Read, understand and comply with the terms and conditions of social media sites. If the terms and conditions conflict with CCH policy, then do not use the social media site.
- (l) Do not use CCH e-mail addresses to register for, or otherwise participate in, social media.
- (m) Seek clarification from Human Resource Department when unsure whether specific social media use comports with this Policy.
- (n) Without prior written authorization of CCH, refrain from taking a public position on behalf of CCH on a legal or other policy issue which may affect CCH.
- (o) Do not discuss or recommend CCH services/products without written permission from CCH. In addition, do not discuss or recommend CCH services without first disclosing the employer/employee relationship and including a disclaimer that your opinions do not represent those of CCH.
- (p) Supervisors and members of management must not use social media to interact with non-supervisory and non-management employees.

No Right to Privacy. Social media use is never private, and employees should assume that all social media activity will be viewed by CCH, co-workers, clients, customers, community members, competitors and law enforcement. CCH has the right to access and monitor the social media activity of its employees. Employees should not have any expectation of and do not have any right of privacy in social media use encompassed by this Policy.

Cooperation in Investigations. Employees must cooperate in, and assist CCH regarding, any investigation of violation of this Policy or any other investigation where social media use is relevant to the matter being investigated.

Discipline. Violation of this Policy may result in discipline, as deemed necessary by CCH, up to and including termination of employment.

When Using Social Media on Behalf of CCH. Unless specifically asked, Employees may not use social media on behalf of CCH.

Any social media activity on behalf of CCH must not contain or link to pornographic or indecent content. CCH has the right to remove any content posted on its behalf. Employees must not use CCH's social media accounts to promote personal projects or personal interests. All social media activity done on behalf of CCH must be in the name of CCH alone. All materials published or used must respect the intellectual property rights of third parties.

Interpretation/Application. This Policy shall be interpreted in accordance with the law and shall not be applied to interfere with or violate employee rights under the National Labor Relations Act. During non-work time and in non-work areas, employees are not, therefore, prohibited by this policy from using non-CCH equipment to engage in protected activity such as:

- communicating with each other and third parties about terms and conditions of employment such as wages or working conditions;
- acting together for mutual aid or protection; or
- engaging in organizational activities.

SECTION 10 – EMPLOYER TECHNOLOGY, PROPERTY AND SEARCHES

Computers and Electronic Communications

CCH computer operating systems, software, equipment, accessories, computer files (removable electronic media, hard drive and network), telephone operating systems, telephone equipment, e-mail and other electronic communication devices are CCH's sole and exclusive property. In addition, all electronic files and messages transmitted or created on or using CCH's systems, including e-mail and voice mail messages, are CCH's property, whether composed, received or sent by the employee. CCH reserves the right to, at any time, search its property, including any and all systems covered under this policy.

Business Use

CCH's computer operating systems, software, equipment, accessories, computer files (both removable electronic media and hard drive), telephone operating systems, telephone equipment, e-mail and other electronic communications are to be used for business purposes, meaning that the use of such equipment and systems must be job-related. Employees are prohibited from using CCH computer operating systems, software, equipment, accessories, computer files (both removable electronic media and hard drive), telephone operating systems, telephone equipment, e-mail and other electronic communications for any non-business use except for reasonable personal use that does not interfere with productivity or diminish/negatively impact the services CCH provides. Under no circumstances should software or other copyrighted materials be copied without proper authorization.

Personal Cell Phones and Electronic Devices

Generally, phone calls and texting should be kept to a minimum during work hours. Cell phones shall be turned off or set to silent or vibrate mode during meetings, conferences and in other locations where incoming calls may disrupt normal workflow. If use of a personal cell phone causes disruption, loss in productivity, or causes any issue related to consumer care, the employee may be subject to disciplinary action up to and including termination of employment depending on the degree of violation of this policy.

Use of E-mail, Voice Mail and Internet

- 1) The communication of trade secrets and/or proprietary confidential information via voice mail or e-mail is prohibited. Employees are reminded that they must treat this information at all times in a secure manner and must not deviate from that obligation by communicating it via e-mail or voice mail.
- 2) Employees should have no expectation of privacy in e-mail or voice mail communications, whether to managers, co-workers, or others. Even if e-mail is deleted from the employee's screens, it is not deleted from the system, and even if employees have private code words for e-mail access, their e-mail is not private, since their messages still can be accessed. CCH may intercept and review any messages transmitted on its systems. Private code words for access to e-mail on CCH's systems must be provided to CCH.
- 3) E-mail messages are the equivalent of business memorandums and should therefore be used cautiously with words and messages prudently selected. An employee should not commit to e-mail what he or she would not readily commit to a business memo. The policy also includes e-mail retention and deletion policies that include archiving e-mails or purging them at stated intervals.

- 4) Employees are reminded that e-mail or voice mail may not be used to defame individuals or to convey messages or images that would violate CCH policy strictly prohibiting discrimination, and harassment or other unlawful conduct of any kind, including sexual harassment.
- 5) The solicitation of employees or distribution of business information not related to CCH business is prohibited.
- 6) Misuse of e-mail or voice mail in violation of this policy may result in disciplinary action, up to and including discharge from employment.
- 7) All e-mail and voice mail communications are CCH property. CCH reserves the right to access and/or monitor such communications at its sole discretion. This includes personal e-mail accounts accessed via CCH owned property. If you wish to protect your privacy, do not access personal e-mail accounts via CCH property.
- 8) E-mail and voice mail may not be used for personal purposes or gain but is to be employed as a business information tool for CCH.
- 9) CCH reserves the discretion to determine what constitutes permissible use of e-mail in the event of a dispute.

Internet Usage

Internet access through CCH is a privilege and carries responsibilities reflecting responsible and ethical use. Limited personal use of the Internet may be permitted by the employee's manager. However, the employee is reminded that any personal use of the Internet is expected to be on the user's own time and is not to interfere with the person's job responsibilities. In addition, any usage of social media shall be governed by the provisions regarding that topic in this Handbook.

At any time and without prior notice CCH may monitor, intercept and/or examine e-mail, personal file directories, Internet history and other information stored on CCH owned computers and other systems. This examination helps to ensure compliance with internal policies supports the performance of internal investigations and assists the management of information systems.

Some examples of inappropriate behavior include:

- Illegally downloading electronic files, including those that may be copyrighted;
- Downloading, transmission and/or possession of pornographic, profane or sexually explicit materials;
- Sending threatening messages/files;
- Sending racial, ethnic, religious, sexually harassing or offensive messages/files;
- Sending chain letters through e-mail;
- Attempting to access any computer system without proper authorization;
- Sending or posting proprietary or employer confidential information;
- Using CCH time or resources for personal gain.
- Excessive usage.

Violation may result in limits on, modification to or revocation of privileges. Discipline, up to and including termination of employment, may also occur.

Employer Provided Electronic Devices

CCH provided devices should be used for business purposes only. The electronic devices, all rights to licensed software and any data entered on the electronic devices is the property of CCH. Such data may be confidential or trade secret to CCH, or relate to CCH recipients, and employees must treat such data as confidential and not transfer or disclose confidential information without prior CCH approval.

Electronic devices may be loaded with software provided to CCH by software developers under various licensing agreements. Each software licensing agreement prohibits the unauthorized transfer, duplication or copying of the software. The use of the software is restricted to the specific electronic device that is assigned to the employee. Employee agrees to use the software in accordance with the licensing agreement and will not copy any software for use on any other electronic device.

Additional software program installation on CCH electronic devices shall only be conducted by or under the supervision of CCH management designated for this purpose.

Employees are expected to treat CCH electronic devices with care. Damage, loss or theft of the electronic devices will be handled on a case-by-case basis. Employee may be held responsible for repair or replacement of electronic devices damaged, lost or stolen, if in CCH's reasonable judgment the employee has not exercised proper care or has intentionally caused damage.

Employees must return all assigned electronic devices upon CCH's request and immediately upon termination of employment with CCH.

Electronic devices are assigned to employees for employment purposes only. Because the electronic devices may have confidential information stored on them, electronic devices shall be used only by the employee or by other CCH employees.

Connecting to Employer Electronic Resources

When using a personal PC, laptop or other device to connect to CCH's electronic resources, employees must verify that:

- 1) Virus software is installed on the device and all updates are current; and
- 2) The operating system, security patches and updates, as released by the manufacturer, are also current.

This is required when using your personal equipment on Christ Centered Homes, Inc.'s premises or any other location.

Using or Accessing Employer Confidential Information Outside the Office

As is true of most companies today, the data stored CCH computers are among our most valuable assets. If that data is lost or stolen, it can have an adverse effect on all of us. CCH confidential information must not be accessed from a public computer, private computer or other electronic device not owned by CCH or the employee. Employees must follow all CCH security requirements, which includes keeping the computer or other electronic device utilized to access confidential information up to date with current anti-virus software and patches and following CCH protocols for secure remote access to CCH information systems.

Employees must not allow computers or other electronic device to be used in ways that could compromise the security and confidentiality of the computers, devices, and the information stored therein, or CCH information systems.

While working in remote or off-site locations, confidential information should not be printed or photocopied unless absolutely necessary. Confidential information taken from CCH to an offsite location must be returned to CCH on the next scheduled work day. CCH owned media containing confidential information that is no longer needed must be returned to CCH and “scrubbed” or disposed of appropriately. This includes but is not limited to, printed information, faxes, hard drives, diskettes, CDs and thumb drives. Media owned by the employee and used to access confidential information must be “scrubbed” and otherwise disposed of according to CCH’s standards.

Non-employees, except as otherwise authorized by CCH must not be permitted access to employer computers or confidential information in any circumstance. Employees must never leave open laptops, keyboards, mice or other input devices where non-employees could access it without the knowledge of employees.

Notice of Violations

Employees who observe violations of these policies must immediately notify their manager or the Human Resources Department.

Policy Changes

CCH reserves the right to modify or change the policies set forth above to comply with applicable law, to meet changing circumstances or for any other reason.

SECTION 10 – EMPLOYER TECHNOLOGY, PROPERTY AND SEARCHES

Employer Property, Property Destruction and Searches Policy

Desks, file cabinets, offices and all other areas within CCH's premises are the property of CCH and must be maintained according to its rules and policies. CCH property provided to employees must be maintained and used only for proper work-related purposes and used in an appropriate manner. Any employee that destroys or damages CCH property, furniture or equipment is subject to discipline, up to and including be responsible for repair and/or replacement of the same.

CCH reserves the right to search and inspect all employer property at any time for any reason, including to ensure compliance with its rules and regulations. CCH further reserves the right to inspect all property or items stored on employer property. This includes the right to inspect all containers and packages entering or leaving CCH's premises such as boxes, bags, lunch buckets, brief cases, etc.

CCH reserves the right to make any investigation or search without notice to the employee and in the employee's absence. CCH will take those actions necessary to ensure its legitimate business needs.

Prior authorization must be obtained before any CCH property may be removed from its premises.

SECTION 11 – PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Classifications of Employment

For purposes of salary administration and eligibility for overtime compensation, CCH classifies its employees as follows:

- Full-Time Employees: Employees designated as “full-time” by CCH who typically work its normal, full-time work week of at least thirty-six (36) hours on a regular basis. Working thirty- six (36) or more hours during a work week does not result in full-time status. The employee must be designated as full-time by CCH. Such employees may be “exempt” or “nonexempt” for overtime purposes, as defined below.
- Part-Time Employees: Employees designated as “part-time” by CCH who typically work fewer than thirty-five (35) hours per week on a regular basis. Even if additional hours are worked, part-time status does not change unless CCH changes the designation. Such employees may be “exempt” or “nonexempt” for overtime purposes, as defined below. Part-time employees are not eligible for fringe benefits except, as required by law, or as specifically described in the Benefits section of this Handbook.
- Temporary Employees: Employees CCH designates as “temporary” who are typically engaged to work full-time or part-time on a project or for a specified period of time with the understanding that their employment will be terminated no later than upon completion of a specific assignment or time period. (Note that a temporary employee may be offered and may accept a new temporary assignment with Christ Centered Homes, Inc. and thus still retain temporary status.) Such employees may be “exempt” or “nonexempt” for overtime purposes as defined below. Unless CCH modifies its designation, temporary status does not change, even if employment continues after project completion. Temporary employees are not eligible to receive benefits. (Note that employees from temporary employment agencies for specific assignments are employees of the respective agency and not of Christ Centered Homes, Inc.)
- Nonexempt Employees: Hourly employees who are required by law to be paid overtime at the rate of time and one half their regular rate of pay for all hours worked beyond forty (40) hours in a work week. Subject to the minimum wage and overtime provisions of the Fair Labor Standards Act.
- Exempt Employees: Salaried employees who are not required by law to be paid overtime for work performed beyond forty (40) hours in a work week.

You will typically be informed of your initial employment classification designation and of your status as an exempt or nonexempt employee during orientation. If you change positions during your employment as a result of a promotion, transfer or otherwise, the Human Resources Department will typically inform you of any change in your designation or exemption status.

Please direct any questions regarding your employment classification or exempt status to the Human Resources Department.

CCH policy requires FLSA compliance. If you believe there has been an error in your pay, notify the Human Resources Department immediately, your issue will be investigated and any error will be corrected. Retaliation for bringing such issues to CCH’s attention is strictly forbidden.

SECTION 11 – PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Secondary Employment and Other Employment/Entrepreneurial Activity

CCH shall be considered the primary place of employment for all employees. Secondary employment must be pre-approved by the Executive Director and/or designated representative. This policy is to insure no conflict of interest, negative impact on the image of or the employee's ability to give 100% to their duties and responsibilities to Christ Centered Homes.

Other Employment/Personal Entrepreneurial Activity

Employees are not permitted to perform any services or have any interest or involvement, either directly or indirectly, in any other business which resembles or competes with that of CCH. If an employee violates this policy, he/she will be terminated. Any other employment must not interfere with the employee's ability to perform the work expected by CCH.

With regard to personal entrepreneurial activity (such as Amway, Avon, Tupperware, etc.) unrelated to CCH business, employees are prohibited from conducting personal business on employer time. Employees may not use CCH's computers, telephones, mailing systems, or any other materials or technology in connection with personal entrepreneurial activity. Employees may not request and/or accept delivery of any mail or package at CCH premises in connection with personal entrepreneurial activity.

PROCEDURE

Employees must obtain written permission from the Executive Director and/or designated representative before accepting outside employment. Discovery of outside employment without approval is subject to discipline, up to and including termination of employment.

Employees permitted to engage in supplemental employment must not:

1. Schedule outside employment during their regular CCH working hours.
2. Use the name of CCH or any CCH program as an appellation or credential in advertising or soliciting.
3. Use CCH's supplies, facilities, staff, or equipment in conjunction with secondary employment.

SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Personnel Record File

Personnel Record

For the purpose of maintaining complete and accurate personnel records, employees are required to report any changes in their personal status to CCH. The information needed is as follows:

- Change of address or telephone number;
- Any change affecting employee's tax withholding status;
- Legal change of name;
- Change of person(s) designated to call in case of emergency;
- Change that would affect an employee's insurance benefits.

SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Social Security Number Privacy Policy

Purpose

This Privacy Policy sets forth the Company policies and procedures regarding how Social Security numbers are obtained, stored, transferred, used, disclosed and disposed in compliance with Michigan's Social Security Number Privacy Act.

Policy

The Company policy is to protect the confidentiality of Social Security numbers obtained in the ordinary course of company business from Associates, vendors, contractors, customers or others. No person shall knowingly obtain, store, transfer, use, disclose, or dispose of a Social Security number that the Company obtains or possesses except in accordance with the Act and this Privacy Policy.

Procedure

1. **Obtaining Social Security Numbers.** Social Security numbers should be collected only when required by federal and state law or as otherwise permitted by federal and state law for legitimate reasons consistent with this Privacy Policy. Legitimate reasons include, but are not limited to:
 - a. Applicants may be required to provide a Social Security number for purposes of a pre-employment background check.
 - b. Copies of Social Security cards may be obtained for purposes of verifying Associate eligibility for employment.
 - c. Social Security numbers may be obtained from Associates for tax reporting purposes, for new hire reporting or for purposes of enrollment in employee benefit plans.
 - d. Social Security numbers may be obtained from creditors or vendors for tax reporting purposes0000
2. **Public Display.** No more than four sequential digits of a Social Security number shall be placed on identification cards, badges, time cards, bulletin boards, permits, licenses or any other materials or documents designed for public display. Documents, materials or computer screens that display more than four sequential digits of a Social Security number shall be kept out of public view at all times.
3. **Account Numbers.** No more than four sequential digits of a Social Security number shall be used as a primary account number for an individual.
4. **Computer Transmission.** No more than four sequential digits of a Social Security number shall be used or transmitted on the Internet or on a computer system or network unless the connection is secure or the transmission is encrypted.
5. **Mailed Documents.** Documents containing more than four sequential digits of a Social Security number shall only be sent in cases where state or federal law, rule, regulation, or court order or rule authorizes, permits or requires that a Social Security number appear in the document. Documents containing more than four sequential digits of a Social Security number that are sent

through the mail shall not reveal the number through the envelope window or otherwise be visible from outside the envelope or package.

6. **Storage.** All documents containing more than four Social Security numbers shall be stored in a physically secure manner. No more than four Social Security numbers shall be stored on computers or other electronic devices that are not secured against unauthorized access.
7. **Access to Social Security Numbers.** Only personnel who have legitimate business reasons to know will have access to records containing more than four Social Security numbers. Personnel using records containing more than four Social Security numbers must take appropriate steps to secure such records when not in immediate use.
8. **Disposal.** Documents containing more than four Social Security numbers will be retained in accordance with the requirements of state and federal laws. When documents containing more than four Social Security numbers are disposed of, disposal shall be accomplished in a manner that protects the confidentiality of the Social Security numbers (e.g., shredding).

Unauthorized Use or Disclosure of Social Security Numbers. The Company shall take reasonable measures to enforce this Privacy Policy and to correct and prevent the reoccurrence of any known violations. Any Associate, who knowingly obtains, uses or discloses more than four Social Security numbers for unlawful purposes or contrary to the requirements of this privacy policy shall be subject to discipline up to and including discharge.

SECTION 11- PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Payroll Procedures

Paychecks are currently issued on a bi-weekly basis. All required deductions for Federal and State income taxes based on the employee's Forms W-4 and MI-W4, Social Security and Medicare will be withheld automatically from your paycheck.

Please review your paystub for errors. If you find a mistake, report it to the Human Resources Department immediately. The Human Resources Department will investigate and correct any error found. Retaliation for bringing such issues to CCH's attention is strictly prohibited.

Overtime Pay Procedures

Nonexempt employees (see the classifications of employment policy section for the definition of "nonexempt employee") will receive compensation for approved overtime work as follows:

- 1) Straight time (i.e., your regular hourly rate of pay) for all hours worked up to forty (40) hours in any given workweek.
- 2) One and one-half times your regular hourly rate of pay for all hours worked beyond the forty (40) hours in any given workweek.

Hours worked for purposes of calculating overtime does not include any time not actually worked, including All Purpose Leave days, Bereavement days, Holidays or days serving jury duty.

Your manager will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible.

At the end of each payroll reporting period, you will receive overtime pay for all completed work weeks. For purposes of calculating overtime, CCH's work week is currently defined as a seven-day period starting with Sunday at 12:01 a.m. and ending with Saturday at midnight.

All overtime must be approved in advance. Failure to obtain approval prior to working overtime may result in discipline, up to and including discharge from employment.

Recording Work Hours

Christ Centered Homes, Inc. requires compliance with applicable laws regarding the recording of hours worked. To ensure that accurate records are kept of the hours you actually work (including overtime hours where applicable), personal time you have taken, and that you are paid in a timely manner, you are required to record your time worked and your absences on CCH's official time record form and/or time clock. This form should be updated daily and turned in bi-weekly (or as otherwise required) according to CCH's payroll schedule. After reviewing the form and/or time clock records and resolving any discrepancies, your manager will sign the form and forward it for processing.

The time record form and/or time clock records must accurately reflect all hours worked, including overtime. This report must also specifically note all-purpose leave, late arrivals, early departures and all other unpaid or paid absences. Any misrepresentations or false statements made on this report may result in discipline, up to and including termination from employment.

Fair Labor Standards Act Policy

Improper deductions from salaries of exempt employees are not to be made. If you believe that an improper deduction has been made, immediately report this information to the Executive Director. Preferably, the report will be made in writing and immediately after the deduction has been made. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction that was made. Retaliation for bringing such issues to CCH's attention is strictly prohibited.

SECTION 11- PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Qualifications

Offers of employment will be extended to only those applicants that can demonstrate that they meet all of Christ Centered Homes, Inc.'s credentialing, employment requirements and qualifications. Applicants will be evaluated based on the position for which the applicant has applied. Christ Centered Homes, Inc. reserves the sole discretion to define the required qualifications for each category of staff positions. **An Administrator or Home Manager Shall Meet All of the Following Minimum Requirements:**

- 1) A high school diploma or general education diploma or equivalent.
- 2) At least 1 year of experience working with the recipient population identified in the home's program statement and admission policy.
- 3) Must be suitable to meet the physical, emotional, social and intellectual needs of each recipient.
- 4) Must be capable of appropriately handling emergency situations.
- 5) Must be capable of assuring program planning, development and implementation of services to recipients consistent with the home's program statement and in accordance with the recipient's assessment plan and care agreement.
- 6) Must be competent in all of the following areas:
 - a) Nutrition
 - b) First Aid
 - c) Cardiopulmonary resuscitation
 - d) Foster care
 - e) Safety and fire prevention
 - f) Financial and administrative management
 - g) Knowledge of the needs of the population being served
 - h) Recipient rights
 - i) Prevention and containment of communicable diseases
- 7) Must be in such physical and mental health so as not to negatively affect either the health of the recipient or the quality of his/her care.
- 8) **Administrators Only:** As a condition of continued employment, the Administrator must participate in and successfully complete on an annual basis 16 hours of training designated or approved by the Department of Human Services or complete six credit hours at an accredited college or university. Training or education under this section must relate to the home's admission policy and program statement.

Direct Support Professionals Shall Meet All of the Following Minimum Requirements:

- 1) Must be able to complete required reports and follow written and oral instructions that are related to the care and supervision of recipients.
- 2) Must be suitable to meet the physical, emotional, intellectual and social needs of each recipient.
- 3) Must be capable of handling emergency situations.
- 4) Before performing assigned tasks, must be competent in all of the following areas:
 - a) Reporting requirements
 - b) First Aid
 - c) Cardiopulmonary resuscitation
 - d) Personal care, supervision and protection
 - e) Recipient rights
 - f) Safety and fire prevention
 - g) Prevention and containment of communicable diseases
- 5) Must be in such physical and mental health so as not to negatively affect either the health of the recipient or the quality of his/her care.
- 6) Training Requirements:
 - a) Orientation
 - b) Recipient Rights
 - c) Toolbox
 - d) Medications and Buddy Training
 - e) CPR & First Aid
 - f) CPI (Crisis Prevention Institute)
 - g) Gentle Approach/Culture of Gentleness

SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Pay Schedule, Time Sheet/Record Form/Time Clock, Work Schedule

Pay Schedule

Christ Centered Homes' employees are expected to complete all assigned job responsibilities during their scheduled shift, be at their work area and ready to start work at the scheduled time, and remain in their work area while continuing to work until their scheduled quitting time.

Time Sheet/Time Record Form/Time Clock

The purpose of the time sheet and/or time clock is to insure an accurate record of all hours that you work. In order for you to received correct payments of wages, you are required to accurately document your time on your time sheet and/or punch in and out using the time clock, according to your schedule, and sign your time sheet and/or time clock record. Failure to do so may result in delay of payment of wages not reported.

An employee's signature on his or her time sheet and/or time records indicates that he or she has worked all of the scheduled time, including any approved overtime, and that all hours actually worked by the employee are represented on the time sheet and/or time clock record and schedule.

Work Schedule

The home manager will post a schedule of staff hours. With prior supervisory approval, employees may trade scheduled hours with other employees where such trading of time remains in the same pay period and does not create an overtime situation for either employee. If any employee is unable to keep his or her scheduled hours of employment, the Home Manager must be notified immediately.

**SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT,
PAYROLL AND QUALIFICATIONS***Social Security*

Social Security (F.I.C.A.) taxes are deducted from wages earned as required by federal law. This program protects the employee financially when he or she reaches retirement age and provides disability income for various categories of employed and dependent persons. Christ Centered Homes, Inc. matches the amount deducted from the employee's pay check for this program.

**SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT,
PAYROLL AND QUALIFICATIONS***Unemployment*

Unemployment compensation insurance is a State benefit program administered by the Michigan Unemployment Insurance Agency (UIA) that Christ Centered Homes, Inc. funds. Benefits are payable under specifically defined circumstances as administered by the UIA.

SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Promotions

As CCH continues to expand and grow, we will endeavor to hire the most qualified candidates and attempt to fill new job opportunities from among our own employees, provided, in our judgment, a fully qualified person is available.

For persons desiring consideration for a promotion, the areas to be evaluated include but are not limited to: skills, abilities, education, seniority, attendance, willingness to accept assignments, dependability, and quantity and quality of work accomplished.

SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Performance Evaluations

Christ Centered Homes does evaluation for all New Hires at their ninety (90) day mark. However, if a staff is not performing at the expected level of execution for the position this time can be extended. Christ Centered Homes performs annual performance evaluations every year between October 1st and December 31st for all staff. Such evaluations may be more frequent and may be conducted without notice at CCH's sole discretion.

SECTION 11 - PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL & QUALIFICATIONS

Education Information/Training and Staff Meetings

Education Information/Training

Employees must complete all training required by CCH or any state, federal or local agency. Training records are maintained in each employee's personnel file.

CCH also verifies required qualifications, which include obtaining school transcripts, references, and external training records.

Staff typically receive the following education, information, and training during the first week of employment and as scheduled thereafter. To maintain appropriate competency, reviews will be conducted at least annually and include recommendations, objective evaluations and outcome measures.

Recipient Rights Orientation including definitions of rights protected under the law, requirements for reporting, methods for reporting, prevention, detection, and intervention methods. Informational materials are maintained for employee reference which identify Recipient Rights staff and how they can be contacted.

Direct Care Staff Training (Group Home Training) taught by the Responsible Mental Health Agency and CCH. Attendance and successful completion of all modules/sessions is required for certification. Completion of group home training is required during the orientation period. Failure to complete group home training will result in extension of the orientation period. After three unsuccessful attempts, the employee will be deemed unqualified for employment at CCH and employment will be terminated.

Conduct - Employees must conduct themselves in a professional manner during all training sessions. Disruptions, loitering, inappropriate dress, etc., will not be tolerated. Any reports of unprofessional conduct during training will be investigated and the employee will be subject to immediate dismissal from training and employment.

Training Pay - Direct Care training (Group Home Training) is paid.

Staff Training required by the Department of Human Services (licensing) for facility licensure/certification includes:

- Resident Rights
- Infection Control
- CPR/First Aid
- Reporting Requirements
- Personal Care, Supervision, and Protection
- Behavior Management
- Safety, Fire Prevention and Evaluation
- DCH Licensing Rules

Regular and Special Staff Meetings/In-Service Training

Employees will be required to attend all regular and special staff meetings and special in-service training sessions held by CCH. Attendance is typically documented.

SECTION 11 – PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Travel, Meals and Entertainment

CCH only reimburses expenses when approved and supported by a written expense report explaining the business purpose or benefit. The following additional criteria must be met for travel and other expenses:

- 1) Authorized/approved *in advance*.
- 2) Reasonable and cost conscious.
- 3) Reported on the approved Check Request/Expense Request form with detail and supported by receipts.
- 4) Check Request/Expense detail must provide sufficient explanation to indicate the business nature of all expenditures.
- 5) All air travel is to be coach class, utilizing all available discounts to achieve the lowest cost fare available for the routes flown. Any first class travel requires the Executive Director's advance written authorization/approval. Air travel arrangements should be made sufficiently far in advance to obtain advanced purchase discount tickets can be obtained.
- 6) Meals are only reimbursable when out of town overnight travel is required. Personal expenses on hotel bills are not reimbursable (e.g., pay movies, personal telephone calls, etc.).
- 7) Expenses should be reported currently and on at least a monthly basis. Expense reports are to be filed monthly. The expense report for the prior calendar month is generally due in the accounting office by the 10th of the following month.

Documentation

Expenses should be documented by an original bill/receipt with all expense detail for hotel, car rental, airline tickets, car phone bills, etc. and an explanation of business purpose for the expense.

Failure to substantiate a bona fide business purpose for such expenditures or provide original documentation receipts could result in the reimbursement denial.

Substantiation

To substantiate the business purpose for meals, entertainment and other expenses, provide the following information:

- Date, place, city and description (e.g., lunch, dinner).
- Name(s), employer affiliations(s), title(s) of persons attending.
- Business purpose (business discussed).
- Amount spent (attach receipt).

Approval

Each expense request and/or report will be reviewed for reasonableness and must be approved by CCH for reimbursement.

SECTION 11 – PERSONNEL RECORDS, CLASSIFICATIONS OF EMPLOYMENT, PAYROLL AND QUALIFICATIONS

Mileage Payments

Employees should always attempt to use the assigned home vehicle when on CCH business. However, if an employee must use his/her own vehicle, CCH typically reimburses at the then-current IRS reimbursement rate for each mile traveled.

For reimbursement, the miles must be itemized on a separate mileage sheet as well as the purpose of the trip documented. Attach the mileage sheet to the time sheet or check request form for that pay period and submit to the operations office.

SECTION 13 – LEAVES OF ABSENCE

Daylight Savings Time

Employees working on midnight shifts where daylight savings time begins, or ends are paid for actual hours worked.

SECTION 13 – LEAVES OF ABSENCE

Absenteeism and Tardiness

CCH expects all employees to assume diligent responsibility for their attendance and promptness.

Should you be unable to work because of illness, you must notify your manager as soon as possible and in no event less than **two hours before your scheduled start time on each day of your absence** unless you are granted an authorized FMLA leave, in which case different notification procedures apply. (See the FMLA policy later in this Manual.) Failure to properly notify CCH results in an unexcused absence.

If you are absent for three or more consecutive workdays due to illness or injury, medical certification may be required before you will be permitted to return to work.

Absenteeism or tardiness that is unexcused and/or excessive in CCH's judgment will result in discipline, up to and including termination of employment. "No Call No Show" – failure to report to work or call in for three or more consecutive days – is typically considered job abandonment and results in termination of employment.

SECTION 13 – LEAVES OF ABSENCE

Paid Medical Leave

Eligibility

1. **Eligible Employees:** In general, employees who are eligible for the Paid Medical Leave benefit include employees who work, on average (25) or more hours per week during the immediately preceding calendar year. “Hours worked” does not include hours taken off from work by an eligible employee for leave of any kind. For existing employees, CCH will make the eligibility determination at the beginning of each calendar year. For new hires, CCH will make the eligibility determination based on the employee’s projected schedule.
2. **Excluded Employees:** The following categories of employees are excluded from the Paid Medical Leave benefit:
 - a. Employees who are exempt from the overtime requirements under the Fair Labor Standards Act (“FLSA”), for example, salaried employees.
 - b. An employee who worked, on average, fewer than 25 hours per week during the immediately preceding calendar year.
 - c. Any employee who works (25) weeks or fewer in a calendar year for a job scheduled for (25) weeks or fewer.
 - d. A variable hour employee as defined in 26 CFR 54.4980H-1.
 - e. An employee whose minimum hourly wage is determined under section 4b of the Improved Workforce Wage Opportunity Act. MCL 408.934b.

Benefit Year

1. **Paid Medical Leave Benefit Year:** The Benefit Year shall be the Calendar Year: January 1st to December 31st.

Commencement

1. **Start Date:** Paid Medical Leave as provided in this section shall begin to accrue on March 29, 2019, or upon the commencement of the employee’s employment, whichever is later.
2. **90-Day Period:** Newly hired employees may not use accrued Paid Medical Leave prior to the 90th day from the first day worked.

Accrual

1. **Accrual:** An eligible employee will accrue Paid Medical Leave at a rate of one (1) hour of Paid Medical Leave for every (35) hours worked per week.
2. **Accrual Limit:** Eligible employees are limited to accrual of no more than 1 hour of Paid Medical leave in a calendar week, and no more than 40 hours in a Benefit Year.

SECTION 13 – LEAVES OF ABSENCE

Paid Medical Leave

3. Carry Over Limit: An eligible employee may only carry up to 40 hours of unused accrued Paid Medical Leave from one benefit year to another.
4. Annual Use Limit: Eligible employees may not use more than 40 hours of Paid Medical Leave in a single benefit year.

Payment

1. Paid medical leave must be scheduled and used in no less than (1) hour increments. For example, an employee cannot take one-and-half hours of Paid Medical Leave. The employee must take either one or two hours.
2. An eligible employee using Paid Medical Leave will be paid at a pay rate equal to his or her normal hourly wage.
3. Paid Medical Leave hours are **not** considered hours worked for the purpose of calculating overtime or any other premium pay.
4. If an eligible employee separates from employment and is rehired, the eligible employee does not retain any unused Paid Medical Leave that the eligible employee previously accumulated while working for the employer.
5. Unused accrued Paid Medical Leave hours shall **not** be paid out at the end of the Benefit Year.
6. Unused accrued Paid Medical Leave hours shall **not** be paid out upon the separation of the employee's employment.

Paid Medical Leave usage

Paid Medical Leave is limited to the following purposes:

- a. The eligible employee's mental health or physical illness, or health condition; medical diagnosis, care, or treatment of the eligible employee's mental or physical illness, injury, or health condition; or preventative medical care for the eligible employee.
- b. The eligible employee's family member's mental or physical illness, or health condition; medical diagnosis, care, or treatment of the eligible employee's family member's mental or physical illness, injury, or health condition; or preventative medical care for a family member of the eligible employee.
- c. If the eligible employee or the eligible employee's family member is a victim of domestic violence or sexual assault, the medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to domestic violence or sexual assault; to obtain legal services; or to participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.

SECTION 13 – LEAVES OF ABSENCE

Paid Medical Leave

- d. For the closure of the eligible employee's primary workplace by order of a public official due to a public health emergency; for an eligible employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or if it has been determined by the health authorities having jurisdiction or by a health care provider that the eligible employee's or eligible employee's family member's presence in the community would jeopardize the health of others because of the eligible employee's or family member's exposure to a communicable disease, whether or not the eligible employee or family member has actually contracted the communicable disease.
- e. "Family Member" as used in this policy is defined as follows:
 - i. A biological, adopted or foster child, stepchild or legal ward, or a child to whom the eligible employee stands in loco parentis.
 - ii. A biological parent, foster parent, stepparent, or adoptive parent or a legal guardian of an eligible employee or an eligible employee's spouse or an individual who stood *in loco parentis* when the eligible employee was a minor child.
 - iii. An individual to whom the eligible employee is legally married under the laws of any state.
 - iv. A grandparent.
 - v. A grandchild.
 - vi. A biological, foster, or adopted sibling.

Notice Requirements

- a. An eligible employee shall, when requesting to use Paid Medical Leave, comply with all policies in CCH's Employee Handbook regarding time off approval and notification.
- b. The Paid Medical Leave Act does not prohibit an employer from disciplining or discharging an eligible employee for failing to comply with CCH's usual and customary notice, procedural, and documentation requirements for requesting leave.
- c. An employee returning to work from an illness or injury may be required to have a doctor's Return-To-Work-Notice due to CCH's requirements regarding fitness for duty.
- d. When the use of Paid Medical Leave time is foreseeable:
 - i. Employees with available Paid Medical Leave hours must request time off in writing as soon as the need to request the time off is known. The request must be submitted to CCH's administrative office.
 - ii. in the event of schedule conflicts between one or more employees seeking time off for the same period, which would result in the worksite being understaffed, CCH may approve or disapprove either request (at its sole discretion). CCH and the employee will identify an

SECTION 13 – LEAVES OF ABSENCE

Paid Medical Leave

- iii. alternative time for the employee to utilize the paid medical leave, consistent with this policy, as appropriate.
- e. Employees requesting payment for Paid Medical Leave time must complete the Paid Medical Leave time pay request form provided by CCH when requesting payment for each pay period employee is requesting payment.
- f. Any documentation requested by CCH to verify the use of Paid Medical Leave time must be submitted within three (3) days of CCH's request. If the employee fails to provide requested documentation within three (3) days, CCH may deny the use of Paid Medical Leave time in its discretion.
- g. An eligible employee who is using Paid Medical Leave because of domestic violence or sexual assault is required to provide documentation that the Paid Medical Leave has been used for that purpose. The following types of documentation are satisfactory for purposes of this subsection:
 - i. A police report indicating that the eligible employee or the eligible employee's family member was a victim of domestic violence or sexual assault.
 - ii. A signed statement from a victim and witness advocate affirming that the eligible employee or eligible employee's family member is receiving services from a victim services organization.
 - iii. A court document indicating that the eligible employee or eligible employee's family member is involved in legal action related to domestic violence or sexual assault.
- h. Any documentation provided to establish that Paid Medical Leave is used for domestic violence or sexual assault should not explain the details of the violence. CCH does not require disclosure of details relating to domestic violence or sexual assault or the details of an eligible employee's or an eligible employee's family member's medical condition as a condition of providing paid medical leave. CCH shall treat all information received regarding domestic violence or sexual assault as confidential.

SECTION 13 - LEAVES OF ABSENCE

General Leave

Unpaid personal leaves of absence may be granted for periods of up to 30 calendar days. The total amount of personal leave in a calendar year may not exceed 60 calendar days, unless otherwise required by law. Personal leaves are granted at CCH's discretion, depending upon production needs. However, the more advance notice you give of a desired leave, the more likely the leave will be granted. An employee who fails to return to work upon completion of a leave of absence will be considered to have terminated his/her employment. Without the prior written permission of CCH, employees are prohibited from engaging in other employment during such leave. In the event that you need a personal leave, contact and discuss the need with your supervisor. All employees are required to submit the request for a leave of absence in writing.

CCH will attempt to place employees on personal leave back into their original or an equivalent position, for which he/she is qualified, upon their return to work. However, there is no guarantee that there will be an available position upon an employee's return.

Employer payment of health insurance premiums is suspended during personal leaves. Employees on personal leave will be required to submit their insurance premium portions to CCH so that they are received by the first day of each month of the leave. Past due premium payments may result in cancellation of insurance benefits. If CCH pays any premiums for the employee during a personal leave that should have been paid by the employee, CCH may recover such payments upon the employee's return to work or if the employee fails to return to work.

SECTION 13 - LEAVES OF ABSENCE

Family and Medical Leave (FMLA)

Family and Medical Leave Act

It is the policy of the Company to allow employees time off as required by the Family and Medical Leave Act. The FMLA and its regulations will be used to grant FMLA leave under this policy.

Eligibility

An employee must: have at least 12 months of service, have worked at least 1,250 hours during the 12 months immediately preceding the beginning of requested leave, which includes all periods of absence from work due to or necessitated by Uniform Services Employment and Reemployment Act ("USERRA") covered service, and work within 75 miles of at least 50 employees and have an FMLA- qualifying reason to be eligible for leave.

FMLA-Qualifying Reasons – FMLA leave may be taken for any of the following reasons:

1. To care for an employee's child after birth or placement of a child with the employee for adoption or foster care.
2. Due to the serious health condition of the employee, spouse, parent or child of the employee.
3. To care for a covered service member with a serious injury or illness if the employee is a spouse, child, parent, or next of kin of a covered service member. A "covered service member" is either:
 - (i) A "current member" of the Armed Forces (including a member or the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status as defined in the FMLA; or is otherwise on the temporary disability retired list, for a serious injury or illness.
 - (ii) A "covered veteran" who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. A "covered veteran" was a member of the Armed Forces, including National Guard or Reserves, and was discharged or released under conditions other than dishonorable at any time during the five- year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. An eligible employee must commence leave to care for a covered veteran within five years of the veteran's active duty service.
4. Because of a qualifying exigency while the employee's spouse, son, daughter, or parent is on "covered active duty" or "call to covered active duty status" (or has been notified of an impending call or order to covered active duty).
 - (i) A qualifying exigency includes, but is not limited to: (1) short-notice deployment; (2) military events and related activities; (3) child care and school activities; (4) financial and legal arrangements; (5) counseling; (6) rest and recuperation; (7) post-deployment activities; (8) parental care.
 - (ii) "Covered active duty" or "call to covered active duty status" generally means deployment or notification of deployment to a foreign country for certain military members.

Definitions:

1. Serious Health Condition Defined

The Company adopts the FMLA definition of "serious health condition." Generally it means an illness, injury, impairment or physical or mental condition that involves:

- (i) Incapacity or treatment related to an overnight stay in a medical care facility;
- (ii) Incapacity of more than 3 full calendar days and subsequent treatment or related incapacity that involves: an in-person visit to a health care provider 2 or more times and/or one in-person treatment, plus continuing care.
- (iii) Incapacity due to pregnancy, birth of a child or for prenatal care;
- (iv) Incapacity or treatment for a chronic condition that requires periodic visits to a health care provider, continues over an extended period of time and may cause episodic rather than a continuing period of incapacity;
- (v) Incapacity which is permanent or long term due to a condition for which treatment may not be effective; or
- (vi) Absence to receive multiple treatments by a health care provider or under orders or supervision of a health care provider.

2 Serious Illness or Injury Defined For Current Service Members and Covered Veterans.

The Company adopts the FMLA definition of "serious injury or illness" for both (1) current member and (2) covered veteran:

- (i) Current Member: Serious injury or illness means an injury or illness that was incurred by the covered service member in the line of duty on active duty in the Armed Forces or that existed before the beginning of the covered member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces, and that may render the covered member medically unfit to perform the duties of the covered member's office, grade, rank or rating.
- (ii) Covered Veteran: Serious injury or illness means an injury or illness incurred by the covered veteran in the line of duty on active duty in the Armed Forces, or existed before the beginning of the covered veteran's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces, and manifested itself before or after the individual became a veteran and is:
 - a. A continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the service member unable to perform the duties of the service member's office, grade, rank, or rating; or
 - b. A physical or mental condition for which the covered veteran has received a U.S. Department of Veteran Affairs Service-Related Disability Rating (VASRD) of 50 percent or greater, and such VASRD rating is based, in whole or in part, on the condition precipitating the need for military caregiver leave; or

- c. A physical or mental condition that substantially impairs the covered veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service, or would do so absent treatment; or
- d. An injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veteran Affairs Program of Comprehensive Assistance for Family Caregivers.

A. Leave Entitlement

An employee can take up to 12 weeks of leave in a 12-month period for all reasons and up to 26 weeks of leave to care for a covered service member. For leave to care for a covered service member, the Company measures the 12-month period beginning on the first day of leave and ending 12 months later. For all other leaves, the Company measures the 12-month period using the rolling method, i.e., each time an employee takes FMLA leave, the employee's remaining entitlement is the balance of the 12 weeks which has not been used during the immediately preceding 12 months. FMLA leave may be taken intermittently or on a reduced leave schedule when medically necessary or for a qualifying exigency, provided that the employee makes reasonable efforts to avoid disruptions to the Company's operations.

The Company may place an employee on FMLA leave when the employee's absence is for an FMLA-qualifying reason. FMLA leave may run concurrently with absence for a work-related illness or injury whether or not the employee receives workers' compensation benefits and/or an absence during which the employee seeks short or long term disability benefits.

FMLA leave taken for birth, adoption or foster care placement of a child must be taken consecutively, unless otherwise agreed, and must be completed within one year of the birth or placement.

A husband and wife who both work for the Company are limited to a combined total of 12 weeks of leave for birth, adoption or foster care placement of a child, unless leave is needed for the serious health condition of the mother or child.

Employees may not work elsewhere during FMLA leave. An employee who works elsewhere during FMLA may be disciplined, up to and including termination of employment.

B. Notice Requirements

If leave is foreseeable, the employee must give 30 days' notice of the need for leave in writing to human resources. If circumstances change or in case of a medical emergency, notice must be given in accordance with the Company's normal call-in procedure for unscheduled absences.

When giving notice, the employee must provide sufficient information for the Company to determine whether the leave qualifies for FMLA protection, plus the timing and duration of leave. If absence is due to a reason for which FMLA leave was previously taken or certified, the employee must inform the Company of that when requesting additional leave.

Failure to give timely and sufficient notice may cause the leave to be delayed. An employee who is absent without approved leave may be disciplined, up to and including termination of employment.

C. Certification Requirement

Requests for leave due to a serious health condition must be supported by a medical certification. The Company may require a second medical opinion by an independent physician of its choice (and, in some cases a third opinion by a mutually agreeable physician) at the Company's expense. In the case of intermittent or reduced schedule leave, the Company may require periodic re-certification.

Certification must be provided within 15 calendar days after the request for certification. Failure to provide required certification will result in denial of leave until the certification is provided. An employee who is absent without approved leave may be disciplined, up to and including termination of employment.

Requests for leave taken to care for a covered service member with a serious injury or illness must be supported by a medical certification, invitational travel orders ("ITOs"), or invitational travel authorizations ("ITAs"). The Company may require authentication and/or clarification of the certification.

Requests for leave to care for a covered service member for a qualifying exigency must be supported by applicable certification. In addition, the Company may, as provided by the FMLA regulations, require the employee to provide a copy of the covered service member's active duty order or similar documentation.

Failure to provide a complete and sufficient certification may result in the denial of FMLA leave.

D. Pay and Benefits During Leave

FMLA leave is unpaid, unless the employee has unused sick, vacation or other form of paid leave available which must be used until exhausted during FMLA leave.

The Company will continue the employee's health care coverage during FMLA leave as if the employee were not on leave. The employee must pay the employee portion of applicable premiums. If the employee's payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

Vacation, sick and other forms of paid leave and seniority will not accrue during FMLA leave.

E. Fitness-For-Duty Certification

Before returning to work following leave due to an employee's serious health condition the employee must provide medical certification that the employee is able to perform the essential functions of the job. The cost of fitness-for-duty certification is borne by the employee.

A fitness-for-duty certification will be required following an employee's return from intermittent leave or reduced leave schedule due to the employee's serious health condition if the Company has reasonable safety concerns regarding employee's fitness to perform the duty of the job.

Reinstatement will be denied until fitness-for-duty certification is provided.

F. Reinstatement

Upon expiration of leave, an employee will be reinstated to the position held when the leave began or to an equivalent position with the same (or substantially similar) benefits, pay and working conditions. Reinstatement to the same position or benefits may not be available if the

position or benefits were changed or eliminated during the leave or the employee worked elsewhere during FMLA leave.

G. Failure to Return

An employee who fails to return to work or contact human resources within three (3) days after expiration of FMLA leave will be considered a voluntary quit. In addition, The Company may recover from the employee the cost of any payments made to maintain the employee's health care coverage during FMLA leave, unless the failure to return to work is due to reasons beyond the employee's control.

Employees who require a longer leave than is provided, or who do not meet the eligibility requirements under this leave policy, will be eligible for leave if they are qualified individuals with a disability, request a leave as a reasonable accommodation of their disability, and the requested leave will not impose an undue hardship.

SECTION 13 - LEAVES OF ABSENCE

Worker's Compensation Policy

In case of industrial injury or occupational disease, CCH pays Workers' Compensation benefits pursuant to state regulations. Workers' Compensation helps cover doctor bills and provides the employee and his or her family with a continuing income should you be temporarily or permanently disabled. An employee is required to promptly report any workplace accident, injury or illness to his or her manager no matter how trivial the employee may think it is. This is essential. If the employee does not immediately report the incident/injury, he or she may forfeit some or all of the state compensation benefits that may otherwise be due.

Light duty work may be available, depending on CCH business needs and the employee's ability to perform any available light duty work.

SECTION 13 - LEAVES OF ABSENCE

Military Leave

Employees called voluntarily or involuntarily for military service, including reserve and National Guard duty, will be placed on inactive status with CCH. Prior to the beginning of the leave, employees must provide notice, verbally, in writing or by submitting a copy of their orders. Upon completing military service, employees may seek re-employment according to federal and state law. Employees will receive accrued service time and benefits as determined by law at the time of reemployment. Further details concerning reinstatement following completion of military leave and what benefits may be available during your leave can be obtained from management.

Uniform Services Employment and Reemployment Rights Act Policy (USERRA)

CCH policy, in accordance with USERRA, is that employee-service members who conclude their tours of duty and are reemployed receive all benefits of employment that they would have obtained if they had been continuously employed, except those benefits that are considered short term compensation, such as paid vacation. A reemployed service member will be given credit for any months he or she would have been employed but for the military service in determining eligibility for service member or other required leaves. Similarly, a reemployed employee returning after military service will be credited with the hours of service that would have been performed but for the period of military service in determining eligibility.

SECTION 13 - LEAVES OF ABSENCE

Other Leaves

Jury Duty Leave

All employees required to serve on a jury must inform your supervisor with the proper documentation substantiating the time away from work.

Employees will be allowed as much time as is required by the court for jury duty. Jury duty leave is unpaid. An employee will not be required to work on any day that his/her jury duty time equals or exceeds the number of hours the employee is typically scheduled to work. On days when the employee does work, the employee are not required to work in excess of the number of hours the employee is typically scheduled to work when the employee's jury time is combined with the employee's work time.

Disability (Including Pregnancy) Leave of Absence

A leave of absence may be granted by CCH to allow an employee to deal with a health issue or injury. When ready to return to work, CCH will attempt to place the employee back to his or her original job or to a similar level position. Reinstatement, however, cannot be guaranteed.

Please note that CCH classifies pregnancy and pregnancy-related conditions as any other medical- condition that may disable an employee from working and will provide reasonable leave in the same manner. At all times CCH's maternity leave policy will be in compliance with state and federal laws.

SECTION 14 - SAFETY AND HEALTH

Worker's Compensation Insurance

To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related accident or illness, you are covered by workers' compensation insurance. The amount of benefits payable and the duration of payment depend upon the nature of your injury or illness. In general, however, all medical expenses incurred in connection with an injury or illness are generally paid in full, and partial salary payments are provided as required by law.

If you are injured or become ill on the job, you must immediately report such injury or illness to your manager. This ensures that CCH can assist you in obtaining appropriate medical treatment. Your failure to follow this procedure may result in the appropriate workers' compensation report not being filed in accordance with the law, which may consequently jeopardize your rights to benefits in connection with injury or illness.

Questions regarding workers' compensation insurance should be directed to the Human Resources Department.

SECTION 14 - SAFETY AND HEALTH

Safety and Health

CCH is committed to providing a safe and healthy environment and makes every effort to comply with relevant federal and state occupational health and safety laws and to develop the most feasible operations, procedures, technologies and programs conducive to such an environment.

CCH's policy is aimed at minimizing the exposure to health or safety risks of our employees, recipients, and other visitors to our workplace sites. To accomplish this objective, all employer employees are expected to work diligently to maintain safe and healthy working conditions and to adhere to CCH operating practices and procedures designed to prevent injuries and illnesses.

SECTION 14 - SAFETY AND HEALTH

Privacy – Faxing of Persons Served Health Information

Purpose

- To establish guidelines for the appropriate transmission of protected health information (PHI) via the fax machine.
- To prevent improper disclosure of PHI and to protect confidentiality.

Definitions of Individual

The resident or the patient's legal representative.

Legal Representative

A parent or guardian or other person who has the authority to act on behalf of a consumer in making decisions related to health care, unless the resident can legally consent to health care services without the consent of another adult. Legal Representative means the legal guardian of an incompetent patient, the health care agent designated in an incapacitated patient's health care power of attorney, or the personal representative or spouse of a deceased resident. If no spouse survives a deceased consumer, Legal Representative also means an adult member of the deceased consumer's immediate family.

Protected Health Information:

Any information, whether oral, written, electronic, magnetic, or recorded in any form, that is created or received by CCH as a provider relates to: an individual's past, present or future, physical or mental health condition; health care treatment; payment for services; and that either clearly identifies the patient (i.e. name, social security number or medical records number) or can be used to determine the person's identity (address, telephone number, birth date, email address, and names of relatives or employer).

PHI or any other documentation pertaining to sensitive information such as mental illness, alcohol or drug use, developmental disabilities, or HIV must be processed through the PHI Department.

1. Faxing PHI should be limited to the following reasons:
 - a. Resident care emergency medical situations
 - b. Preauthorization for services or approval for continued services from insurers.
 - c. To healthcare provider(s) for a resident care visit when the individual is scheduled before mail could reasonably be delivered,
 - d. To other hospitals and health care systems for the purposes of treatment, payment and health care operations.
 - e. Radiology and lab reports to ordering physicians and other health care providers through the radiology and lab fax capability.
2. A written authorization must be obtained for any use or disclosure of PHI made via fax machine when not otherwise authorized by the individual's consent to treatment and healthcare operations, or federal or state law or regulation. (Refer to Administrative Policy, "Uses and Disclosures of PHI With or Without an Authorization").

SECTION 14 - LEAVES OF ABSENCE

3. CCH will make all reasonable efforts not to use, not disclose more than the minimum amount of protected health information necessary to accomplish the intended purpose of the use or disclosure.
4. Fax machines must be located in a reasonably secured area in order to protect confidentiality of information being sent or received.
5. An approved CCH fax cover sheet must be used when sending information via fax, unless auto faxed from an information system. The following information must be completed before sending the fax:
 - Date
 - Name, telephone number and fax number of the sending facility
 - Name, telephone number and fax number of the receiving facility
 - Reason for requesting material to be faxed
 - Total number of pages sent
 - Brief description of the PHI being sent
 - Statement pertaining to confidentiality of PHI
 - Instructions for verification of receipt of information by receiving facility
 - General comments section (if applicable) (See Attachment A)
 - All fax cover sheets must be retained by the sending facility and should be retained on file.
6. Whenever possible, fax numbers will be pre-programmed to eliminate in transmission from misdialing. Compliance Officer or designee will perform periodic monitoring of fax numbers loaded into the Auto Fax system to ensure correctness.
7. In the event that a fax was received by mistake in the hospital, an attempted to contact the sender should be made and the reports are to be destroyed following the corporate destruction policy (Refer to Administrative policy, "Destruction of PHI ").

PROCEDURE

1. Determine if the PHI should be faxed
2. Obtain an authorization for disclosures for any request other than for treatment, payment, and healthcare operations, or otherwise permitted without consumer authorization under federal or state regulations.
3. Complete the fax cover sheet. A cover sheet must accompany all faxes of PHI. The cover sheet must always be the first piece of information sent via fax.
4. Do not fax original medical record documentation. Make a copy of the original or print a copy out from the electronic medical record to fax.
5. Ask, when appropriate, for the written request for the release of PHI on the requester's facility/Physician's letterhead.
6. Call the requester, verify the receiver's identity and fax number and make sure they are available to receive the information before beginning transmission. If the sender is auto fax a report, this step is not necessary.
7. Fax PHI.

SECTION 14 - LEAVES OF ABSENCE

8. The fax coversheet asks the requestor to call and verify receipt of the faxed information.
9. Attach the fax confirmation sheet the cover sheet, and the information that you faxed and forward it.
10. If it is identified that a fax transmission was accidentally sent to a wrong number, options may include:
 - a. If it is known where the fax was sent, call the unintended receiver and ask them to destroy the documents.
 - b. If it is unknown who the fax went to (but the sender realizes it was sent to an incorrect number) fax to the same wrong number a Notice of Misdirected Fax, instructing the receiver to destroy the documents (see Attachment B).

SECTION 15 - TERMINATION OF EMPLOYMENT

Termination of Employment

Employees desiring to terminate their employment relationship with CCH are encouraged provide at least two weeks advance written notice. Proper notice allows CCH sufficient time to calculate all payment to which you may be entitled to in your final paycheck.

Upon termination, CCH may schedule an exit interview. At that interview, an employee will be required to return any employer provided items, such as recipient records, keys, cell phones, pagers, gasoline credit cards and all other employer property.

SECTION 15 - TERMINATION OF EMPLOYMENT

Consolidated Omnibus Budget Reconciliation Act (COBRA)

At our discretion, we may provide benefits that are subject to COBRA to some or all employees. Upon becoming eligible and at other times required by law, you will be provided with a notice of your COBRA rights and benefits. If you have questions about COBRA or your eligibility for benefits, please contact human resources.

Employee's Acknowledgement of Having Received and Reviewed Christ Centered Homes, Inc. Employee Handbook

EMPLOYEE COPY

I acknowledge that I have received a copy of the Christ Centered Homes, Inc. (CCH) Employee Handbook (Handbook) which is the governing manual for CCH. I acknowledge that it is my responsibility to familiarize myself with and comply with the provisions of the Handbook. I also understand that CCH reserves the right to change or cancel any of the provisions of the Handbook at any time without prior notice. Changes are effective as soon as authorized by Management and employees are notified of such changes.

I understand that the Handbook reflects CCH's current employment policies and replaces and supersedes any prior policies, procedures or manuals.

I acknowledge that this Handbook is a statement of policies and procedures, and not a guarantee of employment. I am fully aware that the Human Resources Department is willing to explain any section of the Handbook I wish to discuss or about which I have a question.

I understand and agree that my employment with CCH is on an "at-will" basis. This means that both CCH and I have the right to terminate the employment relationship at any time with or without notice, cause or reason.

I understand that this Employee Handbook is CCH's property of and contains its current policies and procedures of CCH in outline form. It is only meant to serve as a reference guide. I know also that the policies and benefits described are conditions of employment but do not constitute an express or implied contract between CCH and myself. I also understand that CCH reserves the unilateral right to add, delete or amend any and all employment policies and benefits with or without notice. I agree to return the Employee Handbook to CCH upon my voluntary or involuntary termination.

I understand only CCH's Executive Director is authorized to approve a personnel policy, procedure or payment plan which binds the organization contrary to this Handbook and then only in writing actually signed by the Executive Director and myself. No management person subordinate to the Executive Director has the authority to bind the organization with respect to any personnel policy or procedure concerning any matter including but not limited to wages, hours and working conditions without express written approval of the Executive Director.

I acknowledge that the personnel practices, including the right to hire, fire, transfer, suspend or discharge, to relieve employees from duty and to maintain discipline and efficiency of employees, rest exclusively in CCH's sole discretion. I agree that CCH may introduce new policies, procedures and job requirements as employment priorities, interests and needs dictate.

I understand that in the event an employee has a separate employment contract and to the extent any of the provisions of this document conflict with the employment contract, the employment contract shall prevail.

Nothing in this manual operates to change the status of the employment relationship from at-will to any other status. I understand that all disciplinary provisions in this manual are advisory, and I have no right to exhaust any single or progressive disciplinary procedure prior to termination.

I agree that any action or suit against CCH, its agents or employees, arising out of my employment or termination of employment, including, but not limited to, claims arising under State and Federal law, but not Federal civil rights statutes containing a separate limitations period, must be brought within 180 days

of the event giving rise to the claims or be forever barred unless the applicable statute of limitations period is shorter than 180 days in which case I will continue to be bound by that shorter limitations period. I waive any limitation periods to the contrary. I further agree that if I should bring any non- statutory action or claim arising out of my employment against the firm, in which CCH prevails, I will pay to CCH any and all such costs incurred by CCH in defense of said claims or actions, including attorney fees. I further agree that my employment is conditional until such time as the results of my post- offer physical (if such physical is required) are known.

Employee Signature Date

Employee Name

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EMPLOYER COPY

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period is shorter than 180 days in which case I will continue to be bound by that shorter limitations period. I waive any limitation periods to the contrary. I further agree that if I should bring any non- statutory action or claim arising out of my employment against the firm, in which CCH prevails, I will pay to CCH any and all such costs incurred by CCH in defense of said claims or actions, including attorney fees. I further agree that my employment is conditional until such time as the results of my post- offer physical (if such physical is required) are known.

Employee Signature

Date

Employee Name

**CHRIST CENTERED HOMES, INC.
ETHICAL PRACTICES AGREEMENT**

I, (print name)_____ have read and understand the Ethics and Conduct policy of Christ Centered Homes, Inc., and I agree to follow its requirements and guidelines including but not limited to the following:

I will not discuss or reveal consumer information to non-agency staff unless required by law and will only discuss or reveal it to agency staff on a need-to-know basis.

I will treat all consumers with dignity and respect.

I will avoid any conflict of interest activities.

I do not have a mental or physical impairment that, with or without reasonable accommodation, would interfere with my ability to carry out the essential functions of my position.

In situations where my cultural values, ethics or religious beliefs conflict with those of a client to the extent that it influences my ability to provide appropriate services, I understand that I have the right and obligation to discuss this with my supervisor/Home Manager (ATTACHMENT B).

I agree to be bound by applicable state laws including any / all reporting requirements

I agree to meet relevant accreditation standards.

Further, I agree to review the Recipient Rights policies, to be accountable for conducting myself in accordance with them, and to report any care concerns to my supervisor or to the Recipient Rights Officer.

Employee Signature

Date

Employee to turn in signed form to Supervisor/Home Manager

Supervisor Signature

Date

**Ethical Practices Agreement
Request Not to Participate in Treatment**

Complete the following form and submit to your supervisor if there is an aspect of care that conflicts with your cultural values, ethics or religious beliefs:

Employee Name: _____

Date: _____

Consumer Name: _____

Aspect of Care requesting not to participate in: _____

Reason why (include the cultural values, ethnic or religious beliefs that treatment conflicts with): _

Resolution (to be completed by Home Manager and Compliance Officer) (include your conclusion as to whether the request, if granted, will or will not negatively affect treatment): _____

Supervisor's Signature

Date

**EMPLOYEE COPY
ACKNOWLEDGEMENT OF RECEIPT OF
CCH'S SOCIAL MEDIA POLICY**

I, the undersigned employee, acknowledge that I have received a copy of CCH's Social Media Policy on the date below. It is my responsibility to read and familiarize myself with the Policy and contact Human Resources with any questions I may have. I am aware that the Policy provides that any person violating the Policy will be subject to disciplinary action. I agree to comply with the Policy as a condition of my employment with CCH. Further, I acknowledge that it is my obligation to report any social media use, whether by myself or by other employees of which I am aware, that violates this Policy. My prompt reporting will enable CCH to conduct an investigation and take remedial action if deemed appropriate in light of the nature of the violation and the results of the investigation.

I understand that the Policy is subject to change, with or without notice, and may be updated on occasion. It is my responsibility to read, understand, and comply with all updates to the Policy promulgated by CCH.

Date: _____

Employee Signature

Print Name as Signed Above

**EMPLOYER COPY
ACKNOWLEDGEMENT OF RECEIPT OF
CCH'S SOCIAL MEDIA POLICY**

I, the undersigned employee, acknowledge that I have received a copy of CCH's Social Media Policy on the date below. It is my responsibility to read and familiarize myself with the Policy and contact Human Resources with any questions I may have. I am aware that the Policy provides that any person violating the Policy will be subject to disciplinary action. I agree to comply with the Policy as a condition of my employment with CCH. Further, I acknowledge that it is my obligation to report any social media use, whether by myself or by other employees of which I am aware, that violates this Policy. My prompt reporting will enable CCH to conduct an investigation and take remedial action if deemed appropriate in light of the nature of the violation and the results of the investigation.

I understand that the Policy is subject to change, with or without notice, and may be updated on occasion. It is my responsibility to read, understand, and comply with all updates to the Policy promulgated by CCH.

Date: _____

Employee Signature

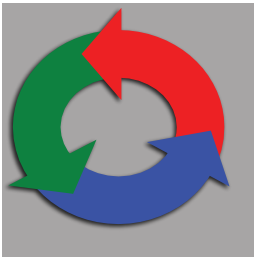
Print Name as Signed Above

REQUIREMENTS FOR REPORTING ABUSE AND NEGLECT

	Section 722, Public Act 258 of 1974, (Mental Health Code-Recipient Abuse)	Public Act 238 of 1975 (Child Protection Law)	Public Act 519 of 1982 (Adult Protective Services Law)	Section 723, Public Act 258 of 1974, (Mental Health Code-Criminal Abuse)
WHERE is the report made?	The Office of Recipient Rights www.mi.gov/recipientrights Michigan Department of Community Health Community Mental Health Service Programs Licensed Private Psychiatric Hospitals or Units	ADULT OR CHILDRENS PROTECTIVE SERVICES REPORTING HOTLINE 855-444-3911 Michigan Department of Human Services (DHS)		Police MSP 517-332-2521 State Police County Sheriff Local Police Department
WHAT must be reported?	Sexual, Physical, Emotional or Verbal Abuse, Neglect, Serious Injury, Death, Retaliation or Harassment	Sexual, Physical or Mental Abuse, Neglect, Sexual Exploitation	Sexual, Physical or Mental Abuse, Neglect, Maltreatment, Exploitation	Assault (other than patient-patient assault), Criminal Sexual Abuse, Homicide, Vulnerable Adult Abuse, Child Abuse
WHO is required to report?	All employees, contract employees, or volunteers of Michigan Department of Community Health, Community Mental Health Services Programs, Licensed Private Psychiatric Hospitals or Units	Physicians, nurses, coroners, medical examiners, dentists, licensed emergency care personnel, audiologists, psychologists, social workers, school administrators, teachers, counselors, law enforcement officers, and child care providers.	Any person employed by an agency licensed to provide, anyone who is licensed, registered, or certified to provide health care, education social, or other human services, law enforcement officers and child care providers.	All employees, contract employees of Michigan Department of Community Health, Community Mental Health Services programs, licensed Private psychiatric hospitals or unit, all mental health professionals.
WHAT are the CRITERIA for reporting?	You must report if you: Suspect a recipient has been abused or neglected or any allegations of abuse or neglect made by a recipient.	You must report if you: Have reasonable cause to suspect a child has been abused, neglected, or sexually exploited.	You must report if you: Have reasonable cause to suspect or believe an adult has been abused, neglected, exploited or maltreated.	You must report if you: Suspect a recipient or vulnerable adult has been abused or neglected, sexually assaulted, or if you suspect a homicide has occurred. You do not have to report if the incident occurred more than one year before your knowledge of it.
WHEN must the report be made and in what format?	A verbal report must be made immediately. A written report on an incident report form must be made before the end of your shift.	A verbal report must be made immediately. A written report on DHS form 3200 must be made within 72 hours.	A verbal report must be made immediately. A written report at the discretion of the reporting person.	A verbal report must be made immediately. A written report must be made within 72 hours of oral report.
TO WHOM are reports made?	To your immediate supervisor and to the Recipient Rights Office at your agency or hospital	Children's Protective Services in the county in which the alleged violation occurred.	Adult Protective Services in the county in which the alleged violation occurred.	The law enforcement agency for the county or city in which the alleged violation occurred: a Recipient copy of the written report to the responsible
If there is more than one person with knowledge must all of them make a report?	Not necessarily. Reporting should comply with the policies and procedures set up by each agency.	Someone who has knowledge must report or cause a report to be made in the case of a school, hospital or agency, one report is adequate.	Everyone who has knowledge of a violation or an alleged violation must make a report. DHS has typically accepted one report from agencies.	Someone who has knowledge must report or cause a report to be made.
Is there a penalty for failure to report? YES	Disciplinary action may be taken and you may be held civilly liable.	You may be held civilly liable. Failure to report is also a criminal misdemeanor.	You may be held civilly liable and have to pay a \$500 fine.	The law states that failure to report or false reporting is a criminal misdemeanor.
Is it necessary to report to more than one agency? YES	Each of these laws requires that the designated agency be contacted, if an allegation suspected to have occurred, falls under its specific jurisdiction. There are several references in each law indicating that reporting to one agency does not absolve the reporting person from the responsibility to report to other agencies, as statutorily required.			
Are there other agencies to which a report can be made? YES	The Bureau of Health Systems (LARA) is responsible for investigating abuse and neglect in Nursing Homes. Call the ABUSE HOTLINE 1-800-882-6006 The Michigan Attorney General's Office has an Abuse Investigation Unit which may also investigate abuse in Nursing homes. ATTORNEY GENERAL 24 hour Health Care Fraud Hotline 1-800-24-ABUSE/ 1-800-242-2873 The MDHS Bureau of Children and Adult Licensing is responsible for investigating abuse or neglect in a licensed foster care home. MDHS-BCAL Compliant Intake Unit 1-866-856-0126			

*Michigan Department
Of Community Health*

MDCH



Christ Centered Homes, Inc.

Reflecting the Highest Standards • Improving all Services • Empowering all Individuals

Corporate Office

327 W. Monroe

Jackson Michigan 49202

Phone: 517-788-9231 • Fax: 517-788-
2613

Website: www.cchinc.net

Operations Office

4640 Page Avenue

Jackson Michigan 49202

Phone: 517-788-3479