



EMPLOYEE HANDBOOK

Revised February 2023



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welcome

Welcome to The Arc of Iroquois County

First and foremost, thank you for making the choice to be here and support individuals with intellectual and developmental disabilities. By making that choice, you've joined 135 other employees in becoming an integral part of a much larger movement to improve the lives of individuals with disabilities and empower them to make their dreams become a reality. The people you support won't be the only ones that benefit from your presence. You, yourself will find that you are constantly learning and improving as many of the values and skills you learn will carry over into your own life away from work. This carryover will make you a better person and follow you wherever you go in life.

While you may work at a specific location, always remember that your employer is "The Arc of Iroquois County." From time to time you may be called upon to help in other areas of the agency. The Arc of Iroquois County is a not-for-profit organization that has been supporting individuals with intellectual and developmental disabilities since 1953. We are affiliated with The Arc of the United States and The Arc of Illinois and together we form The Arc movement, which is the largest disability network in the United States.

Your job is more than just your paycheck. The outcomes in individuals' lives depend on your being fully present for the people we support. You make a difference every day, in everything you do. From the minute you arrive, your actions, no matter how big or how small, impact people's lives. So make positive choices, be optimistic, find the joy in each day, and make every day a great day for you, your co-workers and the people you support.

Welcome to the team,

Christine McTaggart

Christine McTaggart
Executive Director

**The Arc inspires and empowers individuals
to pursue opportunities
to live their lives to the fullest.**



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Our Vision: A community of dignity, opportunity and inclusion for all.

Our Mission: The Arc inspires and empowers individuals to pursue opportunities to live their lives to the fullest.

Our Values: These values (our focus) apply not only to the people receiving services, but also to families, staff, the organization and the community.

Our Philosophy: We live our philosophy through the accomplishment of our Vision, Mission and Values.



For people with intellectual and developmental disabilities

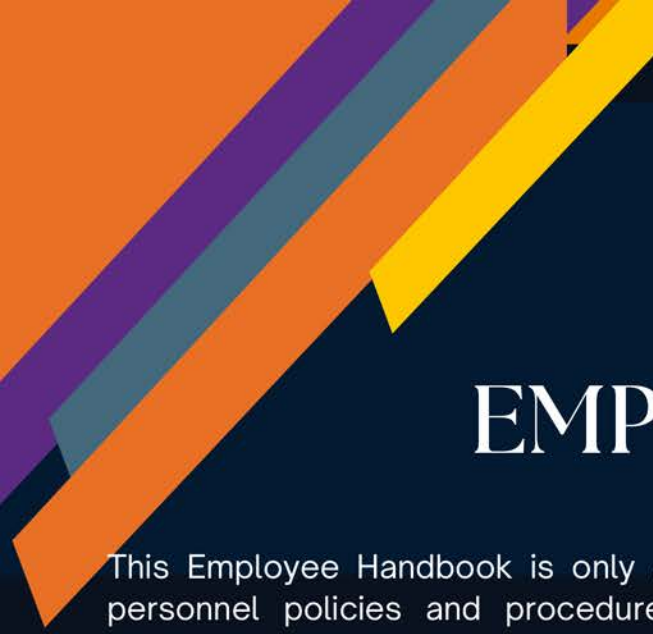
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ABOUT THE EMPLOYEE HANDBOOK

This Employee Handbook is only a general guideline to help you understand The Arc's personnel policies and procedures. Throughout the Employee Handbook, there are references to Best Practices. To learn more about these Best Practices, please read the Best Practices, which include more detailed information about specific topics.

Every employee is expected to read, understand, and follow the provisions of the Employee Handbook and the Best Practices and will be held responsible for knowing the content of these documents. No Employee Handbook or Best Practices can possibly cover all situations that might arise. As a result, all employees are expected to follow the ordinary rules of common sense and professionalism in addition to these specific policies.

The Arc reserves the right to change the guidelines and any terms and conditions in the Employee Handbook and the Best Practices at any time without notice.

Nothing in this Employee Handbook or in the Best Practices is intended or should be construed as an agreement and/or a contract, express or implied. No officer, supervisor, or other employee of The Arc, other than the Executive Director, has the authority to alter, verbally or in writing, the terminable-at-will status of any employment. It is expressly understood that any employee and The Arc are free to terminate the employment relationship at any time and for any reason. The Arc reserves the right, at all times, to take any action deemed to be in its best interests.

The Employee Handbook and the Best Practices may be changed only in writing with the approval of The Arc's Board of Directors. No one has the authority to change any of these provisions verbally or to make verbal promises about your employment. Any statements to the contrary are unauthorized, and you should not rely upon them.

This Employee Handbook is effective February 2023. It supersedes all prior Employee Handbooks and Best Practices.

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ABUSE, NEGLECT & FINANCIAL EXPLOITATION

The Arc of Iroquois County (The Arc), as an agency “committed to supporting people with developmental disabilities,” expressly prohibits all forms of abuse, neglect and financial exploitation.

People supported shall not be subjected to bodily or verbal abuse, neglect or any form of mistreatment by employees, visitors or other persons, as defined below:

- Bodily Harm - Any injury, damage, or impairment to an individual's physical condition, or making physical contact of an insulting or provoking nature with an individual.
- Egregious Neglect - A finding of neglect as determined by the Inspector General that represents a gross failure to adequately provide for, or a callous indifference to, the health, safety, or medical needs of an individual and results in an individual's death or other serious deterioration of an individual's physical condition or mental condition.
- Financial Exploitation - Taking unjust advantage of an individual's assets, property, or financial resources through deception, intimidation, or conversion for the employee's, facilities, or agency's own advantage or benefit.
- Mental Abuse - The use of demeaning, intimidating, or threatening words, signs, gestures, or other actions by an employee about an individual and in the presence of an individual or individuals that results in emotional distress or maladaptive behavior, or could have resulted in emotional distress or maladaptive behavior, for any individual present.
- Neglect - An employee's, agencies, or facility's failure to provide adequate medical care, personal care, or maintenance, and that, as a consequence, causes an individual pain, injury, or emotional distress, results in either an individual's maladaptive behavior or the deterioration of an individual's physical condition or mental condition, or places an individual's health or safety at substantial risk of possible injury, harm or death.
- Physical Abuse - An employee's non-accidental and inappropriate contact with an individual that causes bodily harm. "Physical abuse" includes actions that cause bodily harm as a result of an employee directing an individual or person to physically abuse another individual.
- Sexual Abuse - Any sexual behavior, sexual contact or intimate physical contact between an employee and an individual, including an employee's coercion or encouragement of an individual to engage in sexual activity that results in sexual contact, intimate physical contact, sexual behavior or intimate physical behavior. Also includes (i) an employee's actions that result in the sending or showing of sexually explicit images to an individual via computer, cellular phone, electronic mail, portable electronic device, or other media with or without contact with the individual: or (ii) an employee's posting of sexually explicit images of an individual online or elsewhere whether or not there is contact with the individual. "Sexually explicit images" include, but is not limited to, any material which depicts nudity, sexual conduct, or sadomasochistic abuse, or which contains explicit and detailed verbal descriptions or narrative accounts of sexual excitement, sexual conduct, or sadomasochistic abuse



ABUSE, NEGLECT & FINANCIAL EXPLOITATION

Continued

All employees of The Arc will contribute to abuse-free settings by demonstrating and requiring that relationships be grounded in mutual respect and courtesy. Abusing another person is never a right. The Arc does not tolerate any abuse or neglect of any kind.

Advocacy is an important strategy in preventing the occurrence of abusive situations. Advocacy on behalf of a person requires someone taking an interest in the well-being of the person with disabilities. Ideally, employees working with a person on a daily basis will advocate for him or her. Every time an employee helps to build a bridge of understanding between a person with disabilities and part of his or her community, the likelihood of abuse is lowered. This type of advocacy occurs one small step at a time, for one person at a time.

All employees, subcontracted employees and volunteers acting in their professional or official capacity are mandated reporters. If any of these individuals witness, is told of, or suspects that an incident of physical abuse, sexual abuse, mental abuse, exploitation, neglect or death has occurred, the individual or agency shall immediately report the allegation to the OIG Hotline (1-800-368-1463). This report must be made to the OIG Hotline within 4 hours and must also be immediately reported to the individual's supervisor at The Arc.

For further information, see the Best Practice for Reporting Abuse/Neglect Allegations, Death, Incident Reporting and Exploitation.

AFFIRMATIVE ACTION & EQUAL EMPLOYMENT OPPORTUNITY

The Arc shall follow all federal, state and local requirements with respect to equal employment opportunities for personnel. The hiring, assignment and promotion of employees shall be based on their qualifications and abilities, without regard to sex, sexual orientation, race, color, national origin, religion, age, handicap and veteran or marital status. For further information, see the Best Practice for Affirmative Action and the Best Practice for Equal Employment Opportunity.

AGENCY VEHICLES

Vehicles owned and operated by The Arc are to be used by employees solely for conducting business on behalf of the agency. When available, an employee should use an agency vehicle for work-related travel rather than an employee's personal automobile, particularly when transporting people who receive services from The Arc. The driver must be at least 18 years of age and have a valid driver's license to transport people. The Arc does not authorize any individual who is not employed by The Arc to drive The Arc's vehicles. The Arc does not allow its on-duty employees to transport additional non-employee passengers in personal or agency vehicles at any time. At the request of people supported, the Arc's Program Director will determine, on a case by case basis, whether to permit friends or family to accompany people supported in a vehicle driven by an employee of The Arc.

The Arc prohibits all employees from using cell phones (even hands free) while driving an agency vehicle or while transporting people supported in a personal vehicle. Employees are responsible for paying all fines issued by legal authorities for improper operation of any agency or privately owned vehicle during working hours and for violation of any law. The Arc will reimburse employees for mileage at the rate of \$.50 per mile when the employee is required to use his or her personal vehicle to conduct business for the Arc and the employee submits a completed mileage voucher to Accounts Payable by the end of the following month in which it occurred. For further information, see the Best Practice For Use of Agency Vehicles and the Criteria for Drivers.

APPROPRIATE ATTIRE & PERSONAL HYGIENE

The Arc of Iroquois County is in the business of serving others, it is important to maintain an excellent public image. Each employee is expected to present themselves in a positive manner through a neat and clean, professional appearance. Appropriate attire and good grooming habits will assist the agency's mission.

Employees are expected to exercise good judgment in the selection of clothing worn to work, taking into consideration the activities of their job, including bending over, and the need to serve as appropriate role models for the people we support. THE FOLLOWING ARE GUIDELINES FOR ALL EMPLOYEES.

ATTIRE

Clothing should be clean and neat in appearance, free of wrinkles and stains and fit appropriately.

TOPS SHOULD NOT:

- Show Bra Straps
- Show Cleavage
- Show Midriffs
- Be made of see-thru material
- Be backless
- All tops should be free of beer/alcohol logos, sexual, vulgar, violent or hostile pictures/language.
- Halter and tube tops are strictly prohibited.
- If wearing a top with spaghetti straps, it must be covered by another garment that meets the guidelines.
- Bras must be worn but not seen.

PANTS/SHORTS SHOULD:

- Present a positive image for the agency
- Be free of excessive tears/holes
- Be longer than your fingertips when your hands are at your sides (short shorts are strictly prohibited).
- Shirts and pants must overlap while standing and bending over.
- If leggings are worn, you **MUST** be wearing a top that covers you to your mid-thigh and this top should not be tight like the leggings.
- Underwear must not be seen.
- No pajamas (comfortable clothes can be worn while doing sleep shifts including pajama pants).

APPROPRIATE ATTIRE & PERSONAL HYGIENE Continued

HYGIENE

It is the right of the people we support to be cared for and served by employees who maintain high standards of personal hygiene and a related right of co-workers to expect a non-offensive work environment.

Employees should report at the beginning of each shift with and maintain throughout their shift:

- Clean clothing
- Being free of body odor, have a clean body and clean head of hair.
- No visible markings that are perceived as offensive (i.e. hickies).

TATTOOS

Body tattoos, both permanent and temporary, are acceptable but if the tattoo(s) is questionable as to its appropriateness, shall be fully covered by a bandage, make-up, clothing or other appropriate material.

JEWELRY & PIERCINGS

Employees who work directly with the people supported may only wear stud posts in all body piercings including ears. Gauges and bar piercings are strictly prohibited.

SHOES

Employees should:

- Wear shoes that provide substantial support and protection to the foot and not hinder the employee's ability to move quickly or run as needed to respond to an individual's needs. It is recommended that all employees wear protective shoes (no open toes or open heels) at all times. Choosing not to do so is done at the employee's own risk.
- Use caution with wheelchairs and equipment at all times as to not injure their feet.
- Wear shoes with a closed heel or heel strap when using ladders or step stools.

COMPLIANCE

Upon occasions when the appropriateness of an employee's personal appearance is "questionable" under the stated terms of this policy the employee's immediate supervisor and/or Human Resources should be consulted for clarification and will be responsible for making the final decision in the matter.

Any employee who does not meet the standards of this best practice will be subject to disciplinary action and be required to take corrective action, which may include leaving the premises. Nonexempt employees will not be compensated for any missed work time because of failure to comply with this policy.

ATTENDANCE

Our ability to provide excellent service to the people supported and to have a successful agency depends on your being at work on time, every day. Employees must report to work at their regularly scheduled starting time and must remain on the job until their regularly scheduled quitting time. Unplanned absences and tardiness do not provide consistency to the people, burdens co-workers and interrupts work. Attendance and punctuality will be among the factors considered for promotion and salary increases. Absence or tardiness may result in disciplinary action, including termination. Supervisory approval must be obtained when requesting time off.

Students employed by The Arc shall not be permitted to work in any program on a day when they have been absent, sick or unexcused from school. Likewise, any student employee expelled from school shall not be permitted to return to work until they have reentered the school program.

A. REPORTING REQUIREMENTS

1. In cases of sudden illness or emergency, the employee should report his/her absence at least two (2) hours (for AM Shifts) and 4 hours (for 2nd & 3rd shifts) prior to designated start time and the employee will follow the proper call off procedure for the program in which they are assigned to work that day. Any employee who fails to follow the proper call off procedure shall be charged with an “untimely call-in” for the entire shift. An employee who has an unscheduled absence may be asked to provide a doctor’s note or other documentation to explain the absence. The note is to be presented to the supervisor and then to the Director of Human Resources.
2. Any employee who is tardy by one (1) hour or more without notice to his or her Supervisor will be considered a “no call no show” and will be considered an “unauthorized absence” for the whole day unless adequate documentation can be presented to demonstrate a legitimate emergency. The employee will be required to finish out his/her shift once they arrive if no sub has been secured. Unauthorized absences demonstrate unacceptable work performance. The first occurrence of a no call no show (unauthorized absence) will result in a final written warning and a second occurrence of no call no show (unauthorized absences) will result in discharge.
3. Any employee, who fails to report to work two (2) consecutive workdays without notifying his or her supervisor, will be considered to have voluntarily resigned from employment with The Arc. The separation date will be the last day worked.

ATTENDANCE Continued

B. PAYMENT FOR TIME OFF

1. An employee begins earning PTO after sixty (60) days of employment. If a paid holiday occurs during the first sixty (60) days of employment, The Arc will pay the FT employee for the holiday.
2. An employee may not request time off without pay, if the employee has accrued hours in his/her PTO account. To request time off, the employee must complete a PTO Request Form, stating the number of PTO hours available and the name of the employee who will substitute for the employee during the absence, if applicable. The substitute shall initial and date the PTO form before the form is submitted to the supervisor for approval. If the substitute cannot initial, they must call the supervisor to notify them that the substitute agrees to do those hours.
3. In the event you do not have enough PTO to pay for your insurance premiums, those overdue premiums will be deducted on the next paycheck in addition to the regular premiums.
4. An employee who exceeds an acceptable number of unscheduled absences or does not provide proper documentation when requested may not be allowed to use Paid Time Off (PTO) at the discretion of the supervisor. These will be considered unscheduled, unpaid absences, recorded on timecards with "No Pay" indicated by supervisor, who will initial timecard.

C. PREMIUM PAY - Time off, paid or unpaid, is not counted when determining overtime. Shift differential is not paid on PTO time.

D. PAYMENT OF PTO IN LEIU OF TIME OFF - Employees may request to receive pay in place of time off. Employees should submit a PTO Request form to the Director of Human Resources for written approval to receive pay in place of time off. This form must be turned in by 12 Noon on Payroll Monday.

BACKGROUND CHECKS

As a requirement of the Healthcare Worker Background Check Act, all employees must have:

- a finger-print (Livescan) criminal background check completed by the Illinois State Police (ISP) within ten (10) days of employment;
- a Department of Children and Family Services (DCFS) Child Abuse and Neglect Tracking System (CANTS) clearance;
- an Illinois Sex Offender Registry clearance; and
- verification that they are not listed on the HFS OIG Sanctions List or the HHS OIG Sanctions List.

Under the Act, you have the right to receive a copy of the criminal records report from the ISP, challenge the accuracy and completeness of the report and request a waiver under Section 40 of the Act.

Your employment is conditional, pending receipt of the finger-print background report and a waiver, if necessary, a No Priors Report from DCFS and verification that you are not on the Illinois Sex Offender Registry. Following The Arc's receipt of these required documents, your employment will continue to be at-will and both you and The Arc may terminate your employment at any time and for any reason. Your employment will be terminated if the criminal records report indicates that you have a record of conviction of any of the criminal offenses enumerated in Section 25, unless you receive a waiver pursuant to Section 40.

BEREAVEMENT PAY & LEAVE

Full time employees will be granted a two-day paid leave in the event of a death of an immediate family member, defined as a:

- Husband
- Wife
- Domestic partner
- Child or stepchild
- Parent (father, mother, step-father or step-mother)
- Sibling (brother, sister, step-brother or step-sister)
- Grandparent
- Grandchild
- Spouse's parents

In accordance to the Family Bereavement Leave Act (FBLA). Eligible employees can be approved to take up to eight (8) additional unpaid days of leave. Explained further in the Leave of Absence section of this handbook.

BLOOD DONATION

Employees of The Arc will be paid for up to one hour of work, or more if authorized by The Arc, for donating blood if they are on duty and the donation is taking place on The Arc's property or they have obtained permission to leave The Arc's grounds to donate blood in Watseka, Illinois. Employees are eligible to receive pay for donating blood as often as every 56 days in accordance with The Employee Blood Donation Leave Act.

Time absent for the purpose of donating blood, will be considered time worked if the employee:

- 1.Registers in advance at work for the blood drive
- 2.Secures permission of supervisor before leaving grounds
- 3.Identifies self as an employee of The Arc at the blood bank
- 4.Notifies supervisor immediately on return

The Arc reserves the right to designate the time of absence so adequate employee coverage can be provided for people supported.



BOARD OF DIRECTORS

A listing of the Board of Directors is posted in all buildings.

BREAK TIME

Employees who work an eight (8) hour shift normally will receive two (2) paid break periods per day, depending upon the needs of people we support and approval of their supervisor. Each break is not to exceed 15 minutes.

- Employees who work less than eight (8) hours and more than four (4) hours per day will only receive one (1) fifteen minute break per day.
- No break will be scheduled for employees working less than a four (4) hour shift.
- If working at a two (2) employee site, the employees cannot take their break at the same time.
- Employees are not to leave the premises during a break without prior approval of their supervisor. These trips must be made on their own time, with the employee clocking in and out.
- Break time cannot be applied toward mealtime, according to Department of Labor Regulations.
- Personal telephone calls, including cell phone calls and texting, should be made and received during break times. Calls received at non-break times should be counted as part of break.

BUSINESS COMPUTER USE

/SOCIAL NETWORKING

The following standards of conduct apply to all employees using The Arc's computer equipment, software and Internet access:

- The Arc's computers, systems and network are intended for The Arc's business use. The system may not be used for personal matters or for purposes not reasonably related to carrying out the mission of The Arc.
- Only approved software may be installed on The Arc's computers or the network. Exceptions must be made in writing to the Chief Financial Officer (CFO), can be requested with supporting material, and must have the approval of your program director.
- The Arc's software may not be copied for any purpose. Our licenses only cover the copies we have purchased. All vendor-licensing agreements must be honored. The person who copies the software and The Arc may be liable for financial penalties for illegal use of software.
- All software on The Arc's computers must be purchased by The Arc and installed under the supervision of the CFO.
- Employees wishing to gain access to The Arc's computer system must sign a form stating they have read and understand the Best Practice for Business Computer Use and agree to abide by its terms.

Use of social networking sites by employees, whether using The Arc's property or personal computer systems or other electronic devices are subject to the terms and restrictions set forth in the Best Practice for Business Computer Use. Use of The Arc's systems to engage in social networking is unacceptable unless directly authorized for the benefit of The Arc.

Our agency respects the right of an employee to have a personal website and comment on other people's sites/posts. Sharing confidential information is a violation of state and federal law. Such violations can result in loss of licensure, fines and criminal charges. Giving inaccurate information or making negative statements about The Arc or another agency could cause great damage. Therefore, when using these sites, remember:

BUSINESS COMPUTER USE

/SOCIAL NETWORKING Continued

As an employee of The Arc you are required to keep confidential:

- All matters that relate to people supported including their name and diagnosis. This means that you cannot reveal a person's name, nickname or anything about them. You also should not make up a name and then provide a description, since the person supported could be identified from your description.
- Confidential information about the agency including names of employees, salary information and business information.
- You must never post pictures taken at work that include employees, volunteers, people supported or visitors.

Social Networking, like personal phone calls, should be done on break time. If you have questions about what you can post, contact your supervisor.

Remember what you say reflects on the agency. Be respectful of us, our work and our employees and directors, as well as yourself.

When using a personal or non-work-related social network, employees must use a personal e-mail address. Communications should not be attributed to The Arc or appear to be endorsed by or originated from The Arc. While The Arc does not require employees to disclose their identity when participating in online media, The Arc reserves the right to investigate and identify authors of inappropriate posts or comments that may be related to The Arc or its people served or employees.

The Arc will periodically monitor various sites to make sure no confidential information is being shared. If we find that it is, this will be the basis for immediate termination of your employment at The Arc.

CALL OFF PROCEDURES

CILA PROGRAM

- Calling off occurs for many reasons and while we understand this may need to happen on occasion, we as an agency must have a procedure in place to ensure proper care of the individuals for which we provide supports.
- Employees are ultimately responsible for securing their own sub by the following process.

In non-emergency situations (i.e., illness, weather and the like), you are to:

- PLAN AHEAD
- You MUST call other staff to see if they can cover your shift or switch shifts within the same pay week (Friday-Thursday). If you need staff names and numbers, those can be retrieved from the Weekly Master Schedule on the Facebook employee group, or from the Weekly Master Schedule posted at the site (write down who you have called). You can also post for coverage on the Facebook Employee page; however, that is not sufficient and you will still need to personally reach out to other staff. Proof of efforts will be required.
- You must then call and SPEAK to your CILA Manager (if on schedule) or Site Coordinator/QIDP to provide them with the schedule change, secure overtime approval or to get additional input due to your lack of being able to secure a sub.
- Anything after 5p Monday-Friday or on the weekend should go directly to On Call at 815-383-5288.
- Once you have exhausted all means, On-Call can be called to solicit input for suggestions.
- You are NOT considered off of your shift until you have spoken to AND received approval from a supervisor, such as, the CILA Manager (if on schedule), Site Coordinator/QIDP or On-Call Staff. REMEMBER YOU MUST SPEAK TO A SUPERVISOR. To avoid chaos, do not contact multiple supervisors.
- If you are the med passer for your shift, you must also secure coverage for those passes.
- Once a sub is secured, notify the staff at the site of the change

CALL OFF PROCEDURES

Continued

CILA PROGRAM

In emergency situations (i.e., hospitalizations, death of someone close to you, an accident, and the like), you may expedite your time involved by calling On-Call directly at any time. On-Call staff may inquire as to the nature of your emergency before they will take on the role of making calls for you and approving your request not to work your scheduled shift.

- On-Call staff may request proof of emergency to prevent misuse of this support (i.e., emergency room papers/Doctor's note)

UNLESS AN EMERGENCY SITUATION ARISES, YOU ARE RESPONSIBLE FOR WORKING YOUR SCHEDULED SHIFT UNTIL A SUBSTITUTE IS SECURED AND APPROVED BY A SUPERVISOR.

- Coming in late or leaving a shift early **MUST** be approved by a supervisor. Even, if the CILA has individuals that have home alone time, approval from a supervisor to come in late or leave your shift early is still needed.
- The staff on duty will be responsible to remain at the site until a replacement is located and secured or until the next shift employee arrives. It may be necessary to split a shift with the next staff scheduled.
- Overtime will be approved by the CILA Manager (if on schedule and the staff who agreed to cover doesn't currently have OT). If the staff who agreed to cover is already in OT, **YOU MUST CALL** the Site Coordinator/QIDP or On-Call for approval. They will notify DHR in writing or by voicemail.

Warning notices will be given to employees who choose not to follow proper procedures for coverage. Recurrent refusal to follow procedure can lead to more formal disciplinary action such as suspension or termination.

NOTE: When it is your responsibility to find your own replacement and your replacement calls off, it is the replacement's responsibility to fill the hours either by coming in or finding a sub.

No one under the age of 18 can work at Park Circle or Washington.

CALL OFF PROCEDURES

Continued

WELLES CAREER CENTER

- Employees are ultimately responsible for securing their own sub by the following process.
- Calling off occurs for many reasons:
In non-emergency situations (i.e., illness, weather and the like), you are to:

- PLAN AHEAD
- You MUST call other staff to see if they can cover your shift or switch shifts within the same pay week (Friday-Thursday). If you need staff names and numbers, those can be retrieved from the Weekly Master Schedule on the Facebook employee group. You can also post for coverage on the Facebook Employee page; however, that is not sufficient and you will still need to personally reach out to other staff. PROOF OF EFFORTS WILL BE REQUIRED
- You must then call and SPEAK to your Supervisor to provide them of the schedule change, secure overtime approval or to get additional input due to your lack of being able to secure a sub.
- You are NOT considered off of your shift until you have spoken to AND received approval from your supervisor. If you cannot reach your supervisor, you are responsible for talking to one of the other WCC supervisors to inform them of the problem and sub status.

In emergency situations (i.e., hospitalizations, death of someone close to you, an accident, and the like), you may expedite your time involved by calling your Supervisor. If you can't get ahold of any of them, you may then call one of the other WCC Supervisors or On-Call number 815-383-5288. Staff may inquire as to the nature of your emergency before they will take on the role of making calls for you and approving your request not to work your scheduled shift.

UNLESS AN EMERGENCY SITUATION ARISES, YOU ARE RESPONSIBLE FOR WORKING YOUR SCHEDULED SHIFT UNTIL A SUBSTITUTE IS SECURED AND APPROVED BY A SUPERVISOR.

- Overtime will be approved by a WCC Supervisor or On-Call. They will notify DHR in writing or by voicemail.

Warning notices will be given to employees who choose not to follow proper procedures for coverage. Recurrent refusal to follow procedure can lead to more formal disciplinary action such as suspension or termination.

NOTE: When it is your responsibility to find your own replacement and your replacement calls off, the replacement becomes responsible for covering the hours themselves or by finding a sub.

All other employees must follow the call off procedures for their positions which will be explained to them by their supervisor

CODE OF ETHICS

The Arc of Iroquois County is committed to providing quality services to people with developmental disabilities and their families. Inherent to this commitment are the professional ethics of all persons employed by or working under the auspices of The Arc of Iroquois County. Employees are expected to exhibit honorable, ethical and professional conduct at all times in order to promote the mission, values and philosophy of The Arc of Iroquois County.

My responsibility to The Arc of Iroquois County:

- To provide efficiency and effectiveness of services through responsible time management and cooperation with peers, supervisors and colleagues.
- To use The Arc of Iroquois County's resources wisely; conserving funds where appropriate and using them only for the purposes for which they are intended.
- To not allow personal problems, psychosocial distress, legal problems, substance abuse or mental health difficulties to interfere with my professional performance and judgment.
- To fulfill any and all commitments made to The Arc of Iroquois County including providing adequate notice when requesting leave or when leaving The Arc's employ.

My responsibility to the people supported:

- To do my job in advancing the mission of The Arc of Iroquois County to ensure the people supported exercise their right to quality services, participate in community life, increase their independence, and develop relationships with family and friends, and understand and make choices.
- To keep information about the people supported confidential, both during and after my employment, and sharing it only within The Arc on a need-to-know basis. No information regarding The Arc, the people supported or our logo is permitted on personal social media (i.e. Facebook, Twitter, etc.).
- To come to work alert and able to do my job and not work under the influence of alcohol or drugs.
- To not accept or requests cash, gift cards or gift certificates from people supported and/or their family members and guardians at any time or location.
- To always act in a manner that promotes the best interests of the people we support, respecting them and their rights, protecting their privacy to the greatest extent possible and assisting them to reach their goals and dream as outlined in their service plan.

CODE OF ETHICS Continued

- To maintain a professional relationship with the people supported and avoiding actual or perceived romantic or sexual relationships with people receiving services from The Arc.
- To refrain from treating people supported disrespectfully, neglecting their needs, or engaging in physical, sexual, financial, verbal or psychological abuse.
- To not discuss the terms of employment, including salary or personnel matters, with the people supported, their families or other employees.
- To conduct myself so that my interactions with the people supported benefit rather than harm.

My responsibility to my colleagues:

- To not engage in or condone discrimination or harassment of co-workers in any form.
- To treat my co-workers courteously and with respect, and cooperate with them to provide the best services possible to the people supported.
- To promote positive interactions with my colleagues and to avoid criticism of my co-workers to persons other than the individual or my supervisor.
- To protect the confidentiality of my co-workers, both during and after my employment at The Arc.
- To report unethical conduct on the part of a co-worker to the attention of the co-worker and/or supervisory staff in order to protect and preserve the integrity of the people supported and of the agency.
- To not lie, cheat or steal from my employer, co-workers or people supported.

Marketing, Development and Communication responsibilities of The Arc of Iroquois County:

- All legal mandates for conducting business will be obeyed.
- The Arc's mission and a desire to excellence in consumer and customer satisfaction will be reflected at all times.
- There will be a commitment to fair and honest pricing, quality work production and customer/consumer satisfaction.
- Published material and promotions will portray people with disabilities in a positive manner, and will refrain from exploitation of people with disabilities.

CODE OF ETHICS

Continued

Administrative and Finance responsibilities to The Arc of Iroquois County:

- The welfare of people supported will be promoted as policy is implemented and business is conducted, observe the highest standards of business and personal ethics.
- Financial transactions will accurately reflect services rendered or products produced.
- Standards that are a credit to the organization, its staff and other providers will be maintained.
- Policies regarding controls and maintaining books and records accurately and fairly reflect the business transactions of The Arc will be followed.
- Employees may not solicit contributions or funds from anyone without prior authorization from a Program Director or the Executive Director.
- Staff cannot accept bribes, money or kickbacks to influence vendor selections and to do so would be a fire able offense.
- All employees will be treated with dignity and respect and policies will be practices fairly and impartially.

CONFLICT OF INTEREST

All Board Members and employees are required to annually review the Best Practice Regarding Conflict of Interest. As part of that process Board Members and employees must disclose any potential or perceived conflicts on a Conflict of Interest Statement. Employees must also verbally disclose a conflict should it arise when it is relative to the decisions being made.

In the event that a previously undisclosed conflict arises, employees are required to report to their immediate supervisor and Board Members are required to report to the full Board, as well as making a notation on the Conflict of Interest Statement. If employees get a second job and it is a conflict of interest and they do not disclose it to their PD this will result in disciplinary action up to and including termination. All employees must complete a Conflict of Interest Statement according to the Best Practice Regarding Conflict of Interest at the time of employment. For further information, see the Best Practice Regarding Conflict of Interest.

DISCIPLINARY ACTION

For the protection and interest of the people we support as well as other employees, the agency has established reasonable rules of conduct. Standards of performance and conduct for employees are necessary at The Arc of Iroquois County just as in any other work setting. If these standards are violated, disciplinary action will be taken by supervisors in order to maintain the health, safety and welfare of the people supported, maintain effective operations and to provide employees with an opportunity to correct their shortcomings.

Employees must act in a courteous, responsible and professional manner at all times. Employees must act responsibly to provide the basic protections for the health, safety and welfare of the people we support as well as other persons on The Arc premises.

Violations may warrant verbal or written warnings, suspensions and/or discharge. Typically the discipline sequence for violations will occur as follows, but discipline may be applied in any sequence with or without prior warning, including discharge for a first offense, depending upon the facts of each situation:

- 1st offense – counseling
- 2nd offense – verbal warning
- 3rd offense – written warning
- 4th offense – 3-day suspension without pay
- 5th offense – discharge

Supervisors should send documentation of all disciplinary action to the Director of Human Resources for filing in the individual's personnel file.

DRUG AND ALCOHOL ABUSE

The Arc of Iroquois County, "The Arc" is firmly committed to providing a productive, safe and healthy work environment. The use of illegal drugs, abuse and misuse of alcohol, prescription drugs and lawful products (such as cannabis), adversely affects those objectives by increasing absenteeism, lowering productivity and quality and most of all, jeopardizing the health and safety of the persons we support and our employees. The following best practice and testing protocol requires compliance by all employees as a condition of employment and continued employment with The Arc.

The Arc of Iroquois County reserves the right to interpret, revise or discontinue any provision of this best practice. However, The Arc will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, marital status, order of protection status, national origin or ancestry, citizenship status, age, disability, military status or an unfavorable discharge from military service or any other basis protected by applicable local, state and federal law.

DRUG AND ALCOHOL ABUSE Continued

The Arc of Iroquois County recognizes that our employees' health and safety are of the utmost importance. Drug use and alcohol misuse may pose a serious threat to employee health and safety. It also jeopardizes the health and safety of the people supported. It is our policy to prevent any controlled substance use or abuse from having an adverse effect on our employees. The work environment is safer and more productive without the presence of drugs or alcohol in the body while on The Arc's time or property. Furthermore, all employees have a right to work in a drug-free environment and to work with individuals free from the effects of drugs and alcohol. Employees who use or abuse controlled substances are a danger to themselves, their co-workers, people supported, the public and The Arc of Iroquois County.

For purposes of this best practice, "company property" includes, but is not limited to, any building, real property and parking area under The Arc's control, or any location where an employee is performing his or her job duties, as well as vehicles, whether leased, rented or owned.

The federal government, many States and numerous organizations have recognized the adverse impact of drug and alcohol abuse in the workplace. All employees are advised that remaining drug and alcohol free when performing assigned duties is a condition of continued employment with The Arc of Iroquois County.

All employees may be subject to testing where circumstances establish that reasonable cause/suspicion of prohibited substance use exists and following "on-the-job" accidents or injuries as described in more detail below.

Any employee who tests positive for any substance prohibited by this best practice will be subject to disciplinary action up to and including immediate termination. Any employee who refuses to comply with a request to submit to testing or who fails to cooperate in the test process will be terminated. These procedures are designed not only to detect violations of this best practice but also to ensure fairness to each employee. Every effort will be made to maintain the dignity of employees involved. Disciplinary action, up to and including immediate termination from employment will, however, be taken as necessary.

The Arc of Iroquois County prohibits the manufacture, distribution, dispensation, possession, concealment, use, sale or transfer of alcohol, controlled substances or illegal drugs and the possession and/or purchase of drug related paraphernalia on agency property, working on agency time or while operating agency equipment (including vehicles).

All employees have an obligation to comply and support this Best Practice. Any employee who is aware of a violation of the policy should report it to his/her immediate supervisor, Site Coordinator, Program Director or On-Call IMMEDIATELY. Every effort will be made to preserve the confidentiality of the source of a report. All reports will be taken seriously. Persons submitting false reports are subject to discipline up to and including immediate termination.

DRUG AND ALCOHOL ABUSE Continued

COMPANY SEARCHES

The Arc may conduct searches on and of any agency property including inspection of vehicles, desks, employee tool and lunch boxes, briefcases, packages, etc. Private vehicles parked on The Arc's physical premises and service sites are included in this search policy. Refusing to submit to a search or inspection when requested by management will be cause for immediate discharge from employment. Any controlled substance found on The Arc's property and service sites may be turned over to appropriate law enforcement authorities for investigation and possible criminal enforcement action.

PRESCRIBED MEDICATION

An employee taking over-the-counter or prescribed medication must be aware of any effect the medication may have on the performance of their duties. The employee must inform his/her physician of his/her job duties in order to make certain that the drug does not affect or interfere with the employee's safe and effective performance of his/her job duties. An employee must promptly report to Human Resources the use of any medication which has or may have any adverse effect on his/her ability to effectively and safely perform his/her essential job duties. All prescription and non-prescription drugs must be kept in their original packaging or container. An employee who fails to adhere to these provisions may be subject to disciplinary action, up to and including immediate discharge. Such information will be kept confidential and such employees will be reasonably accommodated to the extent required by law. Of course, consuming or possessing a prescribed drug where the prescription has expired is not lawful. Also, consuming or possessing a prescribed drug that is not one's own prescription or abusing one's own prescription, is not lawful.

CANNABIS (MARIJUANA)

The Arc recognizes that certain states and municipalities allow the use of cannabis and/or medicinal cannabis. Illinois' medical cannabis law permits an individual with a qualifying debilitating medical condition to register as a medical cannabis patient and avoid civil and criminal penalties under state law for certain medical uses of cannabis. Likewise, recreational cannabis law in Illinois permits an adult (21 years of age or older) to use cannabis and avoid civil and criminal penalties under state law. However, in accordance with Illinois and federal law and in order to maintain a safe, efficient and effective workforce, employees may not use or possess cannabis on agency property, working on agency time or while operating agency equipment (including vehicles). The Arc also prohibits employees from reporting to work under the influence of, or in any way impaired by, cannabis; as determined in The Arc's sole discretion to the fullest extent permitted by applicable law.

DRUG AND ALCOHOL TESTING PROTOCOLS

To support this best practice, The Arc has adopted the following testing protocol that applies to all of its employees (unless otherwise noted).

- Reasonable Suspicion Testing;
- Post – Accident Testing; and
- Follow-Up Testing

Neither this best practice nor any of its terms are intended to create a contract of employment or to alter the existing employment in anyway. The Arc retains the sole right to change, amend or modify any term or provision of this best practice without notice.

DRUG AND ALCOHOL ABUSE Continued

REASONABLE SUSPICION TESTING

The Arc has the sole discretion to decide when and under what circumstances an employee is fit for work.

Testing on the basis of reasonable suspicion may include, but is not limited to: 1) observation of an employee acting or appearing in a manner which suggests drug or alcohol use, such as behavior, appearance, judgment, coordination, job performance and/or other conduct including but not limited to, slurred speech, glassy eyes, unsteady walk, disorientation, significant or repeated lapses of concentration, emotional outbursts, substantial mood changes, the smell of alcohol on the employees breath, etc.; 2) instances where The Arc observes or receives credible information that the employee is using or has symptoms of drugs and/or alcohol use; and/or 3) other facts which support a reasonable belief that the employee is using or has symptoms of drugs and/or alcohol use in violation of this best practice.

All managers and supervisors at The Arc will receive training to assist them in identifying characteristics or behavior of the use of prohibited substances. Any employee who observes such characteristics or behavior must immediately notify their supervisor and the Drug and Alcohol Checklist must be completed. Upon the determination that reasonable suspicion exists, testing can commence. However, once the determination that reasonable suspicion exists, under no circumstances will an employee be allowed back to work until he or she has a negative drug and/or alcohol test.

In reasonable suspicion cases, The Arc shall administer the drug and/or alcohol testing at the service site or will require the employee to be escorted directly to and from the R. P. Roberts Building for testing. The employee will be transported to and from the collection site by an Arc representative and/or an independent third party. Refusal to consent to testing and cooperate in testing will be considered insubordination and grounds for immediate termination of employment.

If notice of a positive test is received from the Medical Review Officer, then the employee will be subject to the disciplinary provisions in Section V of this best practice. However, if a negative test result is received, then the employee will be immediately reinstated for work with back pay, if applicable.

POST-ACCIDENT TESTING

Anyone who suffers a reportable accident on The Arc's property and/or time must report it immediately to on-call, so that proper action and/or medical treatment may be provided. Failure to report any injury immediately may adversely affect an employee's benefits and rights under the law, and is grounds for disciplinary action up to and including immediate discharge.

An employee will be tested for the use of controlled substances and/or alcohol as soon as possible, after a reportable accident occurring while on The Arc's property or time and involving said employee.

DRUG AND ALCOHOL ABUSE

Continued

For the purposes of this section, a “reportable accident” means an accident resulting in:

1. The death of a human being; or
2. Bodily injury to any person who, as the result of the injury, receives medical treatment other than “first aid” at a medical facility.

If notice of a positive test result is received from the Medical Review Officer following a post-accident drug and/or alcohol screen, then the employee will be subject to the disciplinary provisions in Section V of this best practice. However, if a negative test result is received, then the employee will be immediately reinstated for work with back pay, if applicable.

FOLLOW-UP TESTING

Employees who have been involved in a rehabilitation program (inpatient or outpatient) are subject to unannounced testing at times and frequencies determined by The Arc for up to three (3) years. A minimum of six (6) tests must be completed during the first twelve (12) months after return to his/her position.

TESTING METHODOLOGY

This best practice allows for the testing for drugs and alcohol. All collection and testing procedures used to perform or analyze urine and/or saliva testing pursuant to this best practice will be appropriately accredited or certified.

DRUG SCREENING

Testing will be conducted to screen the presence of the following drugs and their metabolites, to the fullest extent permitted by law:

- Cannabis
- Cocaine
- Opiates
- Amphetamines
- Phencyclidine (PCP)
- Barbiturates
- Benzodiazepines
- Methadone
- Methaqualone
- Propoxyphene

ALCOHOL SCREENING

All alcohol saliva testing performed under this best practice shall be performed to determine blood alcohol content only. Any employee having a blood alcohol content of at least .04 shall be deemed to have tested positive for the use of alcohol and such a result shall subject the employee to the disciplinary provisions contained in the Disciplinary Provisions Section of this best practice. Any employee who (as a result of testing) is found to have alcohol concentration greater than .02 percent but less than .04 percent shall be removed from their job and remain off duty at least 24 hours without pay.

DRUG AND ALCOHOL ABUSE

Continued

The Arc shall retain a qualified Medical Review Officer at the laboratory to receive test results from The Arc and to carry out all actions necessary to confirm positive test results. An appropriate “chain of custody” will be established for all testing completed in conformity to this best practice and procedures. “Chain of custody” shall mean a procedure used to document the handling of the specimen from the time the employee gives the specimen to the collector until the specimen is destroyed.

DISCIPLINARY PROVISION

An employee who “refuses to submit” to an alcohol or drug test as provided herein is subject to immediate termination. “Refuses to submit” means that an employee:

- Fails to appear for any test within a reasonable time, as determined by The Arc, consistent with this best practice after being directed to do so by The Arc.
- Fails to remain at the testing site until the testing process is complete.
- Fails to provide a specimen for any alcohol/drug test required.
- In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of the employee’s provision of a specimen.
- Fails to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation.
- Fails or declines to take a second test The Arc or collector has directed the employee to take.
- Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process, or failing to complete all documents or failing to comply with reasonable directives); or
- Is reported by the Medical Review Officer as having a verified diluted or otherwise adulterated sample or substituted test result.

Any employee who is charged with driving under the influence, driving while intoxicated, or violating any other law pertaining to alcohol or controlled substance must notify the Director of Human Resources of the pending charge no later than five (5) days after the citation. Failure to do so is deemed grounds for termination of employment.

VOLUNTARY ADMISSION OF A DEPENDENCY PROBLEM

It is the employee’s responsibility to seek help if afflicted with an alcohol or drug dependency problem. Assistance will be offered in helping make appropriate arrangements or referrals. Earned time or a leave of absence may be granted if treatment requires time away from the job.

DRUG AND ALCOHOL ABUSE Continued

Seeking assistance for such a problem will not jeopardize an employee's job unless any of the following occur and the employee shall then be determined to have voluntarily resigned his/her employment:

- Problems with performance, attendance or behavior
- Refusal to seek treatment
- Refusal of help after diagnosis
- Continued abuse of drugs and/or alcohol while in treatment

NOTICE:

No Alteration of At-Will Employment – Neither the adoption nor implementation of this best practice shall be construed as creating a contractual obligation or modifying the at-will employment relationship between The Arc of Iroquois County and its employees. The Arc also reserves the right to modify or rescind this entire best practice in whole or in part at any time with or without notice.

EDUCATIONAL ASSISTANCE

The Arc offers an Educational Assistance Program. This program encourages educational development of employees and helps ensure that programs meet increasing certification requirements for employees.

To qualify, the employee must:

- Be full-time for a period of at least six (6) months
- Have at least an “above average” performance rating
- Maintain at least 72 hours of work per pay period while taking the course
- Continue full-time employment at The Arc for at least six (6) months following receipt of the Assistance. Any employee who terminates less than six (6) months after receipt of the Assistance will be required to repay the educational assistance payment to The Arc upon termination of employment.

Educational Assistance will include tuition, registration and books necessary for enrollment in a course at an accredited institution of learning. Each employee approved for educational assistance will be limited to \$600 per fiscal year. For further information, see the **Best Practice for Educational Assistance**.

EMPLOYEE ASSISTANCE BANK

To establish a voluntary Employee Assistance Bank which provides eligible employees, who will need to go on an unpaid leave due to a serious health condition of their own or covered family member, or in rare cases, a personal catastrophe other than a serious health condition. Voluntary Paid Time Off (PTO) donations will be the sole source of funding the assistance bank and it will be cost neutral to The Arc of Iroquois County.

To be eligible to participate in The Arc of Iroquois County's Employee Assistance Bank, the following conditions must be met.

- At least one (1) year of service with The Arc of Iroquois County.
- Must be a part-time or full-time employee.
- Donations to the Employee Assistance Bank or directly to an employee can be made at any time by any employee.

For further information, see the Best Practice for Employee Assistance Bank

EMPLOYEE CLASSIFICATIONS

FULL-TIME (FT)

One who regularly works thirty-six (36) to forty (40) hours per week. Full-time employees are entitled to all fringe benefits. If working in the CILA program, you must work every other weekend.

PART-TIME W/BENEFITS (PT-B)

One who MUST work at least thirty (30) hours per week but less than 36 per week. PT-B employees are entitled to all fringe benefits and earn PTO at a lower rate. If working in the CILA program, you must work every other weekend.

PART-TIME (PT)

One who MUST work at least fifteen (15) hours per week but less than thirty (30) per week. Part-time employees are entitled to paid time off and service bonuses. If working in the CILA program, you must work every other weekend.

SUBSTITUTE (SUB)

One who MUST work at least two (2) full shifts in each pay period and it must be part of a regular 2 week rotating schedule. If working in CILA, one (1) of the shifts must be a weekend shift between the hours of 3p Friday evening and 6a Monday morning. Substitutes are not entitled to fringe benefits other than service bonuses.

TEMPORARY (TEMP)

One who works for a limited period of time, such as a college student who attends a college out of the area and is only home on weekends/holidays/college breaks, etc. Temporaries are not entitled to fringe benefits other than service bonuses.

Your classification will be monitored every 90 days. If you are not meeting the requirements of your classification, you will be changed to a different classification.

EMPLOYMENT REQUIREMENTS FOR DIRECT SUPPORT STAFF (IN CILA & WCC)

1. Applicants/employees who are 18 years of age or older must have a GED or high school diploma.
2. Employees will be required to complete 120 hours of training that will consist of classroom training as well as on-the-job training (OJT). Staff must be able to demonstrate competencies ranging from 80% to 100%. Employees will be given three (3) opportunities to meet these competencies. If an employee is unable to meet these competencies, an attempt will be made to reassign if non-direct support positions are available or they will be given a two (2) week notice because they are no longer eligible for employment due to not meeting the job requirements.
3. Employees must successfully complete 1st Aid and CPR.
4. Employees must successfully pass screening through the Illinois Conviction Information System and the Department of Public Health Registry.
5. Training must be completed within 120 days of start/hire date.

MEDICATION ADMINISTRATION REQUIREMENTS

1. Employee must:
 - Be at least 18 years of age and have a high school diploma or GED and demonstrate functional literacy (successfully demonstrate an Adequate Functional Health Literacy level on the STOFHLA, an approved test by the Department of Human Services (DHS).
 - Be CPR and 1st Aid Certified
 - Successfully complete the Basic Health & Safety module of DSP training
 - Be initially trained and evaluated by the nurse trainer and a competency based standardized medication curriculum specified by DHS
 - Pass written portion of the comprehensive examination furnished by DHS with an 80% or above. Pass 100% on a written or oral competency based evaluation specifically pertinent to those medications that staff are responsible to administer.
2. DSPs who fail to qualify for competencies to administer medications will be given additional training and retested within two (2) weeks.
3. After two (2) weeks and two (2) attempts to pass/qualify, staff will be given the opportunity to be reassigned (if position is available and staff qualifies or will be given a two (2) week notice because they are no longer eligible for employment due to not meeting the job requirements.
4. Refusal to complete required training, testing and administration of meds may result in termination.

For further information, see the Employee Training Plan. Failure to comply with all or any of these requirements is grounds for dismissal.

EVALUATIONS

All new employees shall be evaluated after six (6) and twelve (12) months. The DHR or Program Director may recommend an earlier evaluation for the purpose of retention or dismissal.

A written, as well as an oral, evaluation shall be utilized, on at least an annual basis so each supervisor can evaluate his/her employee's work performance indicating both his/her strengths and weaknesses. At the end of the first twelve (12) months an employee may be eligible for a 3, 4 or 5% increase based upon performance.

When employees transfer to a higher level position, they will be evaluated at six (6) and twelve (12) months following the transfer. At the end of twelve (12) months, they may be eligible for a 3, 4, or 5% increase based on their performance.

GRIEVANCE

The Arc has established a grievance procedure to address complaints in a timely manner at the lowest supervisory level appropriate. If an employee has a grievance s/he shall discuss it orally or file it in writing with his/her supervisor(s) within five (5) calendar days of the incident to see if the grievance can be rectified (See Grievance Form). If the employee is unable to receive satisfaction from their supervisor(s), following the chain of command if there are multiples, s/he may present the problem to the Program Director in writing within five (5) calendar days of receiving the supervisor(s) decision. If the employee and Program Director are unable to reach a satisfactory adjustment or solution to the grievance, the employee can file an appeal with the Director of Human Resources in writing within five (5) calendar days of receiving the Program Director's decision. If the grievant is not satisfied with the decision of the Director of Human Resources, the employee may appeal to the Executive Director, but must do so in writing and within five (5) calendar days after receipt of the Director of Human Resources' decision.

The Executive Director will render a decision in writing within ten (10) working days after receipt of the employee's appeal. His/her decision will be final. Program Directors with a grievance that is not resolved at the Executive Director level may request to have their grievance added to the board agenda. This request must be made in writing and the matter will be added to the next board agenda, provided that the request is received at least ten (10) calendar days prior to the board meeting. If it is received after that, then the matter will be added to the following board agenda.

The Executive Director will update the board monthly on all major personnel issues, regardless of grievance so the board is kept aware of current issues at all employee levels.

HOLIDAYS

The following holidays will be observed:

- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Memorial Day

An employee begins earning PTO after sixty (60) days of employment. If a paid holiday occurs during the first sixty (60) days of employment, The Arc will pay a FT employee eight (8) hours for the holiday.

Full time employees who have worked for The Arc for at least sixty (60) days have three (3) options to consider when a holiday occurs:

- Take the day off and use PTO
- Work the holiday and use PTO for another day off
- Work the holiday and request holiday pay (your hours worked at regular rate)

If you are a full-time employee and work a holiday and do not wish to use PTO, simply call in and out as usual. If you are a full-time employee and work a holiday and also want to be paid for the holiday, call in and out and request holiday PTO pay on a green PTO form. Part time, substitute and temporary employees who work on these holidays will automatically receive holiday pay (hours worked at regular rate).

INSURANCE

Full-time employees who work at least thirty-six (36) hours per week are eligible to receive insurance benefits from The Arc through a payroll deduction. In accordance to the Affordable Care Act, part-time (PT-B) employees who work at least 30 hours per week are also eligible for insurance benefits.

FT and eligible PT-B employees are eligible for insurance benefits after sixty (60) days of employment. Coverage will begin the 1st day of the calendar month following the employee's eligibility date. For example, if the employee's 60 day eligibility period ends on January 6th the employee's coverage would begin on February 1st. Employees are required to contribute toward their insurance premium in amounts to be set periodically by the Board. Several levels of coverage are available. See the Leave of Absence section for information regarding availability of insurance during a leave of absence.

JURY DUTY

From time to time, employees of The Arc will be called to serve on jury duty. The Arc will pay employees a maximum of 8 hours per day for all days they serve on jury duty minus the amount they are paid for serving on jury duty. Employees are not required to use Paid Time Off (PTO).

LEAVE OF ABSENCE

The Arc recognizes that employees may need extended time off from work for a variety of reasons. The Arc will provide unpaid leaves of absence consistent with the law and The Arc's staffing needs. Depending on the reason for the leave and the employee's length of service, the employee may be eligible either for a Family and Medical Leave (FMLA leave) or a non-FMLA leave.

Employees must submit leave of absence requests first to their Program Director for approval and then to the Director of Human Resources. Requests should be submitted as far in advance as possible, using The Arc's form. If leave is foreseeable, the employee should request leave at least thirty (30) days in advance. Employees may not be employed elsewhere while they are off on a leave.

Eligibility Requirements for the following Leave of Absences (LOAs)

- Family and Medical Leave Act (FMLA)
- Family Military Leave
- Family Bereavement Leave Act (FBLA)

Employees are eligible for any of the above LOAs if they meet these requirements:

- Have worked for The Arc for at least one year,
- Worked at least 1,250 hours over the previous 12 months, and
- There are at least 50 employees employed by The Arc within 75 miles of where the employee works.

The Arc uses a "rolling" 12-month period measured backward from the date an employee uses any FMLA leave to measure the time period during which an employee may take up to 12 weeks of FMLA leave. Under this approach, no employee is entitled to take more than 12 weeks of FMLA leave during any 12-month period, unless additional leave is required to care for a covered service member.

LEAVE OF ABSENCE Continued

MEDICAL LEAVE ENTITLEMENT

The Family and Medical Leave Act (FMLA) requires covered employers, including The Arc, to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- to care for the employee's child after birth or placement for adoption or foster care;
- to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.
 - a serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school or other daily activities.
 - Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a healthcare provider or one visit and a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition. Other situations also may fall within the definition of continuing treatment.
- for any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.
 - Qualifying exigencies may include attending certain military events, arranging for alternative child care, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

MILITARY FAMILY LEAVE ENTITLEMENTS

Eligible employees may take up to 26 weeks of leave to care for a covered service member during a single 12-month period when the employee is the spouse, son, daughter, parent, or next of kin of the covered service member.

A covered service member is

- 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; or
- a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

LEAVE OF ABSENCE

Continued

FAMILY BEREAVEMENT LEAVE ACT (FBLA)

Eligible employees are able to take up to ten (10) days (eight (8) additional to the two (2) The Arc pays you for of unpaid bereavement leave to:

- Attend the funeral or alternative of a funeral of a covered family member (specified under the Bereavement Leave & Pay section on page 14) ;
- Make arrangements necessitated by the death of a covered family member;
- To grieve the death of a covered family member

Eligible employees are able to take up to ten (10) days of unpaid bereavement leave from work due to:

- a miscarriage,
- an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure
- a failed adoption match or an adoption that is not finalized because it is contested by another party
- a failed surrogacy agreement
- a diagnosis that negatively impacts pregnancy
- a stillbirth

USE OF LEAVE

An employee wishing to take FMLA leave for a foreseeable event must provide The Arc with at least 30 calendar days' written advance notice. For an unforeseeable event, notice should be provided as soon as practicable. Failure to provide advance notice of foreseeable leave may result in denial or deferral of the requested leave.

For any requested leave, employees must complete a form, available from the Human Resources Department setting forth the reason for the requested leave, the anticipated start and duration of the leave, and containing a medical certification. Employees must inform the Human Resources Department if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees may be required to provide periodic recertification supporting the need for leave.

INTERMITTENT LEAVE

When medically necessary, employees are entitled to take FMLA leave intermittently or on a reduced leave schedule. Employees must make reasonable efforts to schedule intermittent leave for planned medical treatment so as not to unduly disrupt The Arc's operations. Employees initiate intermittent leave following the same notice procedures set forth above. The Arc may temporarily transfer an employee taking intermittent leave to another position, with equivalent pay and benefits that better accommodates recurring periods of leave.

Substitution of Paid Leave for Unpaid Leave

An employee taking FMLA leave for any reason must use any accrued PTO as part of their FMLA leave. An employee taking a Military Leave of Absence or a Family Bereavement Leave of Absence may use their accrued PTO but are not required to. Leaves of absence provided to an employee for medical or pregnancy-related disabilities are considered part of, and not in addition to, leave time provided for under the FMLA. Nothing in this policy will result in an increase in the amount or type of paid leave available to an employee.

LEAVE OF ABSENCE Continued

BENEFITS AND PROTECTIONS

During FMLA leave, The Arc will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. If the leave is unpaid, the employee must remit payment for the employee's portion of the group health premium to the Human Resources Department. The Arc's obligation to maintain healthcare coverage ceases if the employee's premium payment is more than ten (10) days late.

Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

If the employee chooses not to return to work for reasons other than a continued serious health condition or a circumstance beyond the employee's control, The Arc will require the employee to reimburse The Arc the amount it paid for the employee's insurance premiums during the leave period.

ADDITIONAL EMPLOYEE RESPONSIBILITIES

Employees must inform The Arc whenever an absence may be due to an FMLA-qualifying reason. Calling in "sick" without more documentation generally will not be considered sufficient notice for FMLA leave. If leave is taken for a previously certified reason, the employee should reference the prior certification specifically. Employees should make reasonable efforts to schedule foreseeable FMLA leave so as to not unduly disrupt The Arc's business.

EMPLOYER NOTICE RESPONSIBILITIES

The Arc will inform an employee requesting leave whether he or she is eligible under the FMLA. If the employee is eligible, The Arc will provide notice specifying that leave will be designated as FMLA-protected, the amount of leave to be counted against the employee's leave entitlement, and any additional information required. If the employee is not eligible, The Arc will provide a reason for the ineligibility.

ENFORCEMENT

FMLA makes it unlawful for any employer to (1) interfere with, restrain, or deny the exercise of any right provided under the FMLA, or (2) discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA. If an employee believes his or her FMLA rights have been violated, the employee should contact the Human Resources Department immediately. The Arc will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. An employee also may file an FMLA complaint with the United States Department of Labor or bring a private lawsuit alleging an FMLA violation. The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

LEAVE OF ABSENCE

Continued

OTHER LEAVES

NON-FMLA LEAVES OF ABSENCE:

The Arc may grant leaves of absence in addition to those required by the FMLA upon terms and conditions established by The Arc. Employees are not eligible for educational leaves of absence until they have been employed for one year. Non-FMLA leaves are limited to sixty (60) calendar days. Only the Executive Director may grant extensions. An employee who is off work on a Non-FMLA leave for more than sixty (60) calendar days does not maintain recall rights but may apply for reemployment if they left in good standing.

VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA) LEAVE

Pursuant to the Illinois Victims' Economic Security and Safety Act (VESSA), The Arc allows an employee who is the victim of domestic or sexual violence or who has a family or household member who is a victim of such violence to take unpaid leave of up to 12 weeks during any rolling 12-month period to: (1) seek medical attention for, or recover from, physical or psychological injuries; (2) obtain services from a victim services organization; (3) obtain psychological or other counseling; (4) participate in safety planning, relocation, or other activities to increase the victim's safety; or (5) seek legal assistance. An employee also may request reasonable accommodations to address actual or threatened domestic or sexual violence.

VESSA leave can be taken in a single 12-week period, intermittently, or on a reduced work schedule. VESSA leave is unpaid, but employees may elect to use accrued PTO as part of their VESSA leave. Employees may not take VESSA leave that exceeds the unpaid leave time allowed under The Arc's Family and Medical Leave Act Policy.

An employee who needs VESSA leave or some other reasonable accommodation is responsible for bringing the matter to the attention of the Director of Human Resources.

PARENTAL SCHOOL LEAVE

Parents should schedule school visits whenever possible during non-work hours. If that is not possible, employees who work at least 18 hours per week and who have been employed for 6 consecutive months prior to a request for parental school leave are entitled to up to 8 hours of unpaid leave during any school year, no more than 4 hours of which may be taken in a single day to attend school conferences and classroom activities that cannot be scheduled during non-work hours for a biological, adopted, foster or step child or wards. Employees must first exhaust all PTO. Except in case of emergencies, employees must consult with their supervisors to schedule the leave so as not to disrupt unduly The Arc's business. The employee may choose to make up the missed time, if there is a reasonable time for doing so. However, The Arc is not required to provide make-up time that would require the payment of overtime wages.

LIFTING RESTRICTIONS

If an employee becomes injured, whether on or off duty, and has a doctor ordered lifting restriction of 50 lbs or less, the employee may be required to take a medical leave for the employee's safety as well as the safety of the people supported.

Applicants must not have a doctor ordered lifting restriction and must be able to lift over 50 lbs. to be considered for employment.

MEALS

A paid meal period will be provided only for employees assigned to eat their meals with people supported and for the nurse required to remain on grounds.

All other employees scheduled to work 7½ consecutive hours or more must be given at least 20 consecutive minutes for an unpaid meal period, according to Department of Labor regulations. Make sure to call in and out for your meal time.

When eating with people supported, employees may not eat brought in food, except when meal is not offered (i.e., Monday-Friday lunch and midnights).

- If CILA employees do bring in food, food can only be eaten on break and unobserved by people supported.
- In CILA, all liquids/drinks need to be in concealed containers.
- Employees need to sit with people supported at meal times. Meal times are family style. Employees need to interact with the people supported and refrain from social/gossip with other staff concerning topics that are inappropriate for people supported to hear.

NO SLEEPING ON DUTY

It is the practice of The Arc of Iroquois County that all employees must be alert and able to assume the duties and responsibilities of their job during their assigned working hours. No staff is allowed to sleep while on duty, except for those doing assigned sleep shifts. Sleeping on duty is a direct threat to the safety and well-being of individuals supported and fellow staff members.

DEFINITIONS:

- **Sleeping:** A person is considered to be sleeping if he or she is observed in a state resembling sleep. Examples include, but not limited to, closed or resting of eyes, snoring, lack of movement, in a relaxed position conducive to sleep and is unresponsive for at least 10 seconds. Inability to perform assigned job duties because of a medical condition or side effects of medication will not be accepted as rationale for sleeping on duty.
- **Alert and able to perform job duties:** A person is considered alert and able to perform job duties if s/he is conscious with eyes open, has physical movement, is capable of using good judgment, interacts with people and is able to follow directions.

NO SLEEPING ON DUTY

Continued

Staff under the influence of over the counter or prescribed medication, or having a medical condition that may impair their ability to perform the essential functions of their assigned job, must inform their supervisor of such condition prior to the beginning of their assigned shift. The supervisor can take appropriate action and make the determination on whether it is safe to allow the staff to work under those conditions.

PROCEDURE:

If a staff member is observed at a distance up to 25 feet in a state resembling sleep, appears to be sleeping (as defined above) and does not respond during these 10 seconds, the staff will be considered sleeping on the job. The immediate supervisor or designee and on-call will be notified.

The supervisor will notify the staff person that he or she is in violation of this best practice, must be given a drug and/or alcohol test (follow the guidelines set for in the Drug and Alcohol Testing Process). Further disciplinary action including termination may result.

If either of the following occurs, the staff member has voluntarily resigned his/her employment at The Arc.

- As a result of testing it is found that the staff has engaged in the use of illegal drugs or to have alcohol concentration in the blood of .04 percent or greater.
- Staff refuses to take the drug and/or alcohol test.

If a staff member as a result of testing is found to have alcohol concentration greater than .02 percent but less than .04 percent, he or she shall be removed from their job and remain off duty at least 24 hours without pay. Further disciplinary action including termination may result.

If the drug and alcohol tests are negative, the supervisor will assess the staff person's ability to finish the shift without falling asleep and will have full discretion on whether to send the staff home. The staff person also has the right to indicate that he or she cannot finish the shift. If the staff person leaves the work site, he or she will not be paid for the remainder of the shift. In either situation, further disciplinary action including termination may result.

It shall be the practice of The Arc of Iroquois County to impose the following disciplinary action(s) when staff are found to be sleeping on the job, the drug test is not positive and the alcohol test is not .04 or greater.

First Offense:

- Three day suspension without pay. (If employed less than thirty (30) days, discharge from the agency).
- Reassignment may be to either a sleep shift or a two (2) staff site, if available. Decision regarding shift and location is based on the discretion of the Program Director. If for some reason there are no open positions, the Arc will make accommodations until an open position becomes available without the loss of hours. If the employee refuses the reassignment, it will result in termination.
- If the sleeping episode results in an act of abuse and/or neglect, our policies regarding alleged abuse and neglect will be implemented. This may result in immediate termination.

Second Offense:

- Employee will be discharged from the agency.
- If the sleeping episode results in an act of abuse and/or neglect, our policies regarding alleged abuse and neglect will be implemented.

NON-HARRASSMENT/ ZERO TOLERANCE

The Arc is committed to providing a work environment free of harassment for all employees. Harassment on any basis (race, color, sex, religion, national origin, age, sexual orientation, physical or mental handicap) will not be tolerated. Any employee who violates this policy, either by engaging in such behavior or condoning such behavior, will be subject to disciplinary action up to and including termination.

Sexual harassment may be physical or verbal. Both women and men may be affected. Sexual harassment includes slurs, threats, derogatory comments, jokes, teasing, sexual advances, unwelcome touching and other offensive verbal or physical conduct.

The following behaviors constitute sexual harassment:

- Soliciting sexual favors as a condition of employment or continuing employment.
- Soliciting sexual favors as a basis for promotions, transfers or other employment decisions.
- Sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with an employee's work performance or which creates an intimidating, hostile or offensive work environment.
- Having sexually-oriented calendars, posters, magazines or other sexually oriented material on The Arc's property, whether the material depicts males and/or females.

Other offensive language and behavior are also unacceptable and will not be tolerated. The Arc has a zero tolerance policy. Employees who violate this policy and supervisors who fail to enforce it will be subject to disciplinary action, including termination.

These actions are offensive and will not be tolerated (this list is not all inclusive):

- Using "four" letter words and other vulgar language at work
- Making sexual comments, flirting or making advances to employees or customers
- Making sexual comments about a person's body or clothes
- Pinching, patting, or touching
- Telling sexual jokes, discussing or questioning another person about his/her sexual experiences or desires
- Having photographs, calendars, magazines or other sexually explicit material at work
- Playing sexually explicit or vulgar music at work, which includes cell phones

Reporting / Complaint Procedure

Employees who witness unacceptable language or behavior or are the victim of harassment or discrimination must report it immediately in writing to their Program Director or the Director of Human Resources. In addition, they must report it to the Executive Director. The Arc will investigate all complaints promptly, take appropriate action, and advise the employee of the outcome. The Arc will not tolerate retaliation against an employee for complaining about harassment or discrimination or for participating in the investigation of a complaint.

PAID TIME OFF (PTO)

Paid Time Off (PTO) provides employees with continuation of pay during absences from work, which includes holiday, vacation, sick and personal time. Full and part-time employees earn PTO, which will be calculated each pay period based on each hour paid (not to exceed 80 hours per pay period). According to length of service and employment status, eligible employees will accrue PTO at the following rates per hours paid:

Full Time (36-40 hours per week)			Part Time (<36 hours per week)		
Length of Service	Accrual Factor	Maximum Hours/Year	Length of Service	Accrual Factor	Maximum Hours/Year
2 mo-1 yr	.0731	128	2 mo-1 yr	.0193	34
1-4 yrs	.0923	192	1-4 yrs	.0385	80
4-9 yrs	.1115	232	4-9 yrs	.0677	120
9+yrs	.1308	272	9+yrs	.0770	160

Factors and maximums will be adjusted on the employee's anniversary date. In computing PTO, years of service will be recognized without regard to full or part time employment.

An employee begins earning PTO after sixty (60) days of employment. If a paid holiday occurs during the first sixty (60) days of employment, The Arc will pay the FT employee for the holiday. All hours earned will be credited to the employee's current account.

Employees may accumulate up to 480 hours in their PTO account. Employees who reach the maximum of 480 hours will no longer accrue time off until they take scheduled time off or receive pay in lieu of time off. Employees should submit a Request to Cash Out PTO form to the Director of Human Resources for written approval to receive pay in place of time off.

It is the employee's responsibility to secure hours to maintain current employment status (FT, PT-B, PT, SUB or TEMP). Failure to do so may result in the loss of benefits.

Employees will be encouraged to take PTO regularly to help ensure peak performance. To request time off, the employee must complete a PTO Request Form, stating the number of PTO hours available and the name of the employee who will substitute for the employee during the absence, if applicable. The substitute shall initial and date the PTO form before the form is submitted to the supervisor for approval. If the substitute cannot initial, they must call the supervisor to notify them that the substitute agrees to do those hours. PTO use will be approved at the discretion of the supervisor.

Except for holidays, when a program is in operation, no more than 25% of the employees in the same department will be authorized for PTO on the same dates. PTO requests will be honored on a first come, first served basis, then by seniority.

PARKING AT THE MAIN OFFICE

BASIC RULES

- For the safety of people and employees, follow posted speed limit (10 mph) coming up the driveway and throughout the parking lots and watch closely
- Note designated spaces for loading/unloading people at Welles Shop Career Center
- Note designated spaces for "15 Minute Parking"
- Note three (3) designated spaces for "Visitor Parking"
- Note two (2) designated spaces for "Greenhouse Customer Parking" when the Greenhouse is open.
- Turn right upon entering the parking lot that is South of the Greenhouse.

DON'T

- Park in handicapped spaces – by law, a person with disability must be in the vehicle to use a handicap space
- Park in or drive through grass
- Park in front of Welles Career Center
- Park across any sidewalk or walkway
- Leave vehicle running unattended
- Bump your door into the vehicle next to you

PAY PERIODS

All employees will be paid on a bi-weekly payroll (Friday through Thursday). The Arc offers Direct Deposit as means of pay. Direct Deposit is processed and will be available in employee's accounts by 9:00am on payroll Fridays. Direct Deposit stubs are emailed to the employees. Payroll may be processed earlier if payday falls on a holiday.

Payroll deductions are made for state and federal taxes, including Medicare and FICA (Social Security). Employees may choose to contribute to a Retirement Plan or a personal savings program through a payroll deduction. This information should be given directly to the Payroll Department in writing.

Employees should contact the Accounting Associates (ext. 111 or ext. 126) or the Director of Human Resources (ext. 119) if they have questions about the payroll.

Handling of Errors on Paychecks

- If the error is caused by payroll and is under \$10, the error will be fixed on the employee's next paycheck.
- If the error is caused by payroll and is over \$10, a paycheck will be issued for the missed hours
- If the error is caused by the employee, the error will be fixed on the employee's next check pending supervisor's approval.

PAY RATES

Salary increases and/or bonuses may be awarded on employee's performance, years of services or amounts set forth by the Department of Human Services. The exact amount or percentage will be set by the Board of Directors each fiscal year depending on income available to The Arc.

For new employees hired prior to a new salary schedule, the employee's new base rate will be the new starting wage for their position and will be effective immediately. The employee then may be entitled to a 3, 4 or 5% increase based on his or her performance on his or her twelve (12) month evaluation. New employees who start at less than their base salary may be entitled to one (1) or more salary increases during a fiscal year to bring them up to the starting base salary. Additional adjustments may be warranted in the event of a promotion or added job responsibilities.

Non-exempt residential employees who, work 2nd shift and awake overnight shift, will be paid a shift differential of \$.50 for hours worked. Non-exempt employees who work the overnight sleep shift will be paid awake time for any time spent awake above three (3) hours for the benefit of the agency (not personal preference) with approval from the Director of Human Resources. Non-exempt direct support staff (DSP/Job Coaches/IFSU) who work shifts on the weekends will be paid an additional \$1 shift differential for hours worked between 3p on Friday afternoons and 6a on Monday morning.

Non- exempt (hourly) employees will be paid overtime at the rate of one and one half (1½) times their regular hourly rate for all hours worked in excess of 40 hours in a workweek. Overtime will be calculated first on shifts that were worked outside of your regular rotating schedule. For instance, if you normally work 40 hours on 1st shift and pick up an overnight, overtime would be paid on the overnight shift as this is outside of your regular schedule. Hours paid but not actually worked, such as PTO time and holidays, do not count toward the 40-hour limit.

Nurses and hourly employees who personally respond to the facility for an emergency call will be paid at the overtime rate for time spent at the facility. A minimum of one (1) hour at the overtime rate (time and a half) will be paid for emergency call responses when the employee is off duty. The supervisor for which the overtime is occurring must approve overtime. This doesn't include being called in for med passes. Nurses and hourly employees who personally respond to the facility to pass meds (not originally scheduled for) will be paid at their regular rate for time spent at the facility. A minimum of fifteen (15) minutes will be paid for the med pass response when the employee is off duty.

For exempt employees, their annual salary will be divided by 26 to determine their biweekly salary and in turn by: a) hours in employee's biweekly work period to determine hourly rate and b) days in work week to determine daily rate.

PHONE USE, TEXTING AND INSTANT MESSAGING

Personal telephone calls, cell phone calls, texting, instant messaging and the like should be made and received during break times. Calls received at non-break times should be limited to emergencies only and should be deducted from break time.

Personal calls, including cell phone calls, should be limited to three (3) minutes and not exceed three (3) per eight (8) hour shift. This does not entitle you to nine (9) minutes of calls per day.

Notify your family members and babysitter of these guidelines.

Personal phone calls, texting, instant messaging and the like should not be regular, on-going occurrences.

Misuse of any phones, while on duty, may be grounds for disciplinary action up to and including immediate discharge.

REFERRAL BONUS

The referral program is designed to involve current employees with recruitment of new employees. It is The Arc's hope that employees will take some responsibility in the training of new applicants and thus have better results in employee retention.

Employees who refer applicants to work at The Arc will receive a referral bonus at the following intervals:

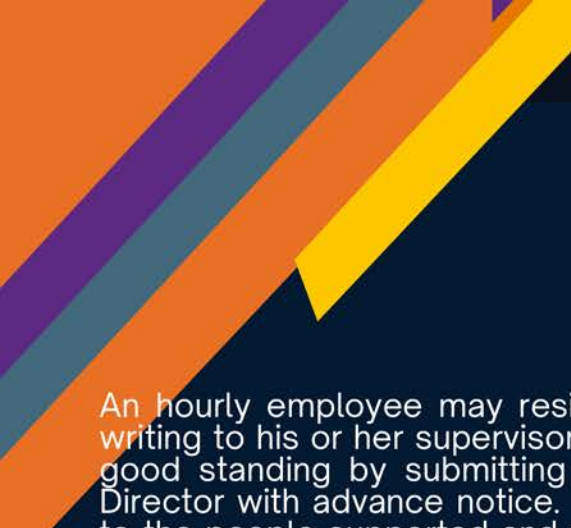
o Six (6) months	\$ 50.00
o One (1) year	\$150.00
o Two (2) years	\$200.00
o Three (3) years	\$300.00

If an applicant lists more than one referring person on the application, only the first person named will receive the bonus. If an applicant lists the hiring supervisor as the one referring them, the hiring supervisor will not receive the bonus. If an employee has worked here in the past and is rehired, there will not be a referral bonus given. Referral bonuses are wages, subject to taxation.

REPLACEMENT OF PERSONAL PROPERTY

If a person's property is damaged or destroyed by a person supported by The Arc or an employee of The Arc during our immediate supervision, The Arc may repair or replace the property with a comparable item if an Incident Report is completed within 24 hours and approved by the Program Director. Claims paid shall not exceed \$250 per year for each individual unless approved by the Executive Director. Employees are advised against wearing jewelry or accessories to work; therefore those items will not be replaced if damaged, with the exception of prescription eyewear. Depending on the circumstances, if a cell phone is damaged it may or may not be eligible for the maximum \$250 reimbursement.

Use locked cabinets and desks where available to store a purse and valuable items. The Arc does not assume responsibility for personal property. The Arc will make every effort to locate missing items when an incident is promptly reported.



RESIGNATION OF EMPLOYMENT

An hourly employee may resign in good standing by submitting his or her resignation in writing to his or her supervisor with advance notice. A professional employee may resign in good standing by submitting his or her resignation in writing to the Program/Executive Director with advance notice. Adequate advance notice will help us insure quality services to the people supported and will enable the employee to remain in good standing. Unused PTO pay will be paid on an employee's final paycheck.

SELECTION OF PERSONNEL & PERSONNEL RECORDS

Applications for positions must be submitted in writing to the Director of Human Resources. The application, along with placement credentials, letters of recommendations (professional positions only), health records, job evaluations and notes from the job interview shall be incorporated into a personnel file which shall be retained five (5) years following the termination of employment with The Arc.

With the approval of the Director of Human Resources, supervisors will conduct personal interviews. Program Directors shall be responsible for interviewing applicants for professional positions in their program after their written credentials and references have been screened by the Director of Human Resources. Employees will be given notice of job openings and are encouraged to apply. Government regulations regarding the certification, registration, and/or licensure of personnel shall be applicable to positions. The Executive Director must approve applicants for professional positions before employment offers are made. The Board of Directors shall be responsible for reviewing applicants and hiring the Executive Director.

Job descriptions will be drafted by the appropriate supervisor and approved by the Program Director. The Board of Directors will develop a job description for the Executive Director. Job descriptions include position qualifications, job responsibilities and duties. The Arc shall use this information in the selection, supervision and reimbursement of employees.

Every employee and his/her supervisor(s) will have access to his/her personnel records. The DHR, Program Director or their designee will be present when records are viewed by an employee or outside party. These records shall be available to licensure personnel for review. For further information, see the Procedure For Employee Access To Their Personnel Record.

SERVICE BONUS

Each employee's value to The Arc increases with his or her years of job experience. Employee longevity provides stability for people supported, increases the quality of our programs and saves The Arc money from turnover. Full time and part time employees will receive a service bonus on their anniversary dates at the following interval

Service Bonuses are wages, subject to taxation.

5 years	\$250	30 years	\$1500
10 years	\$500	35 years	\$1750
15 years	\$750	40 years	\$2000
20 years	\$1000	45 years	\$2500
25 years	\$1250		

SMOKING AND THE USE OF CHEWING TOBACCO

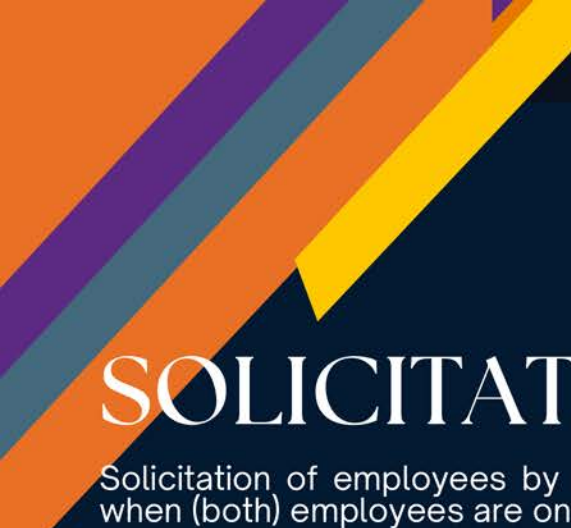
Employees may not smoke or chew tobacco in the Arc's buildings or service sites, Sun 'n Fun, vehicles, or within 15 feet of doors, windows or ventilation systems. Program Directors will designate outdoor smoking areas that comply with the Smoke Free Illinois Act.

Employees may not use E-cigarettes in the Arc's buildings or service sites; Sun 'n Fun or vehicles. Employees using them do not have to go to the designated smoking areas as we understand that being around others smoking real cigarettes could be a trigger. However, e-cigarettes must not be smoked in front of buildings or in the view of the public and you must maintain a respectful distance from the building just as if it were a real cigarette.

Smoking and chewing tobacco are allowed only during break time or unpaid mealtime. While working at a two (2) employee site, both employees CANNOT take smoke breaks at the same time.

All cigarette butts must be placed in ashtrays, never on the ground. Ashtrays must be placed at least 15 feet beyond doors, windows or ventilation systems. Smokers should empty designated containers in disposal cans. Tobacco users should dispose of their spittoons in disposal cans.

For further information, see the Protocol for Proper Disposal of all Smoking Materials.



SOLICITATION

Solicitation of employees by other employees or people supported is limited to periods when (both) employees are on break or lunch or before or after work.

Solicitation among employees is limited to designated “break” areas.

Distribution of literature by employees to other employees is totally prohibited in working areas at all times.

Solicitation of people supported or visitors on property of The Arc by anyone for any purpose not directly related to The Arc is strictly prohibited.

Solicitation or distribution of literature by non-employees of The Arc on property of The Arc is strictly forbidden at any time.

STUDENTS EMPLOYED BY THE ARC

Students employed by The Arc shall not be permitted to work in any program on a day when they are absent, sick or unexcused from school. Likewise, any student employee expelled from school shall not be permitted to return to work until he or she has reentered the school program. Students who are of High School age but not attending school Full-time MUST be registered and attending GED courses to obtain a GED. If such student is not working towards their GED they employee will have voluntarily resigned from The Arc of Iroquois County.

TIME WORKED

Hours worked should be just that. If you are scheduled to work 7:15-3:15, you should not be routinely arriving at 7:20 or 7:23 and leaving at 3:07 or 3:08 each day. Employees must call when they arrive at work and call when they leave. All employees are expected to work the hours that they have been scheduled unless otherwise approved by supervisor. Employees will be terminated for falsifying time records.

TRAINING

All employees, except office employees, must complete CPR, First Aid and PCM Behavior Management.

Direct Support Employees (CILA & WCC DT) – receive 120 hours of the Direct Support Persons Core Training approved by DHS training. Employees will be required to complete this program, which consists of 120 hours (on-line courses and on-the-job training). This training must be completed within 120 days of employment.

Medication Administration Training - DSPs who have graduated from High School or hold a GED must complete and pass a literacy exam approved by the Department of Human Services before taking the Medication Administration Training class. This training is for those DSPs that work in the CILA and/or WCC programs and are qualified to pass medications to the people supported. This training consists of a minimum of eight (8) hours of training which is a competency based standardized medication curriculum specified by the Department of Human Services, which will be taught by the Nurse Trainer.

Qualified Intellectual Disabilities Professional (QIDP) Training - Employees will be required to complete this program, which consists of 120 hours. This training must be completed within six (6) months of approval of QIDP status. QIDP's must complete 12 Continuing Education (CEUs) hours each year.

All other employees – receive appropriate training based on the position for which they were hired.

Requests for attendance at out of town training must be submitted in writing to the Program/Executive Director with an explanation of the nature of the session and how the training could be utilized within The Arc. Food expenses incurred by employees attending conferences or involved in travel for The Arc will be paid within reason when vouchers are submitted to Accounts Payable. The cost of alcoholic beverages is not reimbursable. The Executive Director must approve tuition and room rates in advance. Attendance at State and National conventions will be permitted and is reimbursable only with the consent of the Board of Directors.

For further information, see the **Employee Training Plan**.



VISITORS

While working, employees may not take care of anyone other than people supported and may not be engaged in any personal business or errands, personal hobbies, or any other activity that would reduce their effectiveness or affect the safety and well-being of those in their care.

Visits from family and friends should be kept to a minimum and limited to break time. Be respectful during any shift but especially during 10pm-5am in the CILA homes. All employees have an obligation to keep their focus on supporting the people. Off-duty employees are considered visitors. These are the homes of the people we support and not a place to hangout. Employees cannot hang at any service site until their next shift starts. If you are off duty, you must not be waiting at the site for your shift to start.

Past employees, who have been terminated and instructed not to return to any service sites, must be instructed to leave immediately. If a problem arises, please contact on-call immediately.

Pets are visitors too. Pets are allowed at certain service sites. Please check with your supervisor before bringing a pet to work.

WORKING HOURS

Program Directors will set hours of operation. With approval of their Program Director, supervisors shall be responsible for setting the exact daily shift work hours for all employees under their supervision. In 24-hour residential settings, sufficient employees in numbers and qualifications shall be on duty all hours of each day to provide services that meet the total needs of the people. Except in emergencies, no employee shall be assigned duties other than those directly related to his/her job function, as identified in his/her job description.

Supervisors shall post schedules for hourly employees at least two (2) weeks in advance. Changes in the posted schedules must be approved by the supervisors and employees affected by the changes. Employees and Supervisors must initial all changes on the final/permanent work schedule.

WORKPLACE VIOLENCE

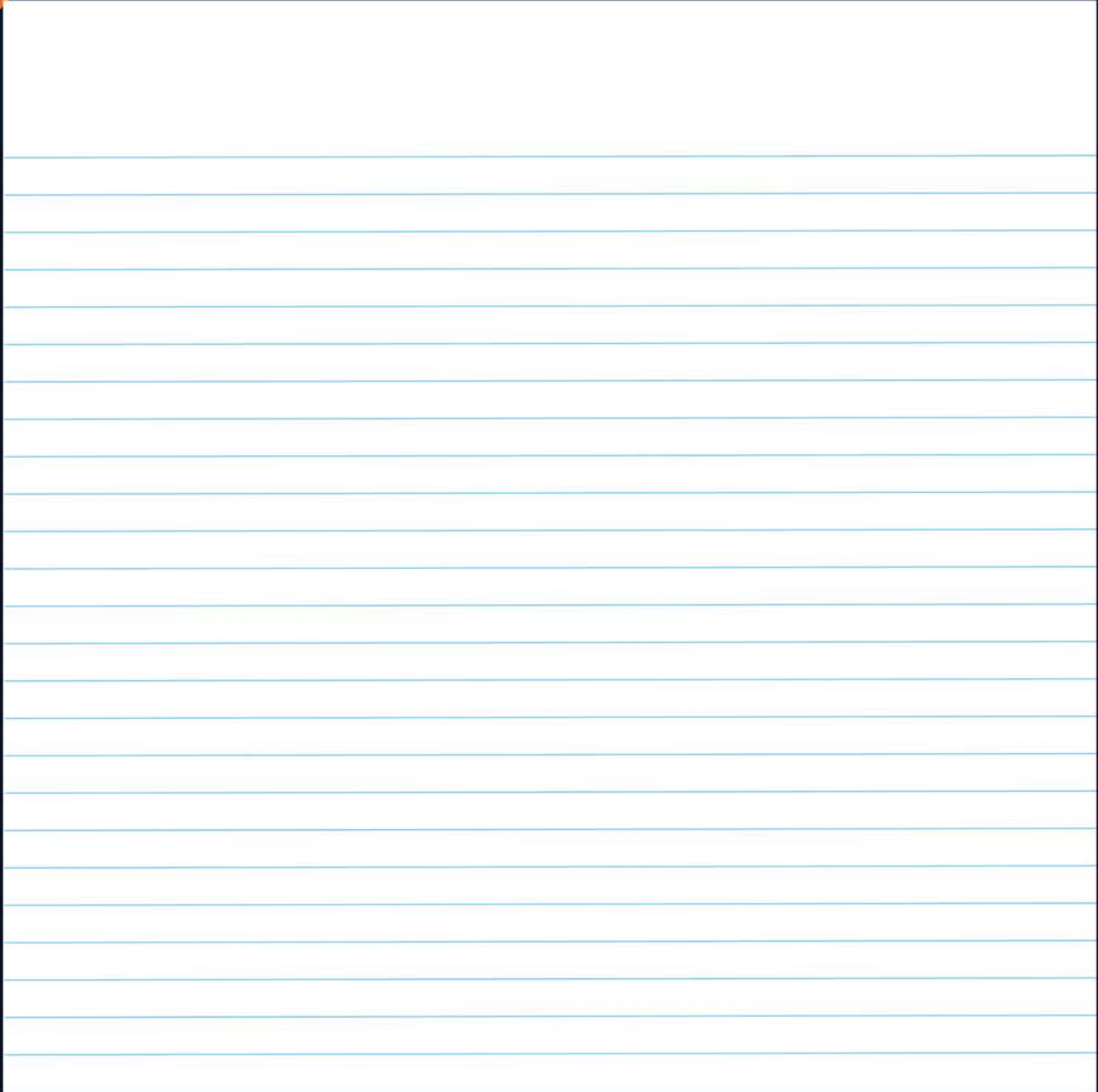
The Arc is committed to providing its employees a work environment that is safe, secure and free of harassment, threats, intimidation and violence. The Arc recognizes that workplace violence is a growing problem. Threats or acts of physical violence, including intimidation, harassment, and/or coercion which involve or affect employees or persons supported or which occur on The Arc's property or at any service site will not be tolerated. Employees shall immediately report any incidents to their Program Director. All reports of incidents will be taken seriously and will be dealt with appropriately. For further information, see the Best Practice for Prevention of Workplace Violence.

Reviewed by AMT
Approved by Board

02/15/2023
02/22/2023

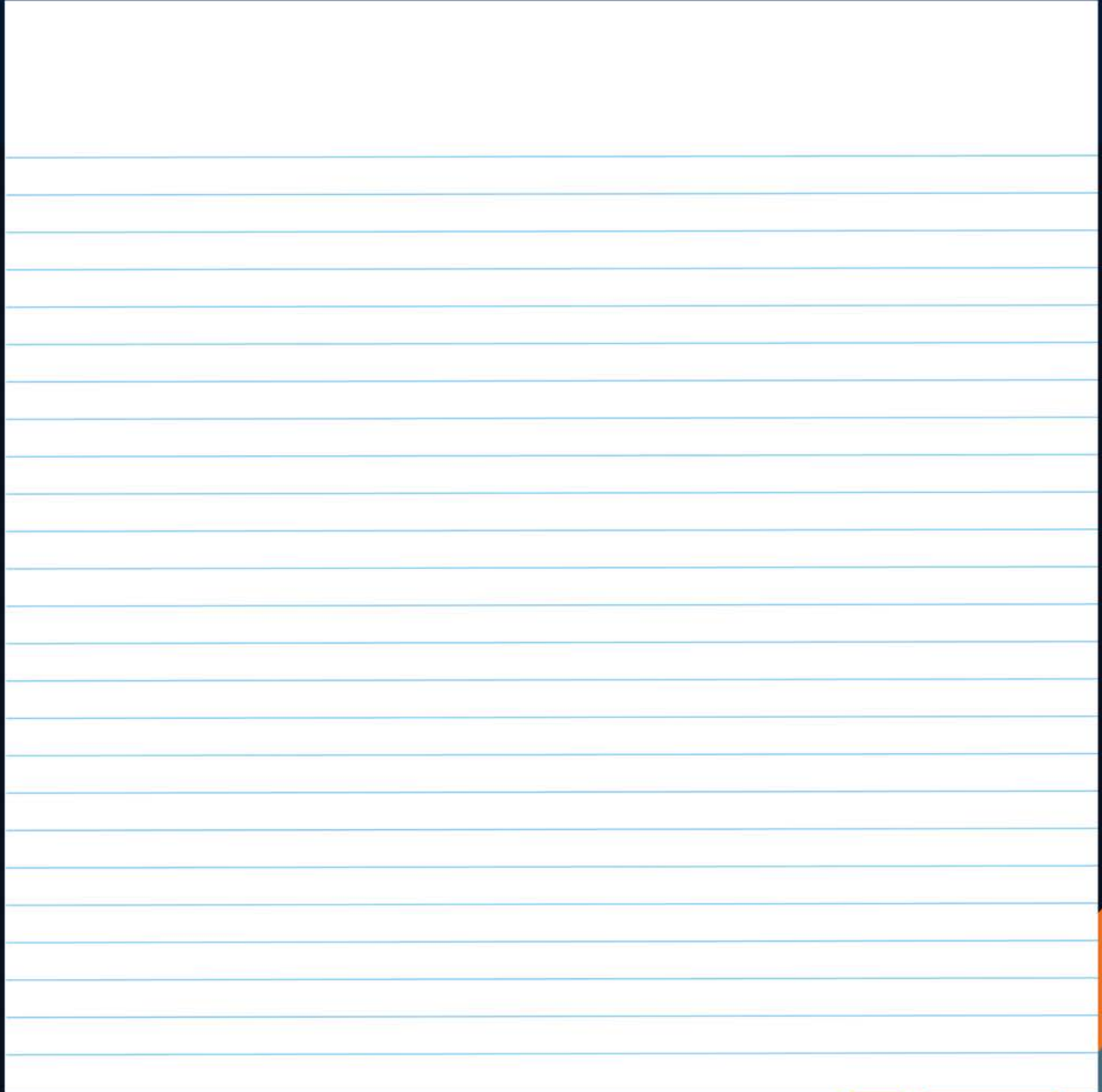


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