

LIFE*Designs*

Employee Handbook 2015 - 2016

LIFEDesigns, Inc.

Bloomington Office

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 Bloomington, IN 47401-8675
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 Phone (812) 332-9615
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Columbus Office

United Way Center of Bartholomew County
 1531 13th St.
 Columbus, IN 47201
 812-314-2233

Web Page: www.LIFEDesignsinc.org
 Twitter at [www.twitter.com/LIFEDesigns_inc](https://twitter.com/LIFEDesigns_inc)
Like us on Facebook

Emergency pager system (1-877-313-1989)

Our Vision

We envision communities...That support all people, where each person is valued, and where everyone belongs.

Our Mission

LIFEDesigns, Inc. partners with people of all ages and all abilities to lead meaningful and active lives.

Our Beliefs

- *All people are valued human beings with rights, freedoms, and choices.*
- *All people can make significant contributions.*
- *All people are empowered by the dignity of risk and strengthened by their experiences.*
- *All people can benefit from meaningful relationships and active citizenship.*
- *All people can and should direct their own lives.*

Organizational Values

- ✓ The goals and expectations of our customers and their families direct our actions.
- ✓ We design services to achieve independence, employment, and enrich lives within the community.
- ✓ Every customer, employee, and stakeholder deserves dignity and respect.
- ✓ Creativity and innovation are the keys to our success.
- ✓ Collaboration is essential to achieving our mission.

Table of Contents

Introduction	6
History	6
Leadership Structure	7
Agency Teams	7
About The Bloomington and Columbus Offices	9
Office Hours	9
Parking in Bloomington	9
Parking in Columbus	9
Office Equipment.....	9
Computers.....	9
Office Supplies	9
Reserving Conference Room Space	10
Conference Room Cleanliness	10
Break Room	10
Library	10
Computer Resource Room	10
Drop Box	10
Keys	10
Personal Protective Equipment (PPE)	10
Smoking	10
Employee Identification Badges.....	10
Information Technology & Office Equipment Policies	11
Repairs and Maintenance	11
Social Media	11
Hiring Guidelines	12
Job Requirements	12
Background Checks	12
Immigration Law Compliance.....	13
Job Postings.....	14
Hiring Relatives	14
Hiring Customer Relatives	14
Equal Employment	14
Equal Opportunity	14
Harassment Policy	15
Sexual Harassment.....	16
Americans with Disabilities Act- Reasonable Accommodations	17
Employee Status	17
Changes in Employee Status.....	18
Changing Positions at LIFE Designs	18
Changing to Substitute Status	19
Employee Records	19
Training and Continuing Education	19
Orientation to the Agency.....	19
Continuing Education	21
Trainer's Qualifications.....	22
Compensation and Reimbursements	22
General Pay Philosophy.....	23

Payroll Information	23
Reimbursements	25
Employee Benefits	26
Communication about Benefit Programs	27
Eligibility	27
Benefits by status	27
Insurance Benefits	28
Retirement Benefits 401 K	28
Paid Time Off (PTO)	29
Paid Time Off Donation Program	30
Taking Time Off	32
Types of Time Off and Guidelines	32
Family and Medical Leave	32
Other Leaves of Absence	34
Military Leave	34
Indiana Military Family Leave	35
Jury Duty	36
Bereavement/Family Death	36
Employee Referral Bonus	36
Education Incentive	36
Good Cheer Fund	36
Counseling, Discipline, Termination, and Grievance Procedures	37
Counseling Memorandums	37
Disciplinary Actions	37
Termination	39
Grievance Procedure	40
Grievances Not Involving One's Immediate Supervisor	40
Grievances Involving Supervisor: (Unless it is the CEO)	41
Grievances Involving Immediate Supervisor (When it is CEO):	41
Other Considerations	41
Emergency Procedures	41
Definitions of an Emergency	41
Emergency Response System	42
Crisis Management Plan	42
Fire, Power Outages, Natural Disasters	42
Vehicle Breakdowns/Accidents	42
Health and Safety	43
General Information	43
Serious Health Conditions	43
Infection Control Measures	43
Employee Injury on the Job	44
Worker's Compensation	44
Return to Work Policy	44
Reporting a Workplace Accident, Injury, or Illness	45
Employee Development & Performance Review	46
Employee Performance Review (EPR)	46
Employee Development Review (EDR)	47
Employee Conduct, Ethics and Responsibilities	47
Business Ethics and Conduct	47
Basic Service Delivery Guidelines	48
Fraud, Waste and Abuse Compliance Policy	49
Drug-Free Workplace Policy	49

Substance Abuse Policy	50
Workplace Violence	51
Attendance Guidelines	53
Weather Conditions Affecting Attendance:	54
Confidentiality.....	54
Conflict of Interest	55
Customer Rights	55
Ethical Dissent	56
Legal Actions and How to Respond.....	56
Medication Errors	57
Personal Appearance.....	57
Problem-Solving.....	58
Quality Improvement.....	58
Smoking	58
Speaking to the Media	58
Telephone and Cell Phone Use	58
Transporting Customers.....	59
Some Reminders	60
Reporting Abuse, Neglect, or Exploitation.....	61
Suspected Illicit Activity.....	62
Attachments	63
Corporate Compliance Plan..\.\.\.\Policy Manual\1.0 Overall agency policies\1.18 Social Media Policy.....	63
Information Technology Policy..\.\.\9.0 IT Policies\9.1 Conduct Regarding Technology\9.1 Conduct Regarding Technology.doc.....	63
Social Media Policy ..\.\.\1.0 Overall agency policies\1.18 Social Media Policy\1.18 Social Media Policy.Final May 2015.doc	63

Introduction

Welcome to LIFEDesigns, where we are committed to developing and continuing a spirit of success that will benefit the company, employees and customers. As we grow and expand, the greatest contribution to our success will be our employees. Each employee plays a vital part in establishing a distinguished reputation for reliability, quality and service.

At LIFEDesigns, Inc. (or the “agency”), we realize that any successful business enterprise requires fair working conditions where both management and employees know each other’s general expectations.

This handbook is intended to provide you with the basic information about your obligations and benefits as an employee of the agency. No document can be all inclusive and will not answer all of your questions, but it is designed to address those most commonly asked.

This handbook DOES NOT create any type of contract or guarantee of continued employment between LIFEDesigns and any or all of its employees.

The policies and procedures set forth in this handbook are merely a statement of general agency practices. LIFEDesigns may from time to time, at its sole discretion, change, supplement, or eliminate these policies and procedures without prior notice to employees. Employees may access the current LIFEDesigns Employee Handbook and policy updates via the LIFEDesigns website at www.LIFEDesignsinc.org. Additional information may be found on the HRIS (Human Resources Information System) at www.paylocity.com.

Your employment is “at-will,” and therefore, just as you may terminate your relationship with the agency at any time for any reason, LIFEDesigns expressly reserves the right to terminate any employee at its sole discretion, with or without cause, with or without advance notice. Absolutely no one except the agency’s Chief Executive Officer may change this relationship, and then only in writing.

This handbook is being provided to you as a reference guide during your employment with the agency. If you have any questions or need clarification on specific policies or procedures, please ask your supervisor or the agency’s Human Resources Director.

We wish you success in your new position, and we hope your employment with LIFEDesigns will be both pleasant and rewarding.

History

After negotiations and considerable discussions with stakeholders, Christole and Options Boards and Members agreed to merge their organizations effective January 1, 2012. This created a new grassroots organization, entitled *LIFEDesigns, Inc*, to provide quality services and supports to people with disabilities in south central Indiana. Our new name reflects our commitment to individualized supports so that people with disabilities design a life of living, working, learning, and participating in their community.

The Boards felt the time was right for this partnership since both agencies have the same basic mission and the same roots, families coming together to create opportunities for their son or daughter with a disability. Together we will be better able continue to provide quality services, create good jobs, and partner to build inclusive communities. With the merger, *LIFEDesigns, Inc* will provide services in 8 counties to over 350 individuals and families and bring together resources to:

- Give consumers/customers a wider range of options for services, providing a continuum across ages served and types of services.
- Meet the needs of future customers by enabling the development of new services as a direct result of combining our expertise.
- Improve the overall stability of each agency by making more efficient use of all resources.
- Lead to other service improvements across existing residential and community services.
- Provide additional career opportunities for employees.

Leadership Structure

Board of Directors

The Board of Directors is comprised of parents, customers, and community leaders. This group holds fiduciary responsibility and must be involved in all corporate legal matters. The board is charged with adopting new board policies, approving the annual budget, approving major capital acquisitions, and strategic planning.

Solutions Team

The Chief Executive Officer, Chief Services Officer, Chief Financial Officer, Chief Development Officer, Human Resources Director, Administrative Director, IT Systems Professional, and all Directors of Services comprise the Senior Leadership Team. This group is responsible for final decisions regarding salary and budget administration, policy writing and interpretation, and management of the total enterprise.

Leadership Team

Representatives from all positions and from Services, Operations, and Executive areas are charged with sharing information, improving agency-wide communication, and making recommendations to the Solutions Team about policies and procedures, and evaluating organizational structure. Employees are encouraged to join the Leadership Team and participate in the monthly meetings. Discussion and project topics vary. The intent is that all areas of the agency are able to provide input to issues that impact LIFE Designs.

Services Leadership Team

The Services Leadership Team is comprised of the Directors of Services. The team is responsible for providing leadership and direction to the Services Networks. The team is responsible for ensuring that the services are delivered in an effective and efficient manner. Quality and customer choice are paramount considerations in the decision making process for the team. In addition, the Services Leadership Team ensures that best practices are at the forefront of service delivery. The Services Leadership Team also reviews all referrals to help determine the appropriate match to the Service Networks, and to establish timelines for initiating services.

Agency Teams

Services Team

All of LIFE Designs services are implemented through a person-centered-planning approach whereby the individual, family, or significant others choose the supports and how they are delivered. LIFE Designs believes strongly that all people can and should direct their own lives. We offer a full range of services to people residing in South Central Indiana to ensure self-direction and fulfilled lives. The Directors of Services lead all services and each has a designated number of Networks to oversee.

Service Networks

The organization currently has 8 networks. Each network represents a blending of the following services: Community Living and, Supported Employment. The purpose of the network structure is to develop systems that will support individuals in a way that recognizes whole life experiences. In doing so, it also encourages employee development through cross training and support. Each network is led by a team of Network Directors and Team Managers who are jointly responsible for the management of their network. The following describes each major service area:

Community Living

LIFE Designs supports children and adults with disabilities through a variety of community services. These services are designed so that individuals live where and with whom they want. Services are provided either in the individual's home or in one of the LIFE Designs' group homes.

Specific services include:

- Respite services
- Supervised group living
- Residential based habilitation
- Community based habilitation
- Behavior Support
- Health Care Coordination

Residential

LIFEDesigns provides support to individuals in improving daily living skills, accessing recreation, or becoming part of community organizations. Services are tailored to individual's dreams and desires, and focus on community inclusion and participation. LIFEDesigns believes that this is an integral part of services, as all people benefit significantly from meaningful relationships and active citizenship.

Supported Employment

LIFEDesigns supports individuals with disabilities so that they can get and keep jobs in the community. We take a team approach so all services that an individual receives are coordinated. Services include job-seeking skills, job placement, long-term career development services, and ongoing support.

Operations Team

The Operations Team is located in the Bloomington Administrative office, and is led by the Chief Financial Officer. Three major functions have been combined into one team in order to provide continuity of information flow and service to internal customers. The following are the major tasks that are performed by Operations Team:

Fiscal Services

The CFO and Staff Accountants comprise the Fiscal Services department. This area is responsible for processing payroll, paying bills, billing for services, operations management and policy, budgeting and financial reporting, and financial audits.

Human Resources

The Human Resources Director, the Employee Development Director, and the Human Resources Specialists provide support to employees and management, lead the recruitment and retention process, handle benefit and compensation issues, research, evaluate and recommend training and educational opportunities, provide resources and support for employee safety and health, track employee data, and provide necessary reports to meet management and government requirements. The HR Department closely follows government and regulatory updates to maintain compliance for the agency in issues related to employment.

Information Technology

The IT Systems Professional ensures the LIFEDesigns computer equipment and electronic systems is in good working order and that employees are properly trained in their usage.

Executive Team

The Executive Team is headquartered in the Bloomington Administrative office and is led by the Chief Executive Officer. This area provides the visionary leadership and marketing strategy that is required to increase our presence in the communities we serve and beyond. Below are the major tasks that are performed by Executive Team.

Community Outreach/Development

The Chief Development Officer works to maximize local funding and support for LIFEDesigns. This area is responsible for marketing and promotional materials, community outreach, fundraising, event planning, and volunteer recruitment.

Leadership and Strategic Planning

The Chief Executive Officer and the Chief Development Officer are responsible for promoting LIFEDesigns' mission and vision in all communities served. The Chief Executive Officer works with constituents to identify agency strengths and correct weaknesses by gathering and analyzing feedback from all stakeholders including customers, staff, families, funders, and civic leaders. The Chief Executive Officer works to insure all necessary resources are provided to meet the mission of the agency.

Reception

The Office Manager answers the telephone, sorts and distributes mail, orders supplies, performs secretarial services to staff members and oversees general office management duties.

Housing and Facility Management

The Administrative Director provides support to LIFEDesigns' facilities and the Chief Executive Officer. Work orders for facility issues should be directed to the AD.

About The Bloomington and Columbus Offices

Office Hours

The Bloomington office is open from 8:00 a.m. to 5:00 p.m. and telephones are answered from 8:30 a.m. to 5:00 p.m., Monday through Friday. At other times, please use voice mail (1-800-875-9615), e-mail, or the pager system (1-877-313-1989) to contact individuals in the event of an emergency. The Columbus Office is located in the United Way Center of Bartholomew County. The Columbus Office provides workspace for staff working in our eastern counties, such as Bartholomew, Brown, and Johnson. Meeting areas and some administrative offices are also available at the offices. Contact the Office Manager for scheduling.

Parking in Bloomington

Employee parking is located on the west side of the main office and on the north side away from the building. Parking spaces located at the front of the office are reserved for customers and guests. The dental office has several reserved parking spaces and LIFEDesigns employees should avoid using these spaces.

Parking in Columbus

The Columbus office is housed within the Bartholomew County United Way Center. Many human service providers also have office in the Center. Parking is available across the street but please reserve all the blue spaces for individuals needing services. All employees should park in the yellow spaces.

Office Equipment

The office copier is to be used for copying materials relating to LIFEDesigns business. An operating code may be required for you to access this machine. Please see the IT Systems Professional for the appropriate code. If you are copying confidential information, please use the "hold" or "lock" option on the copier.

Computers

Computers in the group homes, the Bloomington and Columbus offices, satellite offices, as well as laptops, netbooks, and other provided equipment, are the property of LIFEDesigns, and are to be used solely for LIFEDesigns related business. Employees, family members, and friends are prohibited from performing routine maintenance or repairs to LIFEDesigns' computer equipment and from loading or downloading unauthorized software. If you have problems with your computer, report this to the Information Technology Systems Coordinator.

Office Supplies

Office supplies that are purchased by LIFEDesigns are to be used for company business only. If you take supplies from the supply room, please record it in the book. Office supplies that are not normally kept may be specially ordered from the Office Manager with permission of management.

Reserving Conference Room Space

Conference rooms are for the convenience of LIFEDesigns employees, customers, customer families, and others connected with LIFEDesigns. These rooms must be reserved in advance. The Office Manager keeps the schedule and can help you make your reservation.

Conference Room Cleanliness

Please be aware that a cleaning service provides only minimal service two times a week, and wiping tables and washing dishes are not included. Out of consideration for other LIFEDesigns staff and customers, please straighten the conference room after your meeting and clean off tables so that it will be ready for the next group.

Break Room

At the Bloomington Administrative office, LIFEDesigns has a designated break room and kitchen area for employee use. Please be considerate of others by wiping the table after your meal, washing your dishes, cleaning microwave (if used), and throwing out your trash.

Library

The library contains materials on disability issues, and is available for all LIFEDesigns employees, customers, and the community. Employees are encouraged to take advantage of library resources in completing annual continuing education requirements. Please return materials within 2 weeks. You will be charged for lost or damaged items.

Computer Resource Room

The Bloomington office provides a resource room with several computers for employee use to conduct agency business. Please contact the Office Manager or Employee Development Coordinator for availability.

Drop Box

Located on the outer wall to the left of the employee entrance door is a LIFEDesigns drop box for employee convenience. This box is to be used for handing in payroll adjustment forms after regular business hours. Please do not place cash, checks, or library materials in this box.

Keys

No LIFEDesigns key may be duplicated without authorization from the appropriate Director of Services, Chief Executive Officer or the Chief Financial Officer. The cost of replacing lost keys is the responsibility of the employee, including any locksmith charges associated with the loss. Extra copies of keys are retained at the office, including some customer home and apartment keys. Keys for agency vehicles should never be copied taken home by an employee.

Personal Protective Equipment (PPE)

Employees are issued a PPE kit (see Health & Safety) upon hire and are encouraged to replace the kit annually. Please see the Employee Development Coordinator for kit replacements.

Smoking

LIFEDesigns is a no smoking or tobacco-related facility. Use of any tobacco-related material is prohibited on any agency property, vehicle, or within 30 feet of any individual served by the agency. This rule INCLUDES e-cigarettes.

Employee Identification Badges

Employee picture identification badges are issued to each new employee during orientation, and expire one year from issue. The purpose of the badges is to provide required identification in public places (such as the YMCA) and other community venues when a Services staff is with a LIFEDesigns customer. In order to protect the privacy of the customer, these badges are not to be worn when in the community

with a customer. Instead, they can be kept in a wallet or purse. In the office, staff may wear their badges to identify themselves to guests and other staff.

Expired badges will be updated and replaced during annual renewal training at no cost to the employee. Lost badges will be replaced at no cost for the first one, and thereafter, the employee will be charged \$5.00 per lost badge. Upon leaving employment at LIFEDesigns, employee identification badges must be returned to Human Resources.

Employees are to maintain contact information with the office at all times. This could include a current phone number and/or email address. Every employee will be set up with a Lifedesigns email address. Information will be given to new employees during Orientation.

Information Technology & Office Equipment Policies

LIFEDesigns furnishes copiers, faxes, telephones, computers, internet access, email and voicemail to LIFEDesigns employees and volunteers. Using these resources is not to be conducted in any way that may be disruptive to LIFEDesigns operations or in violation of LIFEDesigns policy or law. LIFEDesigns technology resources are provided exclusively to assist in the conduct of business at LIFEDesigns.

Anonymous communications, as well as communications that may constitute verbal abuse, slander, or defamation, or that may be considered offensive, harassing, vulgar, obscene, or threatening, are strictly prohibited, as are copying, posting, and/or accessing sexually explicit or offensive material (such as through an internet website). Offensive content would include, but not be limited to, sexual comments or images, racial slurs, gender specific comments, or any comments that would offend someone on the basis of his or her age, race, sex, gender identity, sexual orientation, color, religion, national origin, disability, veteran status, or any other legally protected classification.

Violations of any of the IT related policies will subject violators to disciplinary action up to and including termination. In addition, LIFEDesigns may refer certain violations, including, but not limited to, accessing pornographic materials or illegally duplicating software to appropriate authorities. The complete IT policy is attached.

Repairs and Maintenance

Network Directors or Team Managers with LIFEdesigns group home facilities may request repairs and maintenance work by emailing helpdesk@lifedesignsinc.org and placing the word "maintenance" in the subject line before entering the request in the body of the message.

IT requests require no such designation in the subject line and can be made by all staff using LIFEdesigns technology or email.

Social Media

LIFEDesigns understands that social networking and Internet services have become a common form of communication in the workplace and among stakeholders and citizens. Social networks are online communities of people or organizations that share interests and/or activities and use a wide variety of Internet technology to make the interaction a rich and robust experience. Employees that choose to participate in social networks as a LIFEDesigns employee or identify themselves as a LIFEDesigns employee. See attachments for complete policy.

Hiring Guidelines

Job Requirements

Services staff at LIFE Designs must have a valid Indiana driver's license or State ID card. Most positions also require an acceptable driving record. While driving is not mandatory for group home DSPs, and a limited number of supported living DSPs, a valid driver's license or State ID is a required document for all employees. Applicants must be at least 18; have, at minimum, a documented high school diploma or GED, be eligible to work in the United States; have not committed fraud or abuse against a dependent person; be free of communicable diseases as evidenced by a negative Mantoux TB test; have at least three positive references; have current auto insurance if driving, and have a satisfactory criminal history check in compliance with Indiana Administrative Code 460 IAC 6-10-5. For positions requiring degrees candidates must provide transcripts from the primary source(s) direct to the agency. Services staff working with customers shall demonstrate the ability to communicate adequately to complete the required forms and reports of services provided, follow oral and written instructions, and communicate with a customer in the individual's mode of communication. Prospective employees, owners or operators, and/or contractors may not have been convicted of a sex crime, rape, criminal deviate conduct, exploitation of an endangered adult, failure to report battery, neglect, or exploitation of an endangered adult or abuse or neglect of a child, theft (if the conviction occurred less than ten (10) years before the person's employment application date except as provided in IC 16-27-2-5(a)(5), murder, voluntary manslaughter, involuntary manslaughter, felony battery, and a felony offense related to a controlled substance. Those who have a "finding" listed with the State Nurse Aide Registry of the Indiana State Department of Health are not eligible for hire. Those who are named on the Department of Child Services (DCS) website, also called Child Protective Services (CPS) with a substantiated claim are not eligible for hire. Those who are named on the Office of the Inspector General's list of excluded individuals (LEIE database) for fraud, waste or abuse with Medicare or Medicaid programs are not eligible for hire. Criteria for specific positions are outlined in job descriptions. Criminal history background checks on employees/agents and owners/operators will be conducted in compliance with Indiana Code 16-7-27-2-3 and Indiana Code 16-27-2-4. LIFE Designs conforms to all current state and federal laws and regulations regarding expunged criminal records.

Background Checks

Background checks will be conducted on prospective employees/agents by the Human Resources Department:

- HR will contact a minimum of three references (work or personal) of prospective employees/agents to verify past employment and background information. Work references must contain more than verification of dates of employment.
- Prior to any owner, director, officer, employee, contractor, subcontractor or agent performing any management, administrative or direct service to an Individual, HR will obtain and retain findings for each proposed person from: a verification of identification, a criminal history search, a Department of Child Services/Child Protective Services search, a professional registry search, including a state nurse aide registry search, and verified residency status in the United States.
 - The criminal history search shall include a search from each state and county, in which an owner, officer, director, employee, contractor, subcontractor or agent involved in the management, administration, or provision of services has resided and/or worked during the three years before the criminal history investigation is requested from the county.
 - The criminal history shall include information regarding felony convictions that have not been expunged of the following; a sex crime; battery; neglect; abuse; exploitation of an endangered adult or of a child; failure to report battery, neglect, abuse or exploitation of an endangered adult or of a child; theft if the conviction for theft occurred less than ten years before the person's employment application date, except as provided in IC 16-27-

- 2-5(a)(5); criminal conversion; criminal deviate conduct; murder; voluntary manslaughter; involuntary manslaughter; offense related to alcohol or a controlled substance.
- The professional registry searches shall verify the owner, officer, director, employee, contractor, subcontractor, or agent has not been cited for malpractice, malfeasance, or other unprofessional actions.
- When LIFEDesigns has cause to investigate an owner, officer, director, employee, contractor, subcontractor, or agent with a previously acceptable verification of identification, legal residence, and criminal history on record, HR will investigate the criminal history to the extent that cause exists.
- Information shall be maintained by HR in a manner that allows for review at the time a verbal or written request is made by Division of Disability and Rehabilitative Services, Indiana State Department of Health and Office of Medicaid Policy and Planning.
- People with a felony conviction of prohibited offenses (sex crime; battery; neglect; exploitation of an endangered adult or of a child; failure to report battery, neglect or exploitation of an endangered adult or of a child; theft, if the conviction for theft occurred less than 10 years before the person's employment application date, criminal conversion; criminal deviate conduct; murder; voluntary manslaughter; involuntary manslaughter; offense related to alcohol or a controlled substance) shall not hold a position performing any management, administrative or direct service to an individual including ownership, internal or external management or administration, employment, or contractual agreement.
- The Department of Child Services search will be completed. Any substantiated findings of neglect, abuse, or exploitation will exclude the applicant, candidate, or employee from continuing in the hiring process or employment with the agency.
- HR will verify United States residency status for new employees/agents who perform management, administrative or direct service to an individual.
- HR will obtain a state criminal background check from the Indiana State Police Central Repository for Criminal History for prospective employees/agents. Employees/agents will be required to furnish a limited criminal history for every county of residence during the past 3 years at hire.
- HR will obtain a national criminal history check and/or limited criminal history background check as required by Indiana Code 16-27-2-4.
- HR will obtain the driving history of prospective employees/agents for positions that require driving to verify the person has a valid driver's license and an acceptable driving record.
- HR will verify the prospective employee/agent has no reported findings on the Certified Nurse Aide Registry maintained by Indiana State Department of Health.
- LIFEDesigns will not employ, contract or affiliate with a Health Care Provider who has been excluded from the Medicare and Medicaid Programs. Human Resources will ensure that there is timely and accurate review of all individuals and entities that are subject to exclusion on the **List of Excluded Individuals and Entities** list.
- HR will conduct additional background checks if required for the position, including credit checks, verification of college degrees, or certifications.
- Current employees/agents will be subject to periodic background checks as required. Failure to meet eligibility requirements may lead to disciplinary action, up to and including termination of employment.

Immigration Law Compliance

- LIFEDesigns is committed to employing only United States citizens and aliens who are authorized to work in the United States. We do not unlawfully discriminate on the basis of citizenship or national origin.
- In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with LIFEDesigns

within the past three years, or if their previous I-9 is no longer retained or valid. Current employees may periodically be required to complete a new form if required under the law.

- If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed with the agency.
- Employees that have questions or seek more information on immigration law issues are encouraged to contact the Human Resources department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Job Postings

The Open Positions List is posted on the LIFEDesigns website as available. This, and an open hours list, may be available from the Office Manager at the Bloomington office. Current employees interested in applying for specific positions must complete an Internal Application and submit it to Human Resources. For some positions, a resume and cover letter may be required.

Generally, within ten days of closing a posted position, the process of screening and interviewing applicants will begin. Based on the interview, recommendations, and references, the appropriate supervisor makes a determination regarding employment and starting salary. The Human Resources Director prepares a written offer letter and notifies all applicants of the hiring decision. All internal applicants for LIFEDesigns positions will be informed of decisions by the interviewing supervisor in a timely fashion.

The Human Resources Director is authorized to offer employment to applicants of all positions except the Chief Financial Officer, Director of Services, and Chief Executive Officer. No other employee, except the Chief Executive Officer, may authorize new positions with LIFEDesigns.

Hiring Relatives

A member of an employee's immediate family, extended family or personal relationship will be considered for employment by LIFEDesigns, provided the applicant possesses all qualifications for employment. No employee of the agency may hire, appoint, review, supervise, direct, promote or participate in decisions involving hire, renewal, retention, supervision, promotion, evaluation, discipline, or compensation of a related person. For the purpose of this policy, "immediate family" includes spouses, children, parents, sisters, brothers, grandparent, aunt, uncle, cousin, or corresponding in-laws and step-family. Employees must disclose family relationships immediately to their supervisor and Human Resources to insure none supervise or impact the employment of another. Failure to disclose a family relationship could result in disciplinary action.

Hiring Customer Relatives

LIFEDesigns hires relatives and/or guardians of customers we serve when they meet the requirements of the job and provided that the service is authorized by the funding source; however, relatives may not work for their own immediate family members (child, mother, father, sibling, or corresponding in-laws or step family) unless there is a review and approval by the appropriate Director of Services along with assurances by the customer and/or guardian that the employee will comply with LIFEDesigns' employee requirements.

Equal Employment

Equal Opportunity

LIFEDesigns is an equal opportunity employer with a standing policy of nondiscrimination. This means that all qualified persons are accorded an equal opportunity for employment or promotion without regard to race, color, religion, sexual orientation, sex, national origin, genetic information, gender, military or veteran status age (except where sex or age is a bona-fide occupational qualification, as defined by law),

or physical or mental disability (except where the disability prevents the individual from being able to perform the essential functions of the job and cannot be reasonably accommodated in full compliance with the law), or any other status or condition protected by federal or state, or local law.

LIFEDesigns will make reasonable accommodations to enable individuals with disabilities to perform essential functions of positions.

LIFEDesigns will comply with all applicable employment laws and will take all necessary measures to prevent or eliminate illegal discrimination. LIFEDesigns will develop and implement a recruitment plan that reflects the diversity of its communities.

This policy applies to all personnel actions in all job classifications, as well as to all privileges and conditions of employment. It includes, but is not limited to, such areas as recruiting, hiring, training, promotion, discipline, compensation, termination, benefits, transfers, layoffs and recalls.

All employees are expected to comply with this Equal Employment Opportunity Policy. Overall responsibility for implementing this policy is assigned to the agency's Chief Executive Officer. However, all supervisors and managers are also responsible for ensuring that this policy is adhered to in their individual work units. Supervisors and managers are expected to cooperate fully in meeting our equal opportunity objectives, and their overall performance will be evaluated accordingly.

If you have any questions regarding this policy, or if you feel that you have been a victim of discrimination, please contact the agency's Human Resources Director or the Chief Executive Officer.

Harassment Policy

LIFEDesigns is committed to providing a work environment free from unlawful harassment. As a result, we maintain a strict policy prohibiting harassment based on any legally-recognized basis, including, but not limited to: veteran or military status, uniformed service member status, race, color, religion, sex, age, pregnancy (including childbirth, lactation, and related medical conditions), national origin or ancestry, physical or mental disability, genetic information, gender, or any other consideration protected by federal, state or local law. It is against this policy for any employee (whether a manager, supervisor, or co-worker) or non-employee (whether a customer, vendor, consultant, or other person) to harass an employee of the agency.

Prohibited harassment occurs when verbal or physical conduct toward an individual within the aforementioned classes; creates or is intended to create an intimidating, hostile, or offensive working environment; interferes or is intended to interfere with an individual's work performance; or otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to the following activities directed toward individuals:

Verbal conduct including threats, epithets, slurs, negative stereotyping; or physical conduct including intimidating or hostile acts, unwanted touching or blocking normal movement directed towards an individual as a result of membership in the aforementioned classes or which violates protections afforded by federal, state, or local law.

Visual conduct that includes, but is not limited to, gestures, photos, written or graphic material that defames or shows hostility or aversion toward an individual in the aforementioned classes which may be placed on walls, bulletin boards, or elsewhere on the agency's premises or that is circulated in the workplace.

An employee who believes he or she has been harassed in violation of this policy should:

- report the conduct immediately to his or her supervisor;

or

- if the immediate supervisor is responsible for the harassment, then to the Human Resources Director or the Chief Executive Officer.

The employee always has the option of reporting the conduct directly to the Human Resources Director or Chief Executive Officer if he or she prefers.

Any supervisor or manager who becomes aware of allegations of harassment should promptly advise the Human Resources Director or the Chief Executive Officer, who will then investigate the matter in a timely and confidential manner. Complaints will be investigated thoroughly, impartially, and promptly, and will be kept confidential to the extent possible. Any employee who is found, after appropriate investigation, to have harassed another employee in violation of this policy will be subject to disciplinary action up to and including termination.

Sexual Harassment

It is also a specific policy of LIFE Designs to provide a work environment free from sexual and sex-based harassment, including harassment based on an employee's sexual orientation, gender or gender identity. It is against this policy for any employee (whether a manager, supervisor, or co-worker) or non-employee (whether a customer, vendor, consultant, or other person) to sexually harass an employee of the agency and is unlawful under state and federal law. Sexual or sex-based harassment occurs when unwelcome verbal or physical conduct of a sexual nature becomes a condition of an employee's continued employment, affects other employment decisions regarding the employee, or creates an intimidating, hostile, or offensive working environment.

Sexual harassment of an employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including termination. There will be no adverse action taken against employees who, in good faith, report violations of this policy or participate in the investigation of such violations.

Sexual harassment also includes unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment; or
- Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment also includes various forms of offensive behavior based on sex. A partial list is:

- Unwanted sexual advances.
- Threatening or making reprisals after a negative response to sexual advances.
- Leering, displaying sexual suggestive objects or pictures, cartoons, posters, websites, email, text messages, or making sexual gestures or other visual types of conduct.
- Making or using derogatory comments, epithets, slurs, sexually explicit jokes or comments about an employee's body or dress, or other verbal conduct.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual or obscene or suggestive letters, notes, or invitations.
- Physical contact such as touching, assaulting, impeding or blocking movements.
- Retaliation for making reports or threatening to report sexual harassment.

An employee who believes he or she has been sexually harassed in violation of this policy should:

- report the conduct immediately to his or her supervisor;
- or
- if the immediate supervisor is responsible for the sexual harassment, then to the Human Resources Director or the Chief Executive Officer.

The employee always has the option of reporting the conduct directly to the Human Resources Director or Chief Executive Officer if he or she prefers.

Sexual harassment of an employee will not be tolerated. Any supervisor or manager who becomes aware of allegations of harassment should promptly advise the Human Resources Director or the Chief Executive Officer.

1. Complaints will be investigated thoroughly, impartially, and promptly, and will be kept confidential to the greatest extent possible. Any employee who is found, after appropriate investigation, to have harassed another employee in violation of this policy will be subject to disciplinary action up to and including termination.
2. The agency will conduct all investigations in a discreet manner. The agency recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that employees will continue to act responsibly.
3. The reporting employee and any employee participating in any investigation under this policy have the agency's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

Americans with Disabilities Act- Reasonable Accommodations

LIFEDesigns is prepared to modify or adjust the job application process or the job or work environment to make reasonable accommodations to the known physical or mental limitations of the applicant or employee to enable the applicant or employee to be considered for the position he or she desires, to perform the essential functions of the position in question, or to enjoy equal benefits and privileges of employment as are enjoyed by other similarly situated employees without disabilities, unless the accommodation would impose an undue hardship or pose a direct threat of substantial harm to the health or safety of the applicant, employee or others. Employees needing accommodations should contact the LIFEDesigns' Human Resource Director who is charged with reviewing requests for accommodations and determining reasonableness of the request per agency policy.

Each employee is responsible for making timely and complete disclosures and specific requests regarding accommodations to meet his or her particular needs in order to enable the HR Director to provide an appropriate response. It is strongly recommended that requests for accommodations be made as soon as possible to avoid delays in providing reasonable accommodations.

The HR Director will work with the employee and supervisor to determine job duties requiring accommodation, types of accommodations available, and implementation schedule. The HR Director will determine whether the accommodation would impose an undue hardship or pose a direct threat of substantial harm to the health or safety of the applicant, employee or others. The HR Director will report any denied accommodation based on these criteria to the Chief Executive Officer.

Employee Status

For the purpose of benefits administration, all employees are classified as either Full-Time or Part-Time. This classification is determined upon hiring, and, because it affects benefits and cost projections, any subsequent changes must be reported to the Human Resources Director by the direct supervisor immediately and in writing. In addition, employee status is further broken down as follows:

- *Probationary employees* have been in their positions fewer than 90 days.
- *Regular part-time employees* are scheduled to work less than 36 hours per week. If a regular part-time employee agrees to work a temporary position (due to the regularly scheduled

employee going on leave, etc.) it is understood that this temporary situation will not exceed six months, and the employee will not be eligible for full-time benefits due to taking on the temporary shift.

- *Regular full-time employees* regularly work 36 hours or more per week and are eligible for benefits after meeting the eligibility requirements, which includes the minimum of 60 days of employment.
- *Special part-time employees* work an average of 30 – 36 hours per week and are eligible for health insurance benefits.
- *Independent Contractors* are paid according to agreement and are not LIFEDesigns employees. These people do not receive wages through payroll, and are not subject to the rules in this handbook. They are guided by the stipulations of their agreement. Examples of independent contractors are behavior specialists, personal support agents, builders, nurses, dieticians, maintenance people, etc.
- *Temporary workers* (generally secretarial or accounting) that are contracted through an outside employment service, are employed and paid by the employment agency, and are not employees of LIFEDesigns.
- *Temporary workers* (generally secretarial or accounting) that are employed and paid by LIFEDesigns for a specific length of time or project are considered to be employees of LIFEDesigns.

In addition to the preceding, employees are also categorized as “exempt” or “non-exempt.”

- *Non-Exempt Employees* are entitled to overtime pay as required by applicable federal and state law.
- *Exempt Employees* are not entitled to overtime pay based on work classifications outlined by the Fair Labor Standard Act, and are not subject to certain deductions to their weekly salary under the agency’s policies.

Changes in Employee Status

Since the benefit structure at LIFEDesigns is based on employee status, it is important for changes to be reported immediately. All supervisors are responsible for reporting status changes to the Human Resources Director within 5 business days of notification of the change. Status changes will not become effective until written document is received by the HR Department.

Changing Positions at LIFEDesigns

To apply for a new position, the employee must:

- Complete the minimum of 90 days in the current position. This requirement may be waived by a Director of Services, CSO, or CEO.
- Employment must be in good standing, non-probationary status.
- Complete an Internal Application and go through the interview process. If the position change is a lateral move, there will be no change to the current pay rate. If the change in position is a promotion, the employee is considered to be a “new hire” and the pay rate will be determined by using the Wage Matrix for New Hires for that position. If the position change is a move to a lower level, the Human Resources Director will assist the Director of Service with determining the lower pay rate. The Human Resources Director will complete the offer.
- If hired, the employee must resign the current position, giving 3 week notice.

The Human Resources Department will assist the hiring supervisor to determine the pay rate to offer based on the position and the New Hire Matrix. As is stated in LIFEDesigns’ policy, supervisors may appeal to the Director of Services and Chief Executive Officer if they would like to offer a salary outside of the Matrix system.

Employees must complete 90 days of service in the current position before a change in position is possible (unless the supervisor recommends the change early). Open positions are posted on the

LIFEDesigns website or available from the Office Manager or the HR Department. The New Hire Matrix, which is the basis for determining entry-level pay ranges, can be obtained from the Human Resources Director.

Changing to Substitute Status

Employees who resign all regular shifts or their current position, but do not want to resign from LIFEDesigns, may apply for an on-call substitute position, often referred to as PRN, through the internal application process. Substitutes must work a minimum of 10 hours per month on a consistent basis. Substitutes who do not work the required minimum hours consistently for 3 months will be terminated. Substitutes may only report accrued paid time off (PTO) in a week that they work a corresponding number of hours, not to exceed 40 hours total reported time. PTO must be requested in writing and approved by supervisors prior to being used. Employees who change to substitute status must contact a supervisor weekly to schedule shifts and are expected to work the minimum requirements to help with open shifts. Network Directors or Team Managers supervise the substitutes. Substitutes must remain current with Training and Human Resources requirements. Employees who do not meet training/human resources expectations for substitutes will be terminated from the agency 30 days after resigning the regular shifts.

Employee Records

The Human Resources Department maintains all employee records. All employee medical records are kept in a separate filing cabinet, and are not accessible by persons other than Human Resources staff, the, the Chief Financial Officer, and the Chief Executive Officer. Only employees of the Human Resources Department, the Chief Financial Officer and the Chief Executive Officer are empowered to access all employee files. An employee's supervisor may access the employee's non-medical file on a need-to-know basis under the direction of the Human Resources Director.

Employees may access their own files only in the presence of a designated Human Resources staff, the CFO, or the Chief Executive Officer. Employees must submit a written notification 24 hours in advance of their intent to view their personnel file. Employees may request photocopies of documents from their personnel files. LIFEDesigns reserves the right to charge employees a charged a small fee for requested photocopies. No original documents may be removed from the personnel file or the office.

Training and Continuing Education

Orientation to the Agency

LIFEDesigns is dedicated to excellence in delivery of services to persons with disabilities. Throughout the process of orientation to the agency, new employees will be introduced to these ideals in a manner that will reinforce the importance of their implementation. We endeavor to provide orientation training that will enable new employees to perform their duties effectively, efficiently, and competently.

New employees/agents will need to complete the following requirements before attending any other training or shadowing:

- Attend Orientation sessions.
- Submit proof of a negative TB test (or chest x-ray).
- Submit a valid Indiana Drivers License.
- Submit proof of satisfactory local and state criminal history checks (will be checked every three years or as needed).
- Submit two pieces of identification (birth certificate, driver's license, social security card, passport, etc).
- Submit proof of automobile insurance (if in a driving position).
- Submit high school diploma or GED, and college degree/Transcripts if required.
- Provide licensure or other proof of credentials as required.

New services employees/agents must complete the following Preview Classes (online or in-person) before attending Certification Classes, unless Foundations Certification is submitted:

- PCP and ISP Presentation
- Wellness, Nutrition and Personal Care Presentation
- CPR/FA Concepts Presentation
- Safe Environments Presentation
- Effective Communication Presentation
- Teaching and Documentation Presentation
- Medication Administration Presentation
- Prevention of Abuse and Neglect Presentation
- Community and Employment Presentation
- Positive Behavioral Support Presentation
- Human Resource related presentation covering harassment, and other mandated programs

New services employees/agents must complete the following Certification Classes in person before working independently unless documentation of current certification is provided.

- Core A Certification
 - Those submitting certification will need to successfully complete a challenge test and a medication pass audit.
- Core B Certification
 - Those submitting certification will need to successfully complete a challenge test.
- CPR Certification
 - Submitted certification must be good through the end of the year (only American Red Cross or American Heart Association cards accepted).
- First Aid Certification
 - Submitted certification must be good through the end of the year (only American Red Cross or American Heart Association cards accepted).
- CPI's Nonviolent Crisis Intervention Certification
 - Submitted certification must be good through the end of the year, and employee must successfully complete a challenge test.
- Health Issues Practicum
- Safety and Emergency Response Practicum
- Respectful Support Practicum

The following orientation classes are WAIVED for new Non-Services employees:

- PCP and ISP Presentation
- CPR/FA Concepts Presentation
- Safe Environments Presentation
- Effective Communication Presentation
- Prevention of Abuse and Neglect Presentation
- Core A and B Certification
- CPI's Nonviolent Crisis Intervention Certification
- Health Issues Practicum

New employees and employees changing positions must also complete the following training prior to working independently with a customer:

- **Customer Specific Orientation** – *shadow shifts and on-site training that includes: safety review; IPP/PCP review; documentation, medication procedures; behavioral support; transportation; allergies; seizure management; special dietary needs; mobility issues; diabetes; respiratory issues; adaptive equipment and systems; financial assistance; pager procedures, other health and safety issues.*

- **Additional requirements as assigned by supervisor**– a supervisor may see a need to assign additional training prior to the employee being assigned to direct service responsibilities. Examples include Van Training, Office Orientation, Pager Training, etc.

All employees/agents must attend the “Day 1”-HR orientation and complete the requirements for TB tests before reporting to their first direct service shadow shift. Failure to complete orientation and training within 30 days may result in dismissal. Please note that the hours earned during orientation will count towards the total continuing education hours required for the year. See below for more information on CEUs below.

New Direct Support Professionals will be paid a training hourly rate for attending their initial orientation at LIFE Designs including online training and shadow shifts. The training rate will be in effect until the orientation process has been completed, and required documentation is turned in to Human Resources.

Employees who have been rehired after at least a year’s absence are required to fulfill all of the requirements of a new hire.

Returning employees who have been absent for less than a year may be exempted from all or part of the orientation training required of new hires. The Human Resources Director and Employee Development Coordinator will make this determination. If the employee is required to attend orientation, the training wage will be paid during this time. Returning employees not required to attend orientation will be paid the predetermined entry wage. Returning employees must provide a new local criminal history and must complete all other training requirements necessary to bring them into current compliance with annual renewal training for their network. The new employee’s supervisor must obtain approval from the Employee Development Coordinator and Human Resources Director before the employee can begin work.

Continuing Education

All employees or agents are required to participate in ongoing training and education. We believe that all staff can benefit from sharing techniques and information gathered from working with our customers, and training topics are directed at enabling employees to better meet those needs. All training must be documented on a continuing education form, including staff meetings that include training, and submitted to the Employee Development Coordinators. Employees that complete training independently or outside of the agency must fill out the appropriate continuing education form and present it to their supervisor for approval in order to get credit for the training. Questions about continuing education should be directed to the Employee Development Coordinator.

All staff must complete renewal training requirements by their assigned renewal dates each year in order to remain in good standing with the agency, and be eligible for any pay increases associated with performance reviews. Completing all training requirements is not a guarantee of a pay increase. Progressive discipline will be implemented for staff who have not met their renewal requirements on time. In addition, managers will not be able to schedule employees not meeting requirements until requirements are met and documented. Employees will be notified through the Accel messaging system of upcoming expirations and are responsible for adhering to the deadlines.

The following must be renewed BEFORE certification expires:

- Annual Adult and Child CPR Certification through the American Red Cross or American Heart Association (within 2 years).
- Current First Aid Certification through the American Red Cross (within 2 years) or American Heart Association (within 2 years).
- Annual TB test for staff working in group homes or PSA services as required only

Staff who are out of compliance on CPR/First Aid certification or TB testing will be suspended from providing direct service and will be subject to disciplinary action for failure to meet job requirements.

Current services employees/agents must also complete a services renewal training program each year that addresses topics targeted as vital by the agency and its regulators. The details about the renewal training program will be published in the Agency Newsletter and via the Accel Messaging System. Details may also be available from management and some renewal training may be done during staff meetings.

Non-services employees will be required to complete a non-services renewal training program each year and must keep their CPR/FA certifications current. Additional training may be required based on individual positions and assessment of needs by supervisors.

All staff need to participate in enough training each year by 12/31 to fulfill their CE unit requirement.

- Services staff and salaried office staff must complete 24 hours of Continuing Education each year.
- Hourly office staff must complete 12 hours of Continuing Education each year.
- Requirements for new hires are prorated according to hire date.

LIFEDesigns will offer at least twenty-four hours of training every year. It is the employee's/agents responsibility to see that he/she obtains the appropriate amount of credit each year. In general, employees should earn 2 hours of credit each month.

Employees may receive continuing education credit in the following ways:

- *Training sessions offered by LIFEDesigns* – Schedules of training are posted and/or distributed to employees. Staff should register for training sessions before attending.
- *Setting-specific training* – Staff meetings that include employee education may be documented as training credits. Customer-specific training and cross-training may also be submitted. Employees who miss a meeting should follow up with their supervisor to review the information presented and complete a CEU form to submit.
- *Training courses, professional workshops, and seminars offered by other community organizations* – Employees who participate in training courses offered outside of LIFEDesigns may receive one hour of credit for each hour attended. Your supervisor must approve these credits.
- *Related university/college courses* – One hour of credit for each hour attended is given for related university/college courses. Your supervisor must approve these courses.
- *Reading books or viewing videotapes* – Books, videos, and cassette tapes are located in the Main Office library, and may be checked out at any time. Other tapes are available from the Indiana Institute on Community and Disability, IU library, and the Monroe County library. Your supervisor must approve these credits.

Trainer's Qualifications

LIFEDesigns will use only qualified trainers for required training. Trainers will provide and maintain the necessary credentials to ensure they have sufficient education, expertise, and knowledge of the subject to achieve the desired outcomes for training staff.

Compensation and Reimbursements

The Solutions Team, (in consultation with the Human Resources Director) shall determine compensation policy.

General Pay Philosophy

LIFEDesigns seeks to provide fair, competitive wages and salaries which recognize each individual's unique contribution to the overall goals of the organization. The salary structure is designed to be flexible, reward tenure, allow for employee growth, reflect organizational values, and be competitive in the current job market. Salary increases, when granted, are based on job requirements, merit, job performance, and the company's financial health. LIFEDesigns seeks to provide timely and accurate payment to employees in compliance with all applicable laws.

Payroll Information

Pay Periods Deadlines

Pay periods will start on Sunday at 12:00 a.m. and end 14 days later, on Saturday at 11:59 p.m. This Sunday through Saturday schedule is the same for all employees. LIFEDesigns pays all employees on a bi-weekly schedule. All time must be reported through the Accel system and meet the accepted deadlines.

In locations that have a computer kiosk, all employees are expected to input their time, and progress notes, during their regular shift. For those employees who work in a setting where no computer is available, an allotment of 15 minutes per day is allowed to enter all progress notes and time. This would include progress notes for all the customers who received service from you on that day. Task code 0002 should be used for this time.

Employees in direct service should not work more than 16 consecutive hours and have the minimum of 8 hours between shifts worked except under extreme circumstances pre-approved by a Director of Services.

All LIFEDesigns employees are required to report time worked both accurately and in a timely manner.

LIFEDesigns uses the Accel System, an electronic means for recording and accumulating time worked, benefits hours, and mileage to be reimbursed. Employees report their time and mileage utilizing the Accel web page. Time is considered to be reported timely if it is reported within 24 hours of the end of the workday. All time reported must be approved by the manager to be paid. Your manager will inform you of the appropriate way to submit your time worked. Example: If your workday ends at 3:00 p.m., you must record your time in Accel before 3:00 p.m. of the following day.

Reporting Late Time: Time that is not reported within 24 hours of the end of the workday is considered to be late. Late time must still be reported by the employee through the web page, and must be approved by the supervisor. Please see Reporting Delinquent Shifts for reporting time that is two or more pay periods late.

Reporting Errors or Omissions to Time: Signed, Corrected Shift forms must be completed by employees and given to their supervisor immediately upon discovering any errors or omissions in time reported. Supervisors are the only ones authorized to make the corrections. Corrected Shift forms that are received in the Bloomington office after 12:00 p.m. on Friday of the pay period just ended will not be paid until the following pay cycle.

Please note that Corrected Shift forms are to correct time reported, and are not substitute timesheets! All employees are required to report their time via the website. *Employees reporting time late (more than 24 hours after the end of the shift) will be subject to disciplinary action.*

Reporting Delinquent Shifts: Time reported two or more pay periods late (defined as the current pay period and one previous pay period) are considered to be delinquent shifts. This time must be recorded on a Delinquent Shift form and submitted to the supervisor for approval. Delinquent Shift forms must be accompanied by progress notes signed by both the customer and the family before the supervisor

approval. The Delinquent Shift form will then be forwarded to the Chief Executive Officer for review of disciplinary action, payment approval, and timing of payment.

Reporting Mileage and PTO: Time and mileage reported by employees must be accurate, and payment will be made pending supervisor approval. Approved PTO claimed will be paid according to policy as long as it does not exceed the amount accrued. Mileage that is reported three or more pay periods late will not be reimbursed.

Activity Reimbursement forms and receipts must be turned in for approval within three payroll cycles in order to be considered for payment. Activity Reimbursement forms received after that time will not be approved for payment.

To be paid with the payroll being processed, Activity Reimbursement forms and receipts must be submitted for approval in the Bloomington office by 12:00 p.m. on the Friday of the pay period just ended. If received after these times, payment will not be made until the following pay cycle.

Pay Day: Regular employees will be paid bi-weekly on the second Friday after the end of the pay period. If a payday falls on a holiday, pay will be available on the regular business day nearest the regularly scheduled payday.

LIFEDesigns will comply with all federal and state requirements to maintain records of the hours worked by its employees.

Employees must not log in time that is more than 5 minutes before a scheduled shift begins or log out a time more than 5 minutes after a scheduled shift ends.

Employees should not be working a shift overlapping with the scheduled shift of another employee. Information that should be shared between shifts should be noted in the Communication Log and/or in Progress Notes. Employees should not be arriving to the scheduled work site more than 5 minutes before the beginning of their scheduled shift, or staying more than 5 minutes following the end of their scheduled shift. The only exception to this rule is when it is pre-approved by the appropriate management staff. If an emergency occurs that requires an adjustment to schedules, the employees involved must contact their Team Manager immediately or as soon as it is safe to do so. Customer sites, regardless of the setting, are often the customer's home and should be respected.

Time records are legal documents required by both federal and state agencies and, in many cases, serve as the basis for billing for services *LIFEDesigns* provides to customers. Employees must ensure that time is reported accurately and within the designated time frames. Falsification of time records or recording time for a co-worker is strictly prohibited. Violation of this policy may result in disciplinary action up to and including termination.

Direct Deposit Pay

LIFEDesigns uses a paperless payroll-processing system called Paylocity. All employees receive their wages and most reimbursements through direct deposit (or debit card). *LIFEDesigns* does not print paper paychecks. Direct deposit stubs with pay information are available on the payroll provider's individual secure web page and made accessible to the employee in the following manner:

www.paylocity.com, choose web pay. The company code is N1624. You will then need to register a user ID and a password and set up your security answers. Once set up, you can review you information and/or paystubs, print pay information as needed, check PTO availability, tax deductions, etc.

It is the responsibility of each employee to notify Human Resources of any changes in banks or bank numbers that will affect their direct deposit (the deadline for this is 10:00 a.m. on the Friday before the pay period ends). Employees must complete paperwork to make changes that affect direct deposit and provide pre-printed information from the bank (such as a voided check) with routing and account

numbers. If a banking change occurs and Human Resources is not notified before the direct deposit is processed, reprocessing with the correct information may not occur until the first direct deposit transmittal has failed (generally within 5 days).

Training and Entry Wage

Direct service staff will receive a training wage while they are completing required training. Staff must complete an orientation checklist, which includes overall agency and supervisor training requirements. All completed paperwork must be received in the Human Resources Department before the training wage can be increased to the entry rate of pay. New employees will receive their first evaluation after 90 days on the job. At this time, the new employee will meet with their supervisor to complete the 90-day evaluation. Upon successful completion of the 90-day evaluation, and paperwork submitted to Human Resources, the new employee may be eligible for a bonus or increase based on current compensation procedures.

Overtime

All employees should be aware that overtime work might be required as a condition of employment. Supervisors will make every effort to announce required overtime as far in advance as possible. All overtime must be pre-approved by an appropriate management staff.

Overtime compensation for non-exempt employees will be computed in accordance with applicable federal and state wage and hour regulations. All non-exempt employees will be paid one and one-half times the regular hourly rate for time worked over 40 hours in any workweek. Working more than eight hours in one day does not by itself actually constitute overtime in Indiana. The supervisor must pre-approve all overtime. The Director of Services over each specific location must pre-approve overtime of more than 5 hours. No employee should be regularly scheduled to work overtime hours. Violation of this policy may result in disciplinary action up to and including termination. Holiday hours (not worked), Paid Time Off, and other paid leave hours taken cannot be used when calculating overtime hours, only hours actually worked count in the calculation.

Sleep Time

There may be times when an extra staff is needed on an overnight shift as a back-up, such as in the case of weather emergencies (see Attendance Guidelines). Employees shall be paid for sleep hours when they are allowed to sleep on duty. Staff must check with their supervisor to see if sleep time for specific settings is allowed. Sleep time MUST be approved by a Director of Service or by the emergency pager. The supervisor must also be notified ASAP when sleep time is to be utilized. Sleep time must be coded as "sleep time" as it is not billable.

During sleep time, the employee is considered "on-call". The actual duration of sleep time pay shall be determined by one of the Director of Services. Sleep time pay will be set at minimum wage, regardless of the employee's regular rate. If during the sleep time shift the employee is required to work, the employee's regular rate of pay will become active and the sleep time pay end. If during the on-call time, the employee incurs overtime, he or she will be paid time and a-half rate determined as follows: Sleep time OT=Sleep time rate +regular rate/2 per hour in accordance with wage and hour regulations.

Reimbursements

Reimbursements through Payroll

- *Mileage* – Employees using their personal vehicles to travel out of town or transport customers will be reimbursed at the rate per mile that is determined annually by the Board of Directors. Each customer receiving services has a predetermined daily mileage limit to be utilized over the course of each day by all staff scheduled to work. It is the responsibility of each customer's IDT to work together to determine how best to meet each customer's transportation needs given these limits. Any trips above the set limits must be pre-approved by the Team Manager for that customer. Failure to obtain pre-approval will result in non-reimbursement. Travel to or from a staff member's home at the beginning or end of their work day is not reimbursable mileage.

Mileage reimbursement requests must be submitted through the Accel electronic time reporting system along with hours worked and must be approved by the supervisor before payment will be

made. Employees are not reimbursed for going to work at the start of the day or shift or for returning home at the end of the day or shift. Mileage reimbursements are made through payroll (see section on wages).

Mileage claimed for travel that is three or more months old will not be paid.

When employees use rental cars, mileage is not reimbursed at the LIFEDesigns rate. Mileage will be reimbursed based on the number of miles driven multiplied by the current average cost of gas, or a receipt for the price of gas.

- *Travel Time* – For hourly-paid employees, travel time to and from an employee's principle work site is not paid unless the employee has returned home after completing a day's work and is then called back to the work site to respond to an emergency. If an hourly-paid employee must travel from one assignment to the next without a break between shifts, the time spent in travel from one shift to the next is paid and must be coded as administrative time.

All staff traveling to out-of-town in-services or conferences required for their jobs will be paid for their time if it occurs during the normal work hours. Hourly staff must track their time and check with their supervisor on the proper recording of mileage.

- *Activity Reimbursement* – LIFEDesigns will reimburse staff for expenses incurred while providing services to LIFEDesigns' customers in an amount up to the monthly budget for that customer. Reimbursement is made through payroll. Network Directors or their designee must approve reimbursement in advance. Network Directors must obtain approval from the Director of Services (or their supervisor) to provide upfront activity reimbursement.

Reimbursements through Accounts Payable

- *Expenses on the job* – LIFEDesigns will reimburse employees for authorized expenses incurred while on the job. Supervisors must authorize these expenses in advance. Requests for reimbursement must be provided to the supervisor for approval by the Monday of pay week at 10:00 a.m. Requests will be approved and turned in to the Staff Accountant by Wednesday at 5:00 p.m. Checks will be mailed by Friday evening (checks for office staff will be available in their mailbox on Friday morning).
- *Personal Property* – LIFEDesigns is not responsible for property lost or stolen while on duty or while on LIFEDesigns' property. LIFEDesigns may reimburse employees for personal expenses (eyeglasses, car cleaning, and clothing) damaged in the performance of duties up to a reasonable and customary value, given the nature and age of the item. LIFEDesigns will not reimburse for damaged property when damage is determined to be as a result of gross negligence, inadequate supervision of the customer, or when a staff member does not follow established protocol or approved behavior plan. Requests for reimbursement must be submitted and approved by the immediate supervisor and appropriate Director. Requests must be accompanied by a written incident report, picture of damaged article, and written quotes for replacement. The supervisor approving reimbursement must view the damage and provide a report detailing whether, in their opinion, the staff followed all appropriate procedures.
- *Meals and Lodging* – Employees will be reimbursed at actual rates for reasonable and necessary costs of meals and lodging when LIFEDesigns business requires an overnight stay. Expenses for business travel and arrangements for wage compensation must be approved by the supervisor and appropriate Director in advance. Employees can check with Fiscal Services for approved rates.
- *Late reimbursement requests* – Reimbursements submitted three or more months past the purchase date will not be paid.

Employee Benefits

Communication about Benefit Programs

The Human Resources Department will explain and publicize benefits to employees and will be the first source of information about employee benefits. The purpose and specifics of agency benefits will be explained during orientation for new employees. As employees approach their eligibility date, the HR Department will provide information about available benefits.

Eligibility

For legal and business reasons, LIFE Designs has certain standards of eligibility for various benefits. Employees may decline to participate in some parts of the benefits program if they desire. Such refusal or waiver will not alter this employee's ability to participate in those benefits at a later date, or to participate in other LIFE Designs benefits, subject to the terms and conditions set forth by the providers of the particular benefit.

LIFE Designs has an open enrollment period each year for the benefits available for the upcoming year. This usually occurs in December. Changes will be explained to all affected employees as soon as possible through:

- E-mails and/or the time reporting system
- An official announcement from the Chief Executive Officer in agency newsletter.
- Posting of notices at appropriate locations and in residential mail.
- Description and discussion of all benefit changes at staff meetings.
- Meetings of all staff, when necessary, AND/OR
- Changes in this handbook.

The following chart attempts to explain the multiple benefits available to employees, and the eligibility requirements.

Benefits by status

	Hrs Paid For Holiday Not Worked	Time and a half Pay For Holiday Hours Worked	Insurance (For ACA related Health insurance information, see <i>Insurance Benefits</i>)	Retirement
<i>Employee Classification</i>	<i>Probationary & Regular</i>	<i>Probationary & Regular</i>	<i>Regular</i>	
Full Time Salaried Staff (36+ Hrs)	8	N/A	Yes	At one year and 1000 hours
Full Time Hourly (36+ Hrs) Team Managers (non-exempt)	8 if holiday falls M-F	Paid for time worked plus holiday hours	Yes	At one year and 1000 hours
Full Time Hourly (36+ Hrs) Services Staff	0	Yes	Yes	At one year and 1000 hours
Full Time Hourly (36+ Hrs) Office Staff	8	N/A	Yes	At one year and 1000 hours
Part Time Hourly (less than 36 Hrs) Services Staff	0	Yes	Health Ins for employees working and average of 30 hours per week	At one year and 1000 hours
Part Time Hourly (up to 35 Hrs) Office Staff	Based on regularly scheduled hours	N/A	Health Ins for employees working and average of 30 hours per week	At one year and 1000 hours

Insurance Benefits

LIFEDesigns provides regular full-time employees with comprehensive group health, vision, dental, long-term disability, and life insurance. Part-time employees working an average of 30 or more hours per week are eligible for Health Insurance. Employees who elect to enroll in the group health insurance will pay a cost share of the monthly premium through a payroll deduction. The cost share to be paid by the employee will be based on the plan chosen. Staff may elect to deduct this expense pre-tax as part of a Section 125 benefit plan.

Full time employees receive basic Life insurance of \$20,000. Employees may choose to participate in additional voluntary supplemental life and dependent life at costs based on income and age. Employees are eligible for coverage on the first day of the month following 60 days of full-time employment.

To be eligible for insurance benefits, employees must have completed the minimum of 60 days of employment and regularly work a minimum of 30 hours per week for health and 36 hours per week for Life, Voluntary Life, Dependent Life, Dental, and Vision. For those employees working variable hours, the average hours worked will be measured over 12 months and those with an average of 30 + hours will be eligible for health insurance within 90 days. They will continue to be eligible for a minimum of 12 months.

Prior to their date of eligibility the Human Resources Department will communicate plan information and enrollment procedures with the employee. Eligible employees must submit completed enrollment forms to Human Resources prior to their eligibility date to enroll or decline coverage in the benefit plans. Failure to do so may void eligibility until the next open enrollment period. It is the employee's responsibility to follow through on their individual enrollment. Human Resources staff are available to assist any employee with this process. Questions about eligibility and benefits should be directed to Human Resources. Employees who change status from part-time to full-time must meet the same waiting period criteria as a newly hired full-time employee before becoming eligible to apply for benefits. Employees who fail to maintain full-time status may lose their eligibility for insurance benefits. Employees should contact the Human Resources Director immediately when changing full-time/part-time status.

Eligible employees have the option of covering eligible dependents, such as a spouse or dependent children, for many of the benefit plans, at the employee's expense. Premium costs vary depending on plans and coverage elected.

Upon termination, covered employees may elect to continue health insurance at his/her own expense under the guidelines established by the Consolidated Omnibus Budget Reconciliation Act (COBRA). Employees will receive information in the mail upon termination or loss of eligible status to explain his or her rights and responsibilities under COBRA regulations. Additional information can be found in the plan's Summary Plan Description available in Human Resources.

Retirement Benefits 401 K

401K Plan – The plan represents an opportunity for LIFEDesigns employees to build a retirement fund with before-tax or after-tax Roth contributions, or both. LIFEDesigns provides a 401K feature with an employer match. For every \$1.00 contributed by the employee, LIFEDesigns will contribute \$.50 on the first 6% of gross wages (the maximum annual match is 3% of gross wages).

If you contribute 6%, LIFEDesigns will contribute 3% as a match.

If you contribute 10%, LIFEDesigns will contribute 3% as a match.

If you contribute 4%, LIFEDesigns will contribute 2% as a match.

To be eligible, an employee must have been employed with LIFEDesigns for 12 months, be at least 21 years of age, still be employed by LIFEDesigns on December 31st, and must have worked at least 1,000 hours in a calendar year. Employee contributions to the plan will be deducted with each payroll, and paid in to American Funds on the employee's behalf.

To share in matching contributions, an employee must have worked 1,000 hours in the plan year and be an LIFE Designs employee on the last day of the plan year. The match for the year will be for the period ending December 31, but will actually be deposited into employee 401k accounts after the year-end valuation has been completed. This generally occurs in April of the following year.

Participants enter the plan on the eligibility date following the completion of eligibility requirements. Entry dates are based on calendar quarter (January 1, April 1, July 1, and October 1), and deadlines for enrollment are 10:00 a.m. on the following dates. An enrollment kit and forms are available in Human Resources. Completed paperwork for the 401k must be submitted to the Human Resources Director by appropriate deadline.

Eligible employees are vested in the plan (are entitled to receive employer contributions in the plan) based upon eligibility and total years of service in the plan year. For more information about the 401k plan, please request a summary of the Plan Description from Human Resources Director.

Paid Time Off (PTO)

PTO combines sick, vacation, and personal leave time at rates determined by Part-Time/Full-Time status and tenure, as listed in the rate charts below. PTO hours accrue each year on the basis of the first 2080 hours paid for full-time staff and the first 1612 hours paid for part-time staff. After these limits have been reached during the current year, PTO will cease to accrue for the current year but will resume the next year. A maximum of 240 hours of PTO time carries over into subsequent years. PTO does not accrue on overtime hours.

PTO taken at the end of the calendar year may be taken from subsequent year accruals. It is important to check with HR to determine how PTO taken at the end of the year may be handled.

PTO Rate Chart for Employees hired AFTER 1/1/2006

Tenure Yrs	<i>Full-Time</i>		<i>Part-Time</i>	
	Maximum Hrs/Yr	Accrual Rate	Maximum Hrs/Yr	Accrual Rate
0 to 1	88	0.042	23.5	0.015
1+ to 3	136	0.065	31.6	0.019
3+ to 5	156	0.075	41.7	0.025
5+ to 7	176	0.085	61.6	0.037
7+ to 10	208	0.100	88	0.053
10+	248	0.119	115.2	0.069

PTO Rate Chart for Employees hired BEFORE 1/1/2006

Tenure Yrs	<i>Full-Time</i>		<i>Part-Time</i>	
	Maximum Hrs/Yr	Accrual Rate	Maximum Hrs/Yr	Accrual Rate
0 to 1	104	0.050	12	0.007
1+ to 3	150	0.072	26	0.016
3+ to 5	174	0.084	32	0.019
5+ to 7	204	0.098	72	0.043
7+ to 10	234	0.113	112	0.067
10+	264	0.127	152	0.091

Requesting PTO Pay for Current Employees

PTO is considered to be an income protection benefit and is only to be used in lieu of time worked. Eligible employees may request and be paid accrued PTO provided that it is for actual time off taken from the regular work schedule. Hours worked plus PTO requested may not exceed 40 hours in a single week: Current Employee: Hours worked + accrued PTO hours may not exceed 40 hours in a single week.

Filling shifts

Employees are expected to secure their own substitute staff to fill their shifts while on PTO.

PTO Payout for Terminated Employees

Employees who have submitted their resignation may not use PTO during their notice period. PTO hours for terminated employees will stop accruing as of the last day worked. The only exceptions are:

- PTO time previously submitted and approved
- PTO use for illness is at the discretion of management.

Eligibility for Payout

The following outlines rules related to eligibility for PTO payout upon termination:

1. Employees who work less than 12 months at LIFE Designs will not receive accrued Paid Time Off (PTO) upon termination.
2. Employees who are terminated for cause (violating agency policy) will not receive accrued Paid Time off (PTO) upon termination.
3. Employees who fail to give and follow through with, proper notice will not receive accrued Paid Time Off (PTO) upon termination.

Staff who terminate employment, and if eligible for PTO payout, will receive payment for PTO accrued based on the following schedule:

Tenure Yrs	Percentage of PTO Paid
0-1	0%
1+ to 3	25%
3+ to 5	50%
5+ to 7	75%
7+ to 10	100%

Employees eligible for a PTO payout will receive this with their final paycheck on the next regularly scheduled pay date.

Paid Time Off Donation Program

LIFE Designs has established a PTO Donation Program for staff who experience a traumatic event, or long term illness or injury and have exhausted their own available PTO.

Eligibility Criteria for Receiving Donations of Paid Time Off

To be eligible to receive paid time off donated by another employee, the requesting employee must meet all of the following criteria.

- (1) have used all accumulated paid time off, other compensatory time,
- (2) have supervisor approval for taking time off,
- (3) have a need that meets criteria, listed below,
- (4) made application to the Executive Team
- (5) not be receiving any other form of compensation including social security disability benefits or short or long term disability benefits
- (6) have completed the minimum of 6 months of employment with LIFE Designs

Identified need: Circumstances that would warrant PTO donation include: a serious long term illness/surgery for the staff member or a member of their immediate family, death in the immediate family, or personal catastrophe such as a loss of housing due to fire or severe weather. Immediate family is defined as parent, sibling, spouse, or child.

Upon receipt of such application, the Executive Team will determine eligibility for receiving donated time. The employee is eligible to receive up to a maximum 12 weeks of time off for which he/she would otherwise be without pay, including holidays. Transfer of paid time off to an employee may be denied if all eligibility criteria are not met. If an employee is eligible for short term disability, they would not be eligible for PTO donations.

For regular full-time employees receiving transferred paid time off, a "day" is defined as 8 hours. For regular part-time employees a day is defined as the average hours worked per day for the current calendar year. Recipients shall continue to accrue paid time off and service in accordance with the provisions of the appropriate policies and guidelines.

Criteria for Donating Paid Time Off

The following criteria must be met to donate PTO to another employee:

- (1) There must be an approved PTO Donation Request established
- (2) The PTO Donation must be designated to an approved recipient
- (3) The donating employee must retain the minimum of 40 hours of PTO after the donation
- (4) The minimum of 4 hours of PTO must be donated
- (5) Multiple donation can be made as long as the above criteria is met

The Human Resource Director will make staff aware that requests for donations have been received and notify the recipient's supervisor of the amount of paid time off that has been donated once the approval process is completed.

Procedural Guidelines

Procedures for donating PTO:

- (1) The donor must complete a donation form designating the recipient and the amount of PTO donated
- (2) The completed form must be signed by the donating employee's supervisor and witnessed by a second LIFEDesigns employee
- (3) The form must be submitted to the Human Resources Director within the payroll processing time frames for the requested pay period

The amount will be transferred following verification of the following:

- (1) the recipient is eligible
- (2) the donating employee has sufficient time off to cover the donation and still maintain 40 hours of PTO. If less than the required amount is available, the paid time off donation is voided
- (3) there is approval by the donor's supervisor.

A copy of the form will be placed in the donor's personnel files, and the original will be retained by the Human Resource Director. Donor forms will be date and time stamped in the order received. This will determine the order in which paid time off will be deducted from the donors' balances where there are multiple donors for a single individual.

At the time of transfer, personnel action forms will be completed by the HR Director and forwarded to the Staff Accountant. Payment of the donated paid time off will be based on the recipient's current rate of pay.

Only the amount of paid time off which has been projected as necessary to cover each pay period will be transferred. If an employee has donated 80 hours and only 32 hours are required for the current pay period, only 32 hours will be deducted during that pay period. If the need continues into the next pay period, the remaining hours will be deducted at the appropriate time. Paid time off may not be transferred retroactively.

The decision to donate PTO to another individual should be a choice made freely by each employee. Any person attempting to unduly influence another employee to donate paid time off shall be subject to disciplinary action, and any prior agreement made to donate leave under these conditions shall be voided.

Taking Time Off

Employees may take paid time off (PTO) at any time for any reason, subject to the schedules determined by the immediate supervisor. The computerized payroll system automatically tracks accrued PTO taken, and the balance available is listed on employee paycheck/Direct Deposit stubs. Employees may also verify available accrued PTO hours with the Payroll Staff Accountant.

The following guidelines will be followed with respect to taking time off:

- Direct service employees must arrange for their own substitutes. Employees should complete a time off request form that lists their appropriate subs for approval to their supervisor at least 1 week before the time off requested takes place. If no substitute can be arranged, or if there are other mitigating circumstances in the setting, time off may not be granted. This holds true for substitute staff as well.
- Time off requested 8 weeks in advance AND approved by the supervisor will be granted. Direct service staff are asked to assist in identifying substitutes by contacting other staff trained in the setting, and communicating progress with the supervisor.
- The date a request is received by the supervisor, as well as other leave requests for the same time period, establishes its priority.
- Administrative staff must let the Office Manager and their supervisor know of time off so calls can be answered and forwarded accordingly. They are responsible for identifying a member of their team to oversee their responsibilities in their absence.
- Supervisors within the same team may not be granted leave simultaneously, depending on the needs of the agency, and out of town leave for major holidays will be rotated among administrative staff.

Types of Time Off and Guidelines

- *LIFEDesigns' Holidays*

LIFEDesigns observes 8 holidays. If a holiday falls on a Saturday or Sunday, the actual date of the paid holiday is determined by the Executive Leadership Team.

- | | |
|---------------------|--|
| 1. New Year's Day | 5. Thanksgiving Day |
| 2. Memorial Day | 6. Friday after Thanksgiving |
| 3. Independence Day | 7. Christmas Eve Day (except when occurring on a weekend*) |
| 4. Labor Day | 8. Christmas Day |

*When Christmas Day or Christmas Eve Day fall on a weekend, the Executive Team will determine and communicate alternate days the holiday(s) may be designated. See Attachments sections of this handbook for dates of recognized holidays.

Family and Medical Leave

Under the federal Family and Medical Leave Act of 1993, as amended January 28, 2008 (FMLA or federal FMLA), you may take up to 12 weeks of job-protected Family and Medical Leave in a 12-month period if you meet certain criteria under the statute. See Appendix for full explanation.

If you are qualified for FMLA leave, you may take up to 12 weeks unpaid leave for family and/or medical leave in a rolling backward 12 month period. Start dates for leaves begin on the first day an employee is not present at work, including paid and unpaid time off.

- Under the policy, 12 workweeks of leave in a 12-month period may be taken for the following reasons:
 - The birth of a child and to care for such child within one year of birth;
 - The placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of the placement;
 - To care for an immediate family member (spouse, child, parent) with a serious health condition (please contact Human Resources for full description of "serious health condition");

- A serious health condition that makes the employee unable to perform the essential functions of his or her job;
- Any qualifying exigency (as defined by U.S. Department of Labor regulations) arising out of the fact that your spouse, son, daughter or parent is a covered military member on “covered active duty

Twenty-six (26) workweeks of leave during a 12-month period to care for a covered servicemember with a serious injury or illness if the eligible employee is the servicemember’s spouse, son, daughter, parent, or next of kin (military caregiver leave).

An eligible employee may take Service Member Family Caregiver Leave to care for a covered service member, defined as a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness. Eligible employees are entitled to a total of 26 weeks of unpaid Service Member Family Caregiver Leave during a 12-month period. This leave shall only be available during a single 12 month period. If an employee takes other leave covered by the federal FMLA, the combined leave shall not exceed 26 weeks during that 12-month period.

A husband and wife, when both are eligible for FMLA and both work at our company are eligible for a combined 12 weeks unpaid leave during any rolling backward 12 month-period if the leave is taken:

- For the birth of the employee's son or daughter or to care for the child after birth;
- For placement of a son or daughter with the employee for adoption or foster care, or to care for the child after placement;
- To care for the employee's parent with a serious health condition (please contact Human Resources for full description of “serious health condition”); or
- For any qualifying exigency (as defined by U.S. Department of Labor regulations) arising out of the fact that the employee’s spouse, son, daughter or parent is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation.

A husband and wife, when both are eligible for FMLA and both work at our company, are eligible for a combined 26 weeks unpaid leave of Service Member Family Caregiver Leave during the single 12-month period described earlier in this policy. If the husband or wife takes leave for one of the reasons described above, that leave also may count toward the 26 weeks of combined leave during that single 12-month period.

Intermittent leave also may be available depending upon your serious health condition or your immediate family member’s serious health condition. Employees may not take intermittent or reduced schedule leave for the birth or placement of a child for adoption or foster care without prior approval. Service Member Family Caregiver Leave may be taken intermittently or on a reduced leave schedule when medically necessary. A request for reasonable documentation of family relationship verifying the legitimacy of a Family Medical Leave may be required.

To qualify for Family Medical Leave, an employee must have worked at our company at least 12 months, must have worked at least 1,250 hours during the past 12 months, and must work at a location that employs at least 50 employees within 75 miles. In addition, your reason for the leave must be covered under FMLA and you must provide a completed FMLA Certification of Health Care Provider Form supporting the need for the leave. A request for leave because of any qualifying exigency arising out of the fact that an immediate family member is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation must be supported by a certification issued at such time and in such manner as the FMLA regulations may dictate.

If the leave is foreseeable (birth or placement, planned medical care, leave due to active duty of immediate family member), the employee must provide at least 30 days advance notice. If circumstances prevent providing the 30 days advance notice, then the employee should provide as much notice as possible. If an employee fails to give the required notice for foreseeable leave with no reasonable

excuse, the employee may be denied the taking of the leave until the employee provides adequate notice of need for the leave. Employees should make every reasonable effort to schedule medical treatments so as not to disrupt the ongoing operations of the company.

During the approved Family Medical Leave, your benefits will continue, but if you go without pay, you must pay your share of health, dental and voluntary life insurance premiums (if applicable). Employees must use their available PTO benefits while on FMLA.

So that an employee's return to work can be properly scheduled, an employee on leave is requested to provide at least two week notice of the date the employee intends to return to work. When the leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, our company will assume that the employee has voluntarily resigned.

Employees requesting Family or Medical Leave must:

- Complete a Request for FMLA Leave of Absence Form and submit it to the Human Resources Director 30 days before beginning the leave. If a 30 day notice is not possible, notice must be given as soon as possible.
- Provide written certification from the attending health care provider.
- Obtain a 2nd opinion at the request of LIFEDesigns, and at LIFEDesigns' expense.
- Obtain re-certification of the leave, every 30 days for the duration of the leave
- Must contact the Human Resources Department every 30 days to advise LIFEDesigns of any change or improvement in condition.
- Must complete the insurance premium recovery authorization and reimbursement agreement form.
- Complete details and forms are available from the Human Resources Department.

Other Leaves of Absence

When possible, LIFEDesigns will consider employee requests for other types of leaves of absence. Other leaves of absence are limited to a continuous, six-month period. Employees must fill out the appropriate paperwork and submit their request to their supervisor for approval. The request will then be sent to Human Resources. LIFEDesigns provides no guarantee that the employee will return to the same position held at the time the leave of absence began. The employee will only be considered for open positions available upon their return to work. All current procedures for applying for open positions must be followed.

Employees will be responsible for maintaining health insurance coverage during approved leave. Employees covered under insurance plans should contact Human Resources before the leave to make arrangements for payment of premiums. LIFEDesigns will discontinue paying the agency cost share of premiums during regular leaves of absence. Employees must submit payment to LIFEDesigns for the full insurance premium by the first of each month to maintain coverage. An employee on a leave of absence during a holiday will not be eligible for holiday pay unless the employee has PTO hours that are paid for that pay period. Employees on a leave of absence cannot work shifts or volunteer to perform work that they would normally be paid to do. Employees returning to following a leave for a personal medical reason must submit a Return to Work notice from their medical provider to Human Resources prior to returning to work. If an employee fails to return to work on the agreed upon return date, our company will assume that the employee has voluntarily resigned.

Military Leave

A military leave of absence will be granted to employees who are absent from work because of active duty or reserve service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required,

unless military necessity prevents such notice or it is otherwise impossible or unreasonable. The employee must provide documentation of military service.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Please contact the Human Resource Department for more information or questions about military leave.

Indiana Military Family Leave

- The purpose of The Indiana Military Family Leave Act is to allow eligible employees to spend time with family members who have been called up for active duty in the military.

To be eligible for military family leave, an employee must have been employed for at least twelve (12) months and must have worked at least 1,500 hours during the twelve-month period immediately preceding the leave. The leave is available to an employee who is the spouse, parent, grandparent or sibling of a person who is ordered to active duty.

Eligible employees are provided an unpaid leave of absence of up to ten (10) working days (consecutive or non-consecutive) per year when the family member, who is a member of the U.S. Armed Forces, the U.S. Armed Forces Reserve Unit, or the Indiana Air or Army National Guard, is deployed for full-time military service on active duty orders for eighty-nine (89) days or longer.

LIFEDesigns will require employees to use or exhaust any accrued PTO (Paid Time Off) prior to taking any unpaid time off for military family leave, as allowed by the law. Accrued paid time off taken under this policy shall count toward, and not be in addition to, the ten (10) working days of family military leave.

Health care benefits for which the eligible employee participated before taking leave under this policy will be continued during the leave period under the same structure and conditions. An eligible employee taking leave under this policy still will be required to pay the employee's portion of the health care insurance premium normally withheld from the employee's paycheck.

An eligible employee may take up to a total of ten (10) unpaid working days (consecutive or non-consecutive) of military family leave during a year. The days may be taken during one or more of the following periods, but may not exceed ten (10) days total:

- During the thirty (30) days before active duty orders are in effect;
- During a period in which the family member ordered to active duty is on leave while active duty orders are in effect; and/or
- During the thirty (30) days after the active duty orders are terminated.

An eligible employee who wants to take an unpaid military family leave under this policy must request leave under the policy by providing written notice of the date the leave will begin, including a copy of the active duty orders if available, to the employee's direct supervisor or manager. The notice must be given at least thirty (30) days before the date on which the employee intends to take the leave, unless the active

duty orders are issued less than thirty (30) days before the date the requested leave is to begin. In that situation, notice should be provided as soon as possible after the active duty orders are issued.

To the extent an employee's military family leave also qualifies for some other type of leave, such leaves shall run concurrently to the full extent allowed by law.

Jury Duty

LIFEDesigns will pay for time off taken to serve on a jury if this is during the employee's regular work schedule. The employee must submit a copy of their pay received for jury duty from the courts and this amount of wages received for jury duty will be deducted from the employee's regular salary. If the hours are taken as time off without pay, nothing will be deducted from the employee's pay.

Bereavement/Family Death

Employees will receive up to 3 days paid leave (not to exceed a total of 24 hours for the three-day period) when a member of their immediate family dies. Bereavement time given for family death cannot roll over to the next year and will not be paid out at the end of the benefit year or upon termination. Family is defined as parent, sibling, spouse, child, grandparent, mother-in-law, and father-in-law. PTO may be used for leave involving deaths of other family members. To receive bereavement pay, the employee must submit documentation of the relationship and date of death or funeral attended.

Employee Referral Bonus

To attract quality employees, reduce turnover, and reward employees for referrals that lead to employment, LIFEDesigns offers an Employee Referral Bonus Program. Only current full-time and part-time employees may participate and be eligible to receive this bonus. An applicant must state on the job application that a LIFEDesigns employee referred them to LIFEDesigns. Following the hire, the new employee must complete all orientation requirements and 6 months of employment. Upon completion of these requirements, the referring employee is eligible to receive the referral bonus, if both the new employee and the referring employee are in good standing (no probationary status or having given notice of resignation). When an applicant lists more than one employee as the referral, the bonus will be divided among all listed. The amount of this bonus is determined by the CEO. The make-up of the bonus is at the discretion of the Chief Executive Officer. This bonus may be placed on hold by decision of the Solutions Team at any time.

Education Incentive

LIFEDesigns considers it invaluable for employees to attain educational goals that further promote the mission of the agency. All bonuses and incentives are paid at the discretion of the Solutions Team. LIFEDesigns will provide an incentive to any full time staff meeting the following criteria:

- Complete college degree work in a job-related field of study applicable to their position at LIFEDesigns (e.g. accounting degree in fiscal services or a human service degree).
- To qualify for the incentive payment, the employee must apply for the incentive the year they graduate and work full-time continuously for one year past degree completion.
- Supervisors must approve the application and submit it to the Chief Executive Officer.
- Staff will be eligible to receive the incentive payment following one year of employment post-graduation.
- The availability of the incentive and the amount will be determined annually.

Good Cheer Fund

The Good Cheer fund was established to provide a means for collectively sending flowers for celebrating the birth of a baby, or to show support during a hospitalization, serious illness, or death in the immediate family (parent, sibling, child, grandparent, mother-in-law, father-in-law) of LIFEDesigns employees, customers, or customer families. This fund accumulates through voluntary payroll deductions and funds must be available before flowers may be sent. Employees must notify the HR Director, who will place the order, when there is an appropriate occasion (listed below) for which flowers should be sent.

LIFEDesigns Employee***Immediate Family Only***

Family Death
 Birth of Baby
 Employee Hospitalization

LIFEDesigns Customer***Immediate Family Only***

Family Death
 Birth of Baby
 Customer Hospitalization

Family of LIFEDesigns Customer***Immediate Family Only***

Family Death

Counseling, Discipline, Termination, and Grievance Procedures

Counseling Memorandums

Counseling Memorandums are not disciplinary actions. Counseling memorandums document management's efforts to provide guidance to employees and to clarify expectations. They serve to document how management provides assistance to the employee and to make recommendations for improvement.

Disciplinary Actions

Employees who fail to comply with the agency's policies will be subject to disciplinary action. LIFEDesigns will normally follow progressive disciplinary procedure. However, employment with the agency is at-will, and discipline does not have to be progressive. Therefore, in certain circumstances, immediate termination may result.

Disciplinary actions include oral warnings, or Counseling Memos, written warning, administrative leave, with or without pay, and dismissal. The agency's management, in its sole discretion, will determine the appropriate disciplinary action to be taken. In determining the appropriate disciplinary action, management may consider such things as the impact of the offense on the agency, the extent of the damage or harm caused, and the circumstances of the offense, as well as any mitigating circumstances.

Any questions regarding this disciplinary policy, or any specific acts of discipline, should be directed to the Human Resources Director or the Chief Executive Officer.

- *Oral Warnings* – (ie: *Counseling Memo*) An oral warning may be given by a direct supervisor when an employee's performance or conduct is unsatisfactory. Documentation will be placed in the personnel file stating the date and time of the violation, the employee's reaction, the necessary improvement required, and information concerning further disciplinary action that could result from failure to show improvement. A written warning may be issued if an employee's performance does not improve.
- *Written Warning* – A written warning will state why the employee's conduct is unsatisfactory, must set a period of time in which the situation must be remedied, and must identify specific strategies for remediation. Before any written warning may be issued, the warning documentation must be reviewed by the Human Resources Director or the appropriate Director.
- *Administrative Leave* – Administrative Leave is a temporary absence from work that is required of an employee, contractor or agent for disciplinary reasons or pending results of an investigation. A supervisor may place an employee on Administrative Leave as the result of the employee's failure to comply with terms of a written warning, or if the conduct is severe enough to warrant an administrative leave in lieu of a written warning, or if the conduct constitutes a violation of a policy that stipulates administrative leave as the disciplinary action. An employee who is placed on administrative leave will be given written notice of the reasons for the action, and a copy will be made a part of the employee's personnel record. Any Administrative Leave must be communicated to the Human Resources Director immediately.

An employee placed on administrative leave may appeal the decision to the Chief Executive Officer, whose decision shall be final.

If an employee is suspected of participating in conduct that merits dismissal, the appropriate Director, at his or her discretion, may place the employee on administrative leave with or without pay while an investigation is conducted. If the employee returns to work, the supervisor will meet formally with the employee on administrative leave and communicate, in reasonable detail, the improvements in job-related behaviors required as a condition of the employee's continued service. The Human Resources Director must be informed prior to the meeting to review the documentation. This meeting will be documented and records of it will be added to the employee's personnel file and be submitted to the Chief Executive Officer.

- *Dismissal* –Dismissal occurs when other disciplinary action has failed to achieve improvement or when an employee violates an employee policy or work rule, and management, in its discretion, believes termination is warranted. The Human Resources Director and appropriate Director will review any proposed dismissal, and the dismissal shall take place only after their approval. Any employee will have the right to appeal his or her dismissal to the Chief Executive Officer, within 5 business days, whose decision shall be final. When the termination is a result of an investigation, the appeal process is not available.

Actions that warrant dismissal include, but are not limited to:

1. Poor job fit, refusing/inability to perform the duties in the job description
2. Customer abuse, mistreatment, or neglect (physical, verbal or emotional)
3. Falsifying/altering any agency records, timesheets, check requests, or customer records.
4. Inappropriate/unauthorized use of company or customer funds.
5. Damaging, stealing, or attempting to damage or steal the property of the agency, a customer, or another employee.
6. Violation of safety practices that might cause risk of harm, injury, or death to self, fellow employees, customers, visitors, or others.
7. Violations of LIFEDesigns' Code of Conduct including retaliation against those who report concerns per the agency's whistleblower protections.
8. Releasing confidential information to unauthorized individuals.
9. Accepting monies/gifts from customers or others to perform a service.
10. Borrowing from or making personal loans to other LIFEDesigns employees.
11. The unauthorized leaving of work locations during assigned hours.
12. Gross negligence.
13. Harassment.
14. Failure to report an accident, injury or customer abuse, mistreatment, or neglect in a proper, accurate, and timely fashion.
15. Failure to report fraud, waste, or abuse per company code of conduct.
16. Sexual contact with customers.
17. Unauthorized sleeping on the job.
18. More than one no call, no show for a work shift.
19. Carrying weapons on LIFEDesigns' property or when working with LIFEDesigns' customers.
20. Insubordination involving, but not limited to, defaming, assaulting, or threatening to assault a supervisor or refusing to carry out the request of a supervisor where the employee's personal safety is not threatened.
21. Using, possessing, selling, or being under the influence of alcohol or other non-prescribed controlled substances while on duty or on agency premises. Suspected violators may be asked to submit to a drug test or a medical exam, and the matter will be reported to the proper authorities.
22. Unreasonably interfering with other employees' work.
23. Refusing to cooperate with an agency investigation

24. Violence, fighting, horseplay, or other activities endangering the physical or emotional safety of others
25. Failure to meet job requirements.
26. Losing driving privileges for jobs that require driving.
27. Using inappropriate or unprofessional written communication not commonly acceptable as professional business practice.

Termination

- *Voluntary* – A voluntary termination occurs when an employee resigns or is separated from the organization at his or her own request. Any employee who fails to report for work or has an unexcused absence may be considered to have voluntarily terminated without notice. All obligations of the employer beyond those required by law will be terminated immediately.

Hourly employees who intend to leave or assume another position with the agency must give at least 3 weeks written notice to their supervisor. Salaried employees are expected to give at least 4 week notice. The date the written resignation is received at the office shall be considered the beginning of the notification period. Resignations sent via E-mail are acceptable. Employees not giving appropriate written notice of voluntary termination may not be eligible for rehire. All agency property must be returned in good condition upon termination. Otherwise, the agency may take action to recoup any replacement costs and/or seek the return of agency property through appropriate legal recourse.

- *Involuntary* – An involuntary termination occurs when an employee is separated from the organization at the agency's request. The following are examples:
 1. Poor Job Performance – An employee may be terminated if he/she is unable or unwilling to perform the job assignment in an appropriate and satisfactory manner, and/or if he/she displays an attitude that adversely influences the employee and/or fellow employees' work. Steps taken to resolve the problem and retain the employee will be documented in the employee's file.
 2. Discipline – Staff members may be dismissed for disciplinary reasons.
 3. Medical Disability – An employee may be dismissed when substantial medical evidence, supported by a doctor's report, demonstrates that he/she cannot perform his/her job in a satisfactory manner or cannot accept another position within the agency for which he/she is qualified, and for which a job vacancy exists. The agency will follow all guidelines set forth in the Family and Medical Leave Act of 1993 prior to taking this action.
 4. Position Elimination – The employee's position is eliminated due to budgetary constraints, restructuring, changes in service needs, or obsolescence. LIFE Designs will provide at least three week notice of such action.
 5. At the discretion of the Chief Executive Officer.
- *Exit interview* – Employees who leave the agency for any reason may have an exit interview. Employees who request for the exit interview will be conducted by the Human Resources Department. As part of the evaluation process, LIFE Designs may mail, email, or otherwise provide exit survey forms to employees who have left the organization.
- *References* – All requests for references must be directed to Human Resources. Human Resources shall disclose only the dates of employment, the title of the last position held, and whether or not the person is eligible for rehire with written approval. Employees will have the opportunity to authorize work references within the agency. Employees who fail to reimburse the agency for any outstanding debts or who fail to return agency/customer property will be considered not eligible for rehire.

- *Insurance* – LIFE Designs will discontinue paying premiums on employee's insurance effective with the last day of employment. Employees who wish to continue their Health insurance at their own expense may elect to do so under COBRA guidelines. Life and short-term disability insurance will not be available under COBRA. Information will be sent directly from the insurance company to the last known address of the employee.
- *Rehiring of previous employees* – In general, employees who leave LIFE Designs in good standing, and who provide appropriate notice of their intent to leave, will be eligible for rehire. Former employees who wish to be considered for rehire must reapply according to the agency's application procedures. Returning employees who have left within the past year may have orientation requirements waived by their hiring supervisor.

Grievance Procedure

Generally, employees are expected to try to resolve their own conflicts with coworkers before taking the issue to their supervisor. When coworkers cannot resolve a conflict, or when the issue involves harassment, abuse, or fraud, the grievance process should be used.

All regular employees are eligible to use the grievance procedure. Grievances must be presented within 5 working days from the date of the original cause of grievance, or the employee's right to file a grievance will be lost. Saturdays, Sundays, and holidays are not included, and the time period may be extended by written mutual agreement of the parties involved. The employee must participate in the investigation in a timely manner to facilitate resolution of the grievance. The presentation of a grievance must follow the grievance procedure steps.

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Grievances Not Involving One's Immediate Supervisor

The employee must present a written grievance form (available in Human Resources) to his/her immediate supervisor, who has 10 days to respond (unless there are special circumstances). A copy of the grievance form must be sent to Human Resources. The supervisor and the employee will meet to discuss the grievance within 10 days (unless there are special circumstances) of the date the grievance. Parties involved must cooperate with the investigation in a timely manner. The two parties at conflict will also meet in an attempt to resolve the conflict. If the grievance is not satisfactorily resolved, the employee may take the grievance for a second-level review by a committee made up of the appropriate Director of Services (DOS), the Director of Human Resources (DHR), and the Chief Financial Officer (CFO). The employee must notify the Human Resources Director in writing of the request to take the grievance to the committee within 5 working days of the final meeting of the employee(s) and the supervisor. The committee will then have 15 days from the date of notification to issue an opinion. Additional interviews may be required. If the grievance is not resolved to the employee's satisfaction with the opinion issued by the committee, the employee may make a request for review by the Chief Executive Officer (CEO). The employee must notify the Director of HR in writing of the request for the third-level review by the Chief Executive Officer (CEO) within 5 working days of the committee decision. The CEO will have 20 days from the notification to issue an opinion. The decision of the CEO is final and binding. The employee will receive a copy of the grievance response in writing.

Summary of the Grievance Process

<u>Title</u>	<u>Deadline for Decision</u>
1. Immediate Supervisor	10 working days
2. Committee of DOS, CFO, DHR	15 working days
3. Chief Executive Officer	20 working days

Grievances Involving Supervisor: (Unless it is the CEO)

When a grievance is with one's own supervisor, but the supervisor is not the Chief Executive Officer, employees must follow the procedure outlined above, but begin with the supervisor's supervisor. If the grievance involves a member of the committee in step 3, the employee may request that the committee member be excused from the process.

Grievances Involving Immediate Supervisor (When it is CEO):

For employees who report directly to the Chief Executive Officer and the grievance is about the Chief Executive officer, grievances will be submitted to the President of the Board of Directors. The decision of the President of the Board of Directors is final and binding.

Other Considerations

The grievance procedure does not apply to the following matters:

- Action caused by a reduction in work force.
- Action that affects a temporary or probationary employee.
- Action resulting from an investigation of alleged abuse, neglect, or fraud.
- Rates of pay, performance ratings, employee benefits, position classifications, or changes in duties with position classifications.
- Disagreements with LIFE Designs policy.

Emergency Procedures

Definitions of an Emergency

An emergency is any situation that requires an immediate consultation with a supervisory staff person.

Some examples of when to call the Emergency Response System (1-877-313-1989):

- Serious customer illness or accident that requires immediate emergency room medical attention (not doctor appointments).
- Medication Errors.
- Administration of psychotropic PRN medication.
- Serious behavioral incidents that require additional assistance after repeated attempts to use usual behavior modification techniques.
- Emergency issues like fires, power outages, natural disasters, weather emergencies, or van breakdowns
- During weekday A.M. shifts, if a customer refuses, or is too sick to go to work.
- If an employee does not show up to work an assigned shift, try to contact the person directly and contact the pager if they have not arrived within 15 minutes.
- If you are unable to work your shift due to illness or personal emergency, it is your responsibility to find a substitute and notify the pager of the substitute. If you are unable to find a substitute to work your shift, you must call the pager at least two hours before the start of your shift and provide a list of who you contacted and their responses. The supervisor on-call only has the discretion to make exception to this rule in the event you become ill on the job, or are too ill to find an appropriate substitute.

Emergency Response System

Services Pager System

- The services pager system is to be used to respond to the emergency needs of LIFE Designs customers, their families, and staff. It is available 24 hours a day, 7 days a week. The pager is carried and answered by an assigned Network Director or Team Manager for the network. While carrying the pager, staff must remain within one hour of their home base. All calls received will be responded to in accordance with the Pager Procedures manual.
- The service is accessed by calling 1-877-313-1989.
- If there is no response to the pager system, re-page the service after 15 minutes.
- Inappropriate use of the pager system may result in disciplinary action.

Crisis Management Plan

Action to be taken in the event of a serious accident, emergency, or fatality: Give priority attention to providing all reasonable care for the injured person(s).

- Secure a doctor, ambulance, clergy and police as appropriate. Obtain names, addresses, and phone numbers of all witnesses and a written statement of what happened if witnesses must leave before police arrive.
- In the event of a fatality, always notify police. Retain a responsible adult at the scene. See that no disturbance of victim surroundings is permitted until the police have assumed authority.
- Call the emergency pager.
- Depending on the seriousness, the person carrying the emergency pager will contact the Director of Services and the Chief Executive Officer (the Board President or Vice President will act as agency spokesperson should the directors not be available to report the emergency and to secure additional assistance as needed).
- Anyone involved in a serious accident, emergency, or fatality will make no statement orally or in writing which could be interpreted either as an assumption or rejection of responsibility for the accident until all the facts are known. The only response to the media should be, "There has been an incident. We do not have all the facts, but when we do, we will provide further information."

Fire, Power Outages, Natural Disasters

LIFE Designs maintains emergency procedures for each location. In case of fire, power outages, natural disasters, and other weather emergencies, staff must comply with the procedures for the particular location. Staff's first responsibility is the welfare of the customers. Ensuring their safety includes bringing all necessary customer medications to safety. Note posted exits, alternative exits, and locations recommended for shelter during tornados and other weather emergencies, which are placed in various locations throughout each facility.

Vehicle Breakdowns/Accidents

In the event of a vehicle breakdown while transporting a customer, or while driving an agency vehicle, staff should immediately switch on the car's safety/emergency flashers. Pull onto the far right shoulder of the road as far as possible. If the vehicle has lost power in the roadway, set the emergency brake and raise the vehicle hood. If people or the vehicle is in danger of being struck by traffic, the vehicle must be abandoned, and a place of safety found. Staff are instructed to refrain from pushing the vehicle to a safe place unless it can be done with the assistance of others.

Staff must call the Team Manager or emergency pager for help. If using a wireless phone, the call can be made from inside the vehicle, when this is the safest place, and a cellular telephone is available. If it is

not safe to remain in the vehicle, staff must carefully leave the vehicle, with the customer(s) to make the call.

In the case of an accident involving agency vehicles, ensure the safety of any customers, and comply with the reporting process outlined in the emergency information in the vehicle. Always contact the relevant law enforcement officials and complete an incident report. Submit all reports to the supervisor after making a copy of the police report. If any employee injuries occur, follow the procedures for reporting a workplace injury.

For accidents when transporting a customer in a staff vehicle, an incident report must also be completed, and the vehicle owner must follow all reporting requirements of his/her insurance company. The Team Manager or emergency pager can be called for help. If using a wireless phone, the call can be made from inside the vehicle, if this is the safest place, and a cellular telephone is available. If it is not safe to remain in the vehicle, staff must carefully leave the vehicle, with the customer(s) to make the call.

Health and Safety

General Information

LIFEDesigns complies with all applicable federal, state, and local health and safety regulations and seeks to provide a work environment that is free from hazards. Supervisors are responsible for ensuring that the employees they supervise understand and comply with all safety rules and procedures. Employees should report any violations, unsafe conditions, accidents, or suggestions to their supervisor and the Human Resources Director. Violations of agency safety rules and procedures will result in disciplinary action, up to and including dismissal.

Hepatitis B Vaccine - All employees at LIFEDesigns are entitled to receive the vaccination against Hepatitis B at no cost. Employees must sign consent forms indicating their decision to receive or refuse the vaccine. Employees who wish to receive the vaccine are responsible for contacting the Employee Development Coordinator to schedule the vaccine. Employees who fail to show up for the vaccine appointment will be assumed to decline the vaccine at that time.

Personal Protective Equipment (PPE) - The agency provides disposable gloves, face/eye protection, and protective gowns at no cost. All employees with occupational exposure to potentially infectious materials must use this equipment when performing tasks that involve risk of exposure. Disposable PPE and other materials should be placed in appropriately marked biohazard containers immediately following use. Any equipment, materials, or surfaces that are potentially contaminated must be decontaminated immediately using appropriate procedures.

Serious Health Conditions

Employees with infectious, long-term, life-threatening or other serious health conditions may work as long as they are physically and mentally able to perform the duties of their job without undue risk to their own health or that of other employees, customers, or members of the public.

Employees who are diagnosed with a serious health condition, and who wish an accommodation, should inform the Human Resources Director as soon as possible. LIFEDesigns will attempt to maintain confidentiality of the diagnosis and medical records of employees, unless otherwise required by law.

Infection Control Measures

Each staff member should have knowledge of his/her own health inventory, including immunization status and history of exposure to communicable diseases. Employees may be required to provide proof of their status at hire.

Employees may not have any direct contact with customers when they have the following communicable conditions: A written release to return to work from a medical provider may be required before an employee is allowed to return.

- Scabies
- Streptococcal infection until 24 hours after antibiotic treatment has begun
- Acute diarrhea or flu symptoms lasting more than 24 hours
- Chicken pox until lesions are crusted
- HIV when draining lesions on the hands are present
- Hepatitis
- Measles until 7 days after rash appears
- Mumps until 9 days after onset
- Pertussis (whooping cough) until 7 days after beginning of effective treatment
- Rubella until 5 days after rash appears.
- Antibiotic-resistant infections when lesions are open and draining

Employee Injury on the Job

Worker's Compensation

All employees of LIFE Designs are covered for work-related injuries and illness under the Worker's Compensation Insurance. This insurance provides medical coverage and compensation for accidents or illnesses occurring on the job. Information about the current insurance carrier is available on all employee information boards or from Human Resources. Any accident or injury incurred in the course of completing work duties must be reported to the supervisor and to the Human Resources Director immediately. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. Any medical services provided must be pre-approved by the HR Director or designee. Any medical intervention must be done at an approved medical provider. Employees should not go to the personal physician as this could also jeopardize the coverage of your claim. Employees injured on the job must submit a written report of the injury to the Human Resources Director within 24 hours of the incident. (forms can be found on the shared drive, from management or from Human Resources) The employee, any witnesses, and the site manager must complete the paperwork describing the incident, the probable cause, and how it could have been prevented so we may attempt to prevent a future accident.

Injured employees or employees with a work-related illness who fail to follow policy, procedure, and/or the instructions or recommendations of the approved medical provider jeopardize the coverage of his or her work-related injury/illness claim.

Any work-related injury or illness will result in the employee submitting to a drug and/or alcohol screening.

Employees who receive work restrictions from the approved medical provider will be evaluated for duties that fall within the work restrictions in accordance to our Return to Work Policy (described below). Failure to participate in this program may jeopardize any temporary, total disability payment available through the workers compensation provider.

LIFE Designs consistently works to improve any condition or situation that could result in an injury or illness to employees. The Health and Safety Committee reviews every injury or illness to review and improve processes or conditions, implementing safety practices as appropriate. We encourage employees to report any condition, or ideas for improvement to the committee. The committee also provides safety training intended to educate employees on safe work practices.

Return to Work Policy

The Return to Work (RTW) Policy provides the opportunity for employees who have been placed on work restrictions from the workers compensation medical provider to continue working within those restrictions.

The policy keeps the employee connected to their work environment, speeding healing, emotionally and physically. The employee maintains their same hourly rate of pay and assists the employee with income replacement in lieu of using PTO time for non-reimbursed time. We endorse a Return-to-Work (RTW) policy that returns injured employees to their regular job assignments as soon as possible. We have found our RTW program is an effective form of rehabilitation that enables our injured employees to return to productivity much earlier and is designed to enhance the healing process.

LIFEDesigns will provide temporary work assignments tailored to the physical capabilities, as outlined in the restrictions from the medical provider, of employees who become ill or injured on the job. We will ask employees to perform only those job functions that the medical providers have determined can be safely performed during the recovery process. All alternative and modified job assignments will be structured to meet the physical capabilities and therapy needs of the injured employee.

The success of RTW depends on the assurance that all employees understand and adhere to the roles and responsibilities outlined in this policy:

- Report all work-related illnesses or injuries immediately to your supervisor, the emergency pager and Human Resources.
- Seek immediate medical attention when necessary with LIFEDesigns' approved medical provider.
- Report your medical status as soon as possible after receiving medical attention, providing all paperwork received immediately to HR.
- Notify the treating physician of our Return-to-Work program.
- Stay in contact with your supervisor.
- Return to a temporary, modified work assignment if unable to perform normal work duties.
- Follow prescribed treatment and therapy plans.
- Immediately notify supervisor if job tasks in any way exacerbate the illness/injury symptoms.

The Human Resources Department maintains a list of light duty work that is available for employees with work restrictions and will coordinate the work with the employee, his or her supervisor, and the department where the light duty work is available.

LIFEDesigns follows all federal and state laws and regulations regarding workplace injuries and return to work programs.

Reporting a Workplace Accident, Injury, or Illness

LIFEDesigns is committed to providing a safe work environment for all employees. It is important that employees follow all safety rules and exposure precautions and inform their supervisor immediately of potential hazards so they can be addressed.

If an employee is injured while on duty, he or she is required to follow these steps:

- Notify the supervisor, Team Manager, Network Director, or Director of Services immediately (use the emergency system if an incident occurs after business hours).
- Notify the Human Resources Director at the Bloomington office, or after hours by dialing 812-345-1238.
- Seek appropriate medical attention (**not your personal physician**) at IU Health Urgent Care (formerly PromptCare) in Bloomington or Bedford, the WOW clinic in Columbus, or the emergency room of the nearest hospital, if the urgent care centers are closed. You may tell the provider of the potential work-related injury, but this does not imply coverage for payment. They may need to contact HR for authorization. If the employee has potentially been exposed to

blood-borne pathogens, he/she must report the potential exposure to an agency nurse immediately and follow their instructions.

- Employees who report a job-related injury will be required to submit to a drug and/or alcohol screening prior to medical care.
- Report the incident in writing on an injury report form and forward it and any documentation to Human Resources no later than the next business day. Injury and Incidents must be reported, even if no medical attention is sought.
- Investigations may be done to review how the injury could have been prevented and if all policies and procedures were being followed.

Employee Development & Performance Review

Employee Performance Review (EPR)

A 90 day Employee Performance Review is completed at the end of 90 days of service for new employees and for employees who transfer to a new and different position. Individual and team goals and their measurements for success should be included on the 90 day EPR. Supervisors are responsible for scheduling and completing the EPR around the 90 day point. If an employee has not been reviewed after 90 days, the employee should contact their supervisor to remind them to schedule the EPR. Employees should contact the HR Director or the supervisor's supervisor if they have any questions about an EPR that is not completed.

LIFEDesigns will make every effort to develop staff through proactive processes that focus on the individual, their job, and their contribution to team and agency efforts. The initial Employee Performance Review (EPR) is completed at the end of a new employee's first 90 days of service. Employees hired or promoted after September 30 in a year will have a 90 day performance review. They will not receive an annual EPR or be eligible for additional performance-related increases until the following annual review cycle. It then is an annual process (usually done the second quarter of each year), whereby the supervisor and employee evaluate if the employee achieved the goals they set for themselves at the previous evaluation and their contribution to the team. At an EPR meeting the staff and supervisor will discuss performance in the past year (both at the team and individual level), develop new job-related and measurable individual goals for the next year, establish a feedback plan, and discuss recommendations for changes in compensation that result from the employee and the team's efforts. Individual goals are established by the EPR but are informed by an ongoing effort to gain feedback from a variety of sources called the *Employee Development Review* described below.

The main purpose of the annual review is to discuss the job performance of the previous year, individual and team success, and to plan for the employee's successful performance in the coming year. It's a good time to review job descriptions and insure the employee fully understands how their individual position and performance impacts the success of our individual customers and of LIFEDesigns overall. Following this discussion, each employee is required to sign a new job description at their annual EPR meeting.

EPR time is also the time of year that LIFEDesigns requests each employee to complete an employee survey. Supervisors will provide employees with the information to access the survey.

LIFEDesigns is dedicated to rewarding employees for meeting team and individual goals. The Employee Performance Review is the vehicle that assists management in determining compensation, advancements, transfers, layoffs, and other personnel actions based on merit. The following are the components of raise determination when, and if, the agency provides raises. Each component will have a different weighting in determining compensation increases. This weighting is established annually by the Executive Team and is communicated in the staff newsletter. The criteria are:

- Meeting basic requirements established for the position (see below);
- Successful completion of objectives set during the Employee Performance Review and those identified during the Employee Development Review;

- Successful completion of team objectives.
- Completion of basic requirements below.

The employee's supervisor must complete the Employee Performance Review and submit it for review by the appropriate senior management staff. The employee will receive a copy of their Employee Performance Review and it will become part of the employee's personnel file. The supervisor will provide employees with an opportunity for comment on the contents of the EPR and the process itself on the EPR form at the time of the meeting. The employee's signature on the form does not indicate agreement with the appraisal, only acknowledgement of the discussion. The criteria for evaluating a staff member's job performance are not grievable. If an employee cancels more than 2 scheduled EPR meetings with the supervisor, any pay increase the employee is eligible for will not be retroactive.

All staff must complete the following basic requirements, within the time allotted, in order to be eligible for a pay increase:

- Successful CPR competency test.
- Health and Safety requirements
- Successful first aid course.
- Completion of the required CE units.
- Successful completion of annually required trainings and/or reviews/renewals by expiration dates.

Employees who have received an increase outside the annual EPR period, for merit or other substantiated reason, may not be eligible for an increase at the next annual EPR cycle.

Employee Development Review (EDR)

The Employee Development Review (EDR) is a separate process from the Employee Performance Review designed solely for the purpose of staff development. The EDR is NOT a performance appraisal and does not directly impact compensation. It is meant to assist the employee to develop improved job skills by asking peers, customers, and others how they can improve. Staff will collect written feedback from these sources several times a year. The more frequent the feedback, the better.

At the employee's performance review meeting, the employee and his/her supervisor will identify the sources from which to solicit feedback for the EDR. There should be a minimum of three other sources (besides the supervisor) to provide feedback. For those staff working alone with customers, employees may ask their peers to observe or ask other supervisors to assist with feedback. Employees requesting feedback have the option of allowing people to provide anonymous feedback or requiring them to sign the form. The supervisor will provide the employee with forms (EDR) for collecting feedback based on the employee's job description. EDR forms will be available on the LIFEDesigns website, in the Administrative offices, and from supervisors.

The employee is responsible for gathering feedback from those sources at least once per quarter and submitting it to their supervisor each year. An informal discussion of the results and some action the employee should take may ensue. At the employee's performance review meeting, the supervisor and the employee will review the feedback and may use it to further develop individual goals for the EPR or enhance those already established. EDRs should then be submitted to the HR Department for placement in the employee's personnel file.

Employee Conduct, Ethics and Responsibilities

Business Ethics and Conduct

The successful business operation and reputation of LIFEDesigns is built upon the principles of fair dealing and ethical conduct of our employees. This is one of the most important concepts for all

employees to understand. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of LIFE Designs is dependent upon our customers' trust, and we are dedicated to preserving that trust. Employees owe a duty to LIFE Designs and its customers to act in a way that will merit the continued trust and confidence of the public.

LIFE Designs will comply with all applicable laws and regulations and expects its management and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor, the Human Resources Director, and if necessary, with the Chief Executive Officer for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every LIFE Designs employee. Disregarding or failing to comply with this standard of business ethics and conduct may result in disciplinary action, up to and including termination. The complete Corporate Compliance plan is included in attachments and must be reviewed annually.

Basic Service Delivery Guidelines

The following principles and values guide the way in which we deliver services to persons with disabilities, and the way in which we interact with each other across the organization.

Service Principles – We ensure that:

Safety: People are safe in their homes. People have health services. People have economic resources. People have continuity in their environment and in the people in their lives.

Choice and control: People have service plans that reflect their preferences and needs. People choose where they work and with whom they live. People choose how they use their free time. People choose their service provider and services.

Dignity and respect: People have time, space, and opportunity for privacy. People have and keep personal possessions. People decide to whom and when to share personal information. People understand and are assisted in exercising their rights. People are afforded due process.

Social inclusion: People have opportunities to develop friends and intimate relationships. People have the opportunity to participate in the life of the community.

Satisfaction: People are satisfied with services. People are satisfied with their personal life situations.

Organizational Values

Excellence

We have a passion for excellence and continually pursue quality

We are consistent in the services we provide to individuals

We ensure people have safe environments while respecting the dignity of risk

Team Development

We involve staff in all levels of decision-making

We provide staff with current information and education to be the best

We believe that good ideas come from everywhere

Community Involvement

We believe that the only way to impact the community is for LIFE Designs and its customers to be an integral part of our communities

We are a resource to the community on disability and accessibility issues

We volunteer and support our customers to give back to the community

Innovation

We use the most current technology for providing service

We are risk-takers and embrace change

We network with our community to find out even better ways of doing our jobs

Accountability

We develop aggressive goals and hold ourselves accountable for accomplishing them

We are accountable to our customers, our funders, and each other

Respect

We respect the rights of each and every person

We recognize that people with disabilities must make their own decisions

We believe in the worth of all individuals

LIFE Designs employees are expected to model the above principles and values by agreeing to do the following:

- Cooperate with other employees
- Follow all LIFE Designs procedures
- Perform his/her job as described in the applicable job description
- Treat those served by LIFE Designs with respect and dignity at all times
- Cooperate with other community agencies to maintain quality services to customers
- Use established ethical standards to guide relationships with customers
- Model appropriate social behavior

Fraud, Waste and Abuse Compliance Policy

The purpose is to communicate the policy of LIFE Designs regarding actions to be taken with respect to suspected misconduct committed, encountered, or observed by employees and volunteers at LIFE Designs. The Fraud, Waste and Abuse policy outlines all required staff, volunteer and contractor actions to avoid misconduct. A copy of the complete policy is included in the attachments and are part of this handbook and must be reviewed annually.

Drug-Free Workplace Policy

LIFE Designs, Inc. is committed to providing a safe and productive work environment. We also expect our employees to report to work each day fit to perform their jobs. To meet these objectives, as well as our obligations under applicable federal and state laws, we must take a firm and positive stand against substance abuse. We reserve the right to drug test at any time and accompany the staff who is being tested, to the drug testing site. This policy is intended to ensure a drug-free work environment for the benefit of our employees and customers.

Policy Statement:

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while on the agency's premises or in the performance of services for the agency is strictly prohibited. Violations of drug or controlled substance laws may lead to disciplinary action, up to and including termination. As a condition of continuing employment with LIFE Designs, each employee must:

- Abide by the terms of this policy; and

- Notify the agency of any criminal drug statute conviction for a violation occurring in the agency's workplace no later than five days after such conviction.

Any violation of this policy will result in either discipline, up to and including discharge, and/or a requirement of satisfactory participation in a drug abuse assistance or rehabilitation program, depending on the nature and seriousness of the offense.

Drug-Free Awareness Program:

To assist in ensuring compliance with the agency's Drug-Free Workplace Policy, LIFE Designs has established a Drug-Free Awareness Program to inform employees about:

- The dangers of drug abuse in the workplace;
- The agency's policy of maintaining a drug-free workplace;
- Any available drug counseling, rehabilitation, and employee assistance programs; and
- The penalties that may be imposed upon employees for drug abuse violations.

Participation in our Drug-Free Awareness Program by all employees is mandatory.

Reservation of Rights:

LIFE Designs reserves the right to interpret, modify or expand upon this policy in whole or in part, with or without notice. Nothing in this policy alters an employee's at-will status.

Substance Abuse Policy

LIFE Designs is committed to providing a safe working environment and, likewise, expects its employees to report to their jobs physically and mentally fit for work. Furthermore, the agency is committed to assuring its continued reputation as a quality business enterprise. To achieve these goals, the agency must take a firm and positive stand against drug and alcohol abuse. This policy is intended to ensure a drug-free work environment for the benefit of employees and customers of the agency.

Policy Requirements

- *The use, possession, sale or transfer of an illegal drug, or misuse of any legally obtained drug by any employee while on agency premises, at the home of an agency customer, in the performance of agency business, or at agency-sponsored events is strictly prohibited. This includes medical marijuana even when obtained with a prescription.*
- The use of any legally-obtained drug by any employee while performing agency business, on agency premises, or at the home of an agency customer is prohibited to the extent that such use may adversely affect the safety of the employee, customers, or others, the employee's job performance, or the agency's regard or reputation in the community. Employees who have been informed or have discovered that the use of a legal drug may adversely affect job performance or behavior are to report such drug use and possible side effects to management. LIFE Designs reserves the right to request a release to return to work from your medical provider prior to returning to work.
- The unauthorized use, possession, sale, or transfer of alcohol while on agency premises, at the home of an agency customer, or in the performance of agency business is strictly prohibited. The use of alcohol by employees while conducting agency business, attending agency-sponsored business or social functions, or otherwise representing the agency off premises is permitted only to the extent that it is not unlawful and does not adversely affect the safety of the employee, customers, or others, the employee's job performance, or the agency's regard or reputation in the community.
- The presence of any illegal drug or alcohol in the employee's system while on agency premises, at the home of an agency customer, or while otherwise performing agency business is prohibited.

Testing

- We reserve the right to conduct random drug tests at any time and accompany the staff being tested to the drug testing site.
- Whenever the agency suspects that an employee's work performance or on-the-job behavior may have been affected in any way by alcohol or drugs, or that an employee has otherwise violated the Substance Abuse Policy, LIFE Designs may require the employee to submit to a blood test, urinalysis, or other drug/alcohol test. Supervisors will use the following work-related behavioral criteria as a guideline to initiate a substance abuse screening:
 - Odors (smell of alcohol, body odor or urine).
 - Movements (unsteady, fidgety, dizzy).
 - Eyes (dilated, constricted, watery, involuntary eye movements).
 - Face (flushed, sweating, confused or blank look).
 - Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
 - Emotions (argumentative, agitated, irritable, drowsy).
 - Actions (yawning, twitching).
 - Inactions (sleeping, unconscious, no reaction to questions).
- Additionally, whenever an employee is injured on the job, the agency will require the injured employee to submit to a blood test, urinalysis, or other drug/alcohol test. An employee must complete all necessary drug information and consent forms prior to such testing.
- Drug screens may also be required when customer medications appear tampered with in any way.
- Employees in security or safety-sensitive positions may be required to consent in writing to and undergo periodic testing for as long as they remain in such jobs. The agency will maintain a list of sensitive jobs and will notify employees who hold such positions.
- An employee who tests positive for alcohol or drugs during the employee's first 90 days of employment will be terminated immediately for violation of the agency's Substance Abuse Policy.
- All test results, assistance requests, and treatment records will be maintained in files separate from the employee's personnel file, and will be held in the strictest of confidence, disclosed only to those having a legitimate need to know such information.

Disciplinary Action

- Any violation of the policy requirements of the Substance Abuse Policy will result in discipline, up to and including termination, even for a first offense.
- The failure or refusal to complete the necessary paperwork, or to submit to a drug test pursuant to the requirements of the Substance Abuse Policy may result in immediate termination.
- All performance shortcomings, prohibited conduct, and attendance problems may result in discipline pursuant to the agency's normal policies independent of any drug or alcohol implications or causes.

Workplace Violence

LIFE Designs is committed to preventing workplace violence and providing a safe work environment for all employees. The agency has adopted the following guidelines to deal with potential and actual workplace violence on-site or off-site, during any work-related activity of employees. All employees are covered under this policy.

Inherent in our mission is the standard that all employees, customers, family, community members, service providers, and business associates are to be treated with respect at all times. All employees are to refrain from any horseplay, fighting, or other activities that might be dangerous to others. Conduct that threatens, intimidates, or coerces another employee, customer, or business associates will not be tolerated. LIFEDesigns' resources may not be used to threaten, stalk, or harass anyone at any of our worksites, or outside the workplace at any time. LIFEDesigns will treat threats originating from an abusive personal relationship, or domestic violence as it does other forms of violence.

Direct or indirect threat of violence, incidents of actual violence, and any suspicious activities or individuals, should be reported immediately to a supervisor, Human Resources, or any member of the management team. This may include the emergency pager and/or on-call management team similar to any unusual incident. Employees should never put themselves in danger when reporting an incident or threat of violence, nor should employees attempt to intercede during an incident. Employees should be as specific as possible when reporting the incident or threat.

Any employee who obtained a restraining or protective order, and added the workplace as a protected area, should inform the Human Resources Dept. as soon as possible. This allows LIFEDesigns to attempt to provide as safe a workplace as possible for all employees. Employees are encouraged to report safety concerns with regards to personal/partner violence. Under no condition will any employee be retaliated against for making a good-faith report. LIFEDesigns reserves the right to move the employee to another site, and/or place the employee on Administrative Leave to maintain workplace safety.

LIFEDesigns is committed to supporting any employee who is a victim of partner/domestic violence and will provide referrals to our Employee Assistance Program (EAP), community resources, and when necessary, time off work for reasons related to this violence. Whether the time off is paid or non-paid may be dependent on the individual employee's status and availability of PTO.

LIFEDesigns will promptly and thoroughly investigate any report of a threat or actual violence and/or suspicious individuals or incidents that occur. As much as is possible, the identity of the individual making the report will be kept confidential. To maintain workplace safety and the integrity of the investigation, suspected employees may be placed on Administrative Leave, with or without pay, pending the outcome of the investigation.

Anyone found to be responsible for threats or actual violence or other conduct that is in violation of these guidelines will be disciplined up to and including termination.

All employees are encouraged to bring any dispute or unresolved issues to their immediate supervisor or the Human Resources Director in a good-faith effort to prevent any escalation of the situation. Supervisors should immediately assess the situation and find resolution to incidents concerning the work environment. Supervisors should inform the Human Resources Director or the appropriate Director of Services of concerns related to any of the above situations.

Attendance Guidelines

LIFEDesigns recognizes that attendance and punctuality are important factors for employee success within the agency and are essential to providing excellent customer support. Reporting to scheduled shifts on time and ready to work is a basic duty owed to an employer by employees.

Employees who are unable to work for any reason must contact their supervisor no later than 8 hours prior to their scheduled shift. Employees are expected to find their own coverage for their shift. Employees are required to contact their supervisor each day that they are unable to work. It is also required to contact the supervisor no later than 4 hours prior to returning to work. LIFEDesigns reserves the right to require a physician's statement prior to returning to work.

Employees absent for one scheduled shift without proper notification or coverage arrangement (no call, no show) will be subject to disciplinary action. A second occurrence could result in immediate termination of employment. Employees should make every effort to call their supervisor in advance if they expect to be late for work. Being late or absent for scheduled shifts, or leaving early without appropriate manager approval, could result in disciplinary action, up to and including termination.

The supervisor establishes employee work schedules to meet staffing needs for individual customers, group homes, and administrative areas. Each employee is responsible for being present on his/her scheduled day(s) and for being ready to begin work at the scheduled time(s), or for following LIFEDesigns Time Off policies. If scheduling problems arise due to unforeseen circumstances, employees should notify their supervisor as soon as possible. Individuals providing support to customers must notify the emergency pager first of any absence and then notify their supervisor as soon as possible.

- Hourly staff must work the hours scheduled unless the supervisor approves the change. They may not work beyond their normally scheduled hours without prior approval from their supervisor, except in the case of a customer-related emergency. For those customers requiring it, employees should not leave at the end of their shift until their replacement staff arrives, however, the supervisor or emergency pager should be notified immediately.
- Hourly employees should not report to the worksite more than 15 minutes prior to the beginning of their scheduled shift and should leave the premises within 15 minutes of the end of the shift, except in cases noted above.
- Because LIFEDesigns exists to meet the needs of the individuals we support, we cannot guarantee specific hours or shifts for direct service staff. If the needs of our customers change, customer requests a staff change, or when the supervisor deems it appropriate for quality services, LIFEDesigns reserves the right to:
 - Change an employee's scheduled hours
 - Change the duties performed during scheduled hours
 - Change the customers with whom the employee works

When changes are made, LIFEDesigns will provide notice and assist the employee in securing comparable hours

- Exempt staff may be required to work evenings and weekends, or to work outside the corporate office, in order to complete their tasks. Exempt staff members are expected to keep their supervisors informed of their activities, to inform office staff of their schedules, and how they can be reached when working out of the office.

Definitions:

- Absence – An employee fails to report during his/her scheduled hours.
- Tardiness – An employee fails to report to work at the time he or she is scheduled to begin. The supervisor will issue formal warnings to the employee and file them in the employee's personnel file. Excessive reprimands for tardiness may result in disciplinary action, including dismissal.
- Excused Absence – An employee notifies his or her supervisor of an upcoming absence for an acceptable reason, such as illness, personal or family emergency, personal time, etc, and the

supervisor approves the absence. Excessive absences, even if excused, may result in disciplinary action, including dismissal.

- Unexcused Absence – An employee does not notify his or her supervisor of an upcoming absence for an acceptable reason or the supervisor does not approve the requested absence. If there are clearly extenuating circumstances, such as a proven emergency, a supervisor may document the situation in the personnel file. In the absence of justifiable extenuating circumstances, the employee may be dismissed.
- Excessive Absence – When an employee has four or more unplanned and/or unapproved absences in a one year period, the supervisor may determine that disciplinary action is warranted.
- Any employee who fails to report for work or has an unexcused absence may be considered to have voluntarily terminated without notice.

Weather Conditions Affecting Attendance:

- Inclement weather –All living environments supported by LIFE Designs staff will have plans for inclement weather to include:
 1. Snow emergency plans with ways of getting staff to shifts, listing of emergency shelters close by, and required emergency food stores.
 2. Safe zones within the house.
 3. LIFE Designs back-up system for the service.
 4. Emergency personnel contact information.
 5. Schedule of severe weather drills.
- When a community calls a snow emergency, staff are expected to report to their scheduled shift or make arrangements with supervisory staff or emergency pager for coverage. Other important information:
 1. The Main Office will remain open during snow emergencies unless staff are otherwise notified by their supervisor. There will be no announcement on the radio.
 2. The emergency back-up system for the respective service will immediately begin and all supervisors are expected to activate contact (pagers or cell phones) forums.
 3. The Main Office will maintain a listing of individuals who can assist staff in various communities to get to work.
 4. Staff should listen to the radio to note if Stone Belt Center, Sweet Owen, LARC, or community employers are closed, and contact a supervisor to see if assistance is needed for pick up or coverage.
 5. Staff are expected to report to their shifts. If they are unable to report due to road conditions, they may use available paid time off, but time missed is not automatically paid.
 6. Special staffing may be approved by a Director of Service if weather conditions warrant the need. This may be approved when, for example, the overnight weather is expected to prevent relief staff from making it in to work. The employee that spends the night, as a preventative measure, is not on duty, but is encouraged to sleep and be ready to work when the next shift starts. At times, sleep time may be approved under these circumstances by the appropriate Director of Service.
 7. If an employee cannot report to work due to road conditions, the supervisor or pager should be called as soon as possible. Arrangements are often available for transporting employees to the work site.
 8. Time taken off due to poor weather conditions while the agency remains open is not paid time for hourly employees. Hourly staff may submit a time off request to use any available PTO for time missed. Non-hourly staff will be paid in accordance to state and federal regulations.

Confidentiality

Protecting customer and agency information is the responsibility of every employee and we all share a common interest in making sure it is not improperly or accidentally disclosed. Employees must abide by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) rules and regulations at all times.

In the course of employment with LIFE Designs, employees may become privy to personal and medical information, records, unusual behavior patterns, privileged conversations, and correspondence concerning our customers. At all times, this information must be considered confidential and should not be shared, even among employees, unless the information is necessary to provide appropriate support to customers.

The employee shall not give out any information, either verbally or in writing, to people external to the agency, unless special permission has been granted by a guardian, legally competent customer, or a court order. Noncompliance with this policy may result in disciplinary action up to and including dismissal.

Conflict of Interest

LIFE Designs expects the primary interest of employees to be the people we serve. A conflict of interest occurs when the interest of an employee or another outside party actually (or potentially) affects the agency or an individual customer in a negative way.

Employees may have outside business interests and outside employment as long as these do not interfere with job performance. Employees may not earn a profit from outside employment or business interests that directly result from affiliation with LIFE Designs.

Employees may not accept gifts, gratuities, free trips, personal property, or other items of value from outside persons or organizations that are connected with LIFE Designs. Promotions or rebates that are obtained in the course of making company purchases are the property of LIFE Designs, but may be used in the course of doing business (free office supplies are an example). Violation of these restrictions may result in disciplinary action, including dismissal.

LIFE Designs recognizes that its employees may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments represent a conflict of interest only when: they prevent employees from fulfilling their job responsibilities; the employee attempts to use the agency time and facilities for furthering their beliefs; or the employee continues attempting to convince others of their personal beliefs after they have been asked to stop. Violations of the conflict of interest policy may be subject to disciplinary action.

Customer Rights

Employees are obligated to protect the rights of the individuals we support at all times.

Customer Bill of Rights

Customers have the right:

- To be free from all forms of discrimination, harassment, humiliation and cruel or unusual punishment;
- To be treated with consideration and respect with recognition of his/her dignity and individuality;
- To have all individual information kept confidential and shared with others only as approved by law or individual;
- To be encouraged and assisted with exercising customer rights and other rights as a United States citizen;
- To informed consent and due process of law;
- To marry, procreate, and have children;
- To be free from emotional, verbal, and physical abuse/neglect/exploitation;
- To be fully informed of and participate in service planning;
- To receive professional services that assist in progressing towards a more desirable personal future that utilizes least restrictive practices;
- To the freedom of choice with the dignity of risk;
- To refuse services, intervention, and direct service staff;

- To submit complaints and grievances concerning the policies and services of the organization without fear of retaliation;
- To have an advocate assist with service planning, complaints or other related activities;
- To manage personal financial affairs or participate in the management of personal finances as able;
- To purchase, keep, and sell personal property;
- To communicate, associate, and meet with individuals of choice in privacy;
- To access individual service records;
- To be paid an appropriate wage for jobs worked;
- To take risks.

Ethical Dissent

A LIFEDesigns staff has the right to exercise ethical dissent when they feel that they are being asked to perform or be part of actions, which they understand, are ethically or legally wrong. Staff may exercise ethical dissent by declining to perform or be a part of the activity to be offensive. It is the staff member's responsibility to inform his/her supervisor of the ethical dissent. When there is ethical dissent, refusal to perform duties becomes an issue between the employee and his/her supervisor. If they are unable to resolve the issue informally, the staff and supervisor should begin the grievance procedure.

Legal Actions and How to Respond

The Chief Executive Officer or his/her designee is responsible for responding to any subpoenas, search warrants, external investigations, and other legal actions. A search warrant is an order issued by a judge authorizing law enforcement officers to search and seize any property in an investigation that constitutes evidence of the commission of a crime. If the police have a search warrant, they should be permitted to conduct a search immediately. When an individual presents herself/himself to LIFEDesigns staff as a law enforcement officer, staff will:

- a. Alert the immediate supervisor, Chief Executive Officer or Chief Services Officer and Emergency pager.
- b. If search warrant is delivered during evenings and weekends, contact emergency pager. The on-call staff will then notify the Chief Executive Officer or Chief Services Officer .
- c. Ask the person for their identification. If the individual does not have identification, staff or customer may not comply with the request and will direct the individual to the Chief Executive Officer or Chief Services Officer.

A subpoena is a command from a court to appear at a certain time and place to give testimony on a certain matter. It can be addressed to a specific individual or to an organization. A subpoena may command a witness to bring certain documents, records, files, papers and other things including computers to court. Failure to appear as commanded may result in legal action being taken against the individual or organization. A subpoena signed by an attorney is sufficient for response.

When a Law Enforcement Officer asks staff or customer to comply in an investigation and does not have a subpoena or search warrant, the staff or customer are not compelled to comply and may seek legal counsel.

If an employee receives a subpoena that requires work hour adjustment, they must provide a copy to the staff's supervisor so hours can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report to work whenever the court schedule permits.

Medication Errors

LIFEDesigns customers may require assistance in taking prescribed medications. All LIFEDesigns services staff are required to take CORE A medication administration training before administering medications to customers. Group home employees are also required to take CORE B, but it is a LIFEDesigns's policy that all services staff attend CORE B within 30 days of hire. Once trained, LIFEDesigns staff are expected to administer medications as ordered by the customer's physician. A medication error occurs when a staff member:

- Does not administer a prescribed medication
- Does not administer a medication within one hour of the prescribed time
- Does not administer the proper medication
- Does not document the administration of a prescribed medication.
- Does not order prescribed medication in a timely manner resulting in a missed medication.
- Does not count meds and/or maintain med inventories appropriately. Unusual Incident Reports (UIRs) are not required. Notify the appropriate manager.

Staff who are responsible for medication errors will be subject to disciplinary action.

After ONE med error:

- Before the employee may pass meds again:
 1. The supervisor must conduct and document an oral counseling; and
 2. The supervisor or Network Director must conduct and document a supervised med pass.

After TWO med errors:

- Before the employee may pass meds again:
 1. The supervisor must conduct and document a written warning; and
 2. The employee must attend and successfully pass Core A training to review and refresh their skills.

After THREE or more med errors:

- Before the employee may pass meds again:
The supervisor and Network Director must determine an appropriate retraining and/or disciplinary response, based on the individual situation. If the employee will continue to pass medications, this response must involve the employee successfully demonstrating that they can follow the correct procedures for passing medications. The response must be approved by HR and the DOS.

If a medication error is especially egregious, the first two steps could be skipped. Under certain circumstances, medication errors may be considered grounds for immediate dismissal. Customer refusals do not constitute medication errors. Medication errors must be reported by the staff person who discovers the error. Failure to report a medication error may lead to disciplinary action.

Personal Appearance

LIFEDesigns staff members are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. You represent the agency with your appearance as well as your actions.

The agency maintains a casual dress environment for all direct care staff. They should dress according to generally accepted community standards. These standards include well-maintained casual attire when in someone's home or on recreational activities, and more formal dress when participating in activities (e.g., church, concerts, dances) requiring such attire. Unacceptable clothing includes, but is not limited to, clothing with holes and shirts that do not cover the torso. All clothing should be clean, free of holes, tears and stains, and fit the wearer correctly, ie, pants should be worn at the waist and undergarments should not be seen. Tank tops should cover undergarments and shorts should be fingertip length. On more formal occasions, blue jeans or sweatpants are not acceptable. All staff are expected to maintain good personal hygiene. To prevent injuries and to maintain personal safety, all staff providing direct service

must wear appropriate closed-toe footwear with slip resistant soles. At no time should flip flops or slippers be worn while on duty.

Administrative staff members are expected to dress according to generally accepted community standards for professional employees. Unacceptable clothing includes, but is not limited to, jeans (except on Fridays and cleaning days), shorts, clothing with holes, shirts that do not cover the torso, and skirts that are not at least twelve inches below the buttocks. Administrative staff members who also provide direct service are expected to dress professionally while in the office and while attending case conferences.

Problem-Solving

If there is a problem with a fellow employee or supervisor, the employee is expected to try to resolve it by discussing the problem with the persons involved. If the problem cannot be resolved at that level, employees are asked to follow the chain of command to resolve the problem at the next level. If problems cannot be resolved, the employee should consider using the grievance procedures.

Quality Improvement

LIFEDesigns strives to provide the highest quality services to the individuals served by the organization. In addition to the various formal assessments done by external entities, management also encourages input from all parts of the organization around quality improvement. Employees have a number of avenues by which they may provide input to enhance quality:

Employees are encouraged to work through their immediate supervisor by suggesting new ideas to enhance the quality of services. They are also encouraged to communicate to their supervisor any processes or procedures in their area needing improvement along with ideas for addressing the improvements. One on one meetings, staff meetings, Employee Performance Review meetings, employee surveys, and written correspondence are all appropriate avenues for this input.

Employees may also elect to participate on the Leadership Team. This group is made up of individuals from all levels and areas of the organization. The team works together to assess organizational issues and to develop solutions. The subject matter typically is identified from the annual employee survey process but also may come from external reviews, new service initiatives and/or goals established by the Executive Leadership Team. Nominations are accepted on an annual basis for this committee to ensure that anyone who wishes to participate can at some point have the opportunity.

Smoking

LIFEDesigns promotes a smoke-free environment for employees and customers. Smoking, or use of any tobacco-related materials, is not permitted on agency property, vehicles, or within 30 feet of customers. This policy includes the use of e-cigarettes and chewing tobacco.

Speaking to the Media

Employees may not speak to the media as an official of LIFEDesigns without prior written approval of the Chief Executive Officer. All inquiries from the media regarding agency business must be referred to the Chief Executive Officer. Should an employee receive a media inquiry regarding agency business, he or she should respond, "I have no authority to respond to your request" and should refer the person to the Chief Executive Officer. This rule is not intended to violate NLRB protected rights.

Telephone and Cell Phone Use

Office, group home, and customer phones may not be used for employee's personal calls, local or long-distance. Employees should not accept collect calls to a customer's phone except as directed by the appropriate Network Director.

Personal Phone Use

Employees may be reimbursed for using their personal phone for LIFEDesigns business only when approved by the Network Director. The amount of the call is reimbursed, but not the monthly service

charge. The telephone charges must be highlighted on the employee's telephone bill and attached to a signed Check Request before being submitted to Fiscal Services for reimbursement.

Cell Phone Use

LIFEDesigns provides reimbursement for use of personal cell phones to some employees based upon the requirements of their job. The Chief Executive Officer will make these authorizations. These staff include Network Directors, Team Managers, Chief Financial Officer, IT Systems Manager, Director of Services and Director of Health Services.

LIFEDesigns will not provide cell phones nor reimburse cell phone costs for unauthorized staff. Staff who use an LIFEDesigns issued cell phone may be asked to reimburse the agency for any personal use and may also receive disciplinary action for the personal use of the provided phone.

LIFEDesigns recommends employees do not use personal cell phones while working direct service due to the potential of damage to the device. LIFEDesigns is not responsible for lost, damaged or stolen phones.

Transporting Customers

Agency vehicles are for transporting customers and completing tasks necessary to the agency. Agency vehicles are not to be used for employee personal business. Any use of cell phones or other electronic devices while driving is prohibited. Safe driving practices, speed limits, seat belt usage and other driving laws must be observed at all times. Employees who fail to follow all laws will be subject to disciplinary action, up to and including dismissal. Additional information on driving and transporting may be found in the Lifedesigns Driver's Manual. A link is at the end of this document.

LIFEDesigns is not responsible for any fines incurred by staff while driving or parking an agency or personal vehicle for agency business.

Employees must maintain and provide proof of current vehicle liability coverage, and it must be on file in the Main Office before they can use their personal vehicle for transporting customers. The level of mandatory coverage is a requirement of the State of Indiana.

Employees must maintain and provide proof of current driver's license, and it must be on file in the Main Office before they can transport customers.

Agency vehicles are not to be used in any drive-through areas.

Insurance and Driver's License Compliance Procedure

Tasks	4 weeks before expiration	1 week before expiration	Day before expiration	Date of expiration	Day after expiration	1 week after expiration
HR	Electronic reminder message to employee	Electronic reminder and/or written notice to employee	Telephone call to employee			
HR		E-mail notice to supervisor and Director	E-mail notice to supervisor and Director			
Supervisor		Supervisor should contact employee about the requirement.	Supervisor should contact employee about the requirement.	Supervisor to verbally suspend from providing transportation if requirement is not met by close of business.	Supervisor to issue a written warning and suspend from work	Supervisor to terminate for failure to meet job requirement.

1. HR will send a message via electronic system to employee as a reminder to renew requirement 4 weeks prior to expiration.
2. If the employee has not complied 1 week prior to the expiration date, HR will send an electronic reminder and/or a written notice to the employee stating that they must meet the requirement by the expiration date. The supervisor should contact the employee about the requirement.
3. If the employee has not complied 1 day before expiration, HR will call the employee stating that must meet the requirement by the next day or be ineligible to provide transportation to customers and could be subject to disciplinary action. An e-mail notice will be provided to the supervisor and Director. The supervisor should contact the employee about the requirement.
4. If the employee has not complied by close of business the day of expiration, the supervisor will verbally suspend the employee from providing transportation pending meeting the requirement. If the employee provides the documentation at this time, no written warning needs to be issued.
5. If the employee has not complied by the day after expiration, the supervisor will issue a written warning and suspend the employee from working.
6. Failure to comply with the requirement will result in termination of employment.
7. HR will provide as needed reports via e-mail to supervisors to show employees out of compliance.

LIFEDesigns reserves the right to make necessary changes to these procedures when necessary.

Employees who lose their driving privileges, or become uninsurable under LIFEDesigns vehicle insurance policy must notify their Team Manager and Human Resources immediately and cannot drive with LIFEDesigns' customers in any vehicle, except in cases of extreme emergencies when not driving would endanger the customer.

Losing driving privileges or becoming uninsurable under LIFEDesigns' vehicle insurance policy may result in termination if the employee is required to transport customers. Executive Leadership Team will determine the viability of continued employment for a staff member based on:

- Availability of non-driving positions. At no time will there be non-driving positions in settings where LIFEDesigns is the primary responsible service provider, e.g. 24 hour settings supported by LIFEDesigns staff.
- The nature of the offense. Conviction for driving under the influence will result in termination.

Staff approved to work in non-driving positions, may do so with the approval of the customer/and or guardian, and with an emergency plan approved by the customer and/or guardian.

Receiving two or more speeding tickets in a 5-yr period, or being arrested for Driving under the influence of alcohol or drugs may render an employee uninsurable under LIFEDesigns' vehicle insurance policy. Arrests for Driving under the influence of alcohol or drugs must be reported within 24 hours of their occurrence to the supervisor, and to the Human Resources Director.

Each agency vehicle is equipped with first aid supplies and instructions for what to do in case of an accident or roadside emergency. Please refer to that information when necessary.

All agency vehicle accidents must be reported to the Chief Executive Officer of the agency. If no other vehicles are involved, the Chief Executive Officer will determine whether to report the accident to the insurance company. Accidents involving another vehicle must be reported to our insurance carrier. Be sure to get the appropriate information and a witness. Information regarding accident reporting procedures is in agency vehicles. *Agency vehicles, especially vans, should not be used with drive-up windows.*

Some Reminders

Respect your customer's time and your responsibility. Do not bring your children, spouse, or significant other to work with you. Do not use the customer's appliances to do your laundry. Do not run personal errands while you are on the clock, serving LIFEDesigns customers. Do not take the customer to your home unless under rare circumstances, when it is to the benefit of the customer and you receive written permission from your Director of Services and the parent/guardian. Violation of this policy will result in disciplinary action, up to and including termination.

Reporting Abuse, Neglect, or Exploitation

Any employee or LIFEDesigns' consultant who possesses knowledge of or witnesses an alleged case of battery, neglect, or exploitation must report it immediately. An injury of unknown origin should be reported and investigated as potential abuse, neglect, or exploitation. LIFEDesigns must inform Adult Protective Services/Child Protective Services, the Bureau on Developmental Disabilities Services, the individual's legal representative, any person designated by the individual and the provider of Case Management services of a situation involving abuse, neglect, exploitation, mistreatment of an individual, or the violation of the individual's rights.

Failure to report such incidents is a Class D felony subject to a \$10,000 penalty. Employees or consultants who fail to report such incidents will also be subject to disciplinary action by LIFEDesigns. Persons investigating reports of abuse and neglect will work to maintain the confidentiality of staff making the allegation.

Incidents to be reported to the Bureau of Quality Improvement Services (BQIS) include any event or occurrence characterized by risk or uncertainty resulting in or having the potential to result in significant harm or injury to a customer. See policy 3.1.5.1 attached for detail

Staff or contracted consultants must report suspected abuse, neglect, battery, and/or exploitation to the Team Manager or Network Director for the individual involved. A written incident report describing the incident must be completed and submitted to LIFEDesigns immediately. Or they may make report directly to the appropriate Adult Protective Service (APS) or Child Protective Services, (CPS) as indicated by the age of the individual. The Network Director or Director of Services must be informed subsequent to making this report. The following are phone numbers for APS and CPS.

APS 1-800-992-6978

CPS 1-800-800-5556

Network Directors in each service are responsible for reporting all allegations and ensuring all necessary reports are filed with all required entities per LIFEDesigns' policies and current policies of the State of Indiana. The Network Director will inform APS/CPS, the Bureau on Developmental Disabilities, the individual's legal representative, any person designated by the individual and the provider of Case Management services of a situation involving abuse, neglect, exploitation, mistreatment of an individual or the violation of the individual's rights. The Network Director or other reporting staff will inform the Director of Services and Chief Executive Officer immediately. The Director of Services will complete the investigation of the allegation and submit to the Chief Executive Officer for review. Investigations must be initiated within 24 hours of the report.

If the alleged violator is an LIFEDesigns staff member, contractor or agent, he/she will be suspended immediately, until the incident has been fully investigated and findings published. The investigation must be initiated within 24 hours of the initial report. APS, CPS and or the appropriate law enforcement agency will be consulted to determine if an external investigation will be completed. LIFEDesigns will follow the directives of the external agency doing the investigation in terms of whether the internal investigation will be done simultaneously or completed after the external investigation. After all investigations are complete there will be a written report that will include a summary of the allegation, key findings, and recommendations. If the allegations are substantiated the LIFEDesigns' staff person, contractor or agent will be terminated.

LIFEDesigns' employees who do not report suspected abuse in a timely manner may be subject to disciplinary action. Please refer to the LIFEDesigns Policy Manual section 3.1.5.2 for specific reporting procedures.

Suspected Illicit Activity

Illicit activity is defined as any activity perpetrated against an individual we support, an employee, or the agency which is in violation of the affected person's rights, including, but not limited to: rape or sexual assault, abuse, theft, or other criminal conduct.

Customers shall not be subject to bodily or verbal abuse, neglect, or any form of mistreatment by staff, visitors, or other customers. Violation of these restrictions may result in disciplinary action, including dismissal. When the alleged violation involves a customer, staff shall immediately report it directly to the supervisor on duty and to Adult or Child Protective Services. Other violations are to be reported to the Human Resources Director. Failure to report an incident is grounds for disciplinary action, up to and including dismissal. Employees should not discuss the incident with anyone except the supervisor, the Human Resources Director, the appropriate Director, and/or the Chief Executive Officer.

Attachments

Corporate Compliance Plan [..\..\..\..\Policy Manual\1.0 Overall agency policies\1.18 Social Media Policy](#)

Information Technology Policy [..\..\..\9.0 IT Policies\9.1 Conduct Regarding Technology\9.1 Conduct Regarding Technology.doc](#)

Social Media Policy [..\..\..\1.0 Overall agency policies\1.18 Social Media Policy\1.18 Social Media Policy.Final May 2015.doc](#)

Vehicle Use Policy [..\..\..\..\Policy Manual\1.0 Overall agency policies\1.9 vehicle use\LifeDesigns, Inc. Driver's Manual with TOC.doc](#)

Violation of Rights [..\..\..\..\Policy Manual\3.0 Service provision policies\3.1 Individual Rights and Protections\3.1.5 Violation of rights.doc](#)