



## Davidson County Transitional Services Incorporated Employee/Volunteer Handbook



Hands Helping Clients Reach Individual Success Everyday

# R.I.S.E.

Effective June 11, 2013

This manual is merely a summary of current policies of Davidson County Transitional Services Incorporated. Nothing in this manual alters the fact that all employees of the company are employed “at will”. Employment or Volunteer services may be terminated with or without cause or notice at the will of either the employee or company. Neither this manual nor any of its contents is an employment contract, an offer to enter an employment contract, or provides employees with any contract rights.

*It is DCTS hope that this opportunity to be a member of our Team be a rewarding work or volunteer experience for you to grow and continue to help the organization accomplish its mission and fulfill its vision of helping our clients R.I.S.E.*



# **Welcome to Davidson County Transitional Services Incorporated**

Welcome to Davidson County Transitional Services Incorporated. At Davidson County Transitional Services Incorporated, we are optimistic about the future and hope that your employment with us will be mutually rewarding. We look forward to an enjoyable and productive working relationship with you.

It is our goal at Davidson County Transitional Services Incorporated to outperform the competition in the areas of employment, service and safety. Pursuant to this goal, we strive to provide high quality products and services to our clients and customers. The work and attitude of our employees is important to the success of our company.

This handbook has been prepared for employees of Davidson County Transitional Services Incorporated. As an employee of Davidson County Transitional Services Incorporated, you should review the handbook and become familiar with all of the policies. Following your review of the handbook, you are to sign and return an Acknowledgement Form that will be provided to you. (A copy of the form can be found at the last page of this handbook.)

This handbook is only a summary of current personnel policies of Davidson County Transitional Services Incorporated compiled for convenient reference. Neither the handbook nor any policy set forth herein is a contract of employment, an offer to enter into a contract of employment, or provides employees any contract rights. No contract of employment is being offered or implied. No contract of employment is valid and binding on the Company unless it is in writing and signed by the CEO & Executive Director.

The employees of Davidson County Transitional Services Incorporated are “at will” employees. This means that Davidson County Transitional Services Incorporated may terminate the employment of any employee at any time for any reason, or no reason at all, and the employee may terminate their employment at any time for any reason, or no reason at all. Employment is for an indefinite period and is subject to change in conditions, benefits, and operating policies.

The information contained in this document is in summary form and is intended to give you an overview of what is expected. Many items covered here may be covered in more detail in other company documents, which documents are controlling. Davidson County Transitional Services Incorporated reserves the right to at any time supplement, revise, revoke or rescind any part or all of this handbook or any or all of the benefits or policies set forth herein.

Davidson County Transitional Services Incorporated reserves sole discretion to interpret this handbook or any policy or benefit contained in this handbook.

# **EMPLOYMENT POLICIES**

## **Statement of Equal Opportunity**

Davidson County Transitional Services Incorporated is an equal opportunity employer and will not discriminate in recruiting, hiring, training, promotion, transfer, discharge, compensation or any other term or condition of employment on the basis of race, religion, color, age (over age 39), sex, national origin, or on the basis of disability if the employee can perform the essential functions of the job, with a reasonable accommodation if necessary. Any employee who is aware of discriminatory conduct or who has any concern about a possible violation of this policy should immediately report the conduct or concern to his or her supervisor, designated human resource personnel or any corporate officer.

## **Discrimination and Harassment**

Davidson County Transitional Services Incorporated disapproves of and strictly prohibits comments or actions by anyone that may create an offensive or hostile work environment for any employee because of the employee's race, color, religion, age, sex, marital status, national origin, disability, ancestry, or medical condition. This policy extends not only to prohibiting unwelcome sexual advances and offensive sexual jokes, innuendos, or behaviors, but also prohibits offensive conduct related to or based upon factors other than sex.

Employees who believe they are victims of harassment or who are aware of harassment should immediately report the situation to a supervisor, the director of human resources, a designated human resources representative or any manager or corporate officer. An employee who thinks he or she is a victim of harassment may discuss the offensive conduct with the offender(s) before reporting it to management, but is not required to do so.

Davidson County Transitional Services Incorporated will promptly investigate complaints or reports of harassment. The investigation will be conducted, and complaints will be handled in a confidential manner to the extent realistically feasible. When warranted by the investigation, Davidson County Transitional Services Incorporated will take immediate and appropriate corrective action. Such action may include disciplinary action against the offender(s), which may range up to and include dismissal, depending on the severity of the conduct as assessed by Davidson County Transitional Services Incorporated.

No retaliation will be permitted against an employee who registers a complaint or reports a harassment incident, or against any employee who provides testimony as a witness or who otherwise provides assistance to any complaining or reporting employee, or who provides assistance to Davidson County Transitional Services Incorporated in connection with the investigation of any complaint or report.

After Davidson County Transitional Services Incorporated has taken appropriate corrective action to resolve a complaint or report of harassment, Davidson County Transitional Services Incorporated will make follow-up inquiries after an appropriate interval to insure that the harassment has not resumed and retaliation has not been suffered. However, victims and witnesses are not required to wait for follow-up. If harassment resumes or retaliation occurs, the victim or witness is encouraged to contact an appropriate Davidson County Transitional Services Incorporated supervisor, human resources representative, officer or other company manager immediately so Davidson County Transitional Services Incorporated may promptly and effectively act.

## **Immigration Law Compliance**

Davidson County Transitional Services Incorporated is required by federal immigration laws to verify the identity and work authorization of all new employees. In keeping with the obligation, documentation that shows each person's identity and legal authority to work must be inspected. Each new employee must also attest to his/her identity and legal authority to work on an I-9 Form provided by the federal government. This verification must be completed as soon as possible after an offer of employment is made and in no event more than three (3) business days after an individual is hired and before the individual begins work. A copy of this form will be provided to you for your completion. All offers of employment with Davidson County Transitional Services Incorporated are conditioned upon furnishing evidence of identity and legal authority to work in the United States in compliance with the federal law. Providing falsified documents of identity and eligibility to work in the United States will result in cancellation of your consideration for employment or dismissal if employed. Every rehired employee must also satisfy this requirement. It is the employee's responsibility to ensure that the work authorization on file is current. The Department of Homeland Security recommendation is to apply for renewed authorization a minimum of ninety (90) days in advance of expiration. Inability to provide renewed authorization on or prior to the expiration date of the original document will result in the employee's immediate termination.

## **Family Medical Leave Act (FMLA)**

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to “eligible” employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year and for 1,250 hours over the previous 12 months. In addition, the employee must be employed at a job site where at least 50 employees are employed within a 75-mile radius.

### **Reasons for Taking Leave:**

Unpaid leave must be granted for *any* of 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

Generally, FMLA leave is unpaid. However, under certain circumstances, FMLA permits an eligible employee to choose to substitute paid leave for FMLA leave.

### **Advance Notice and Medical Certification:**

The employee may be required to provide advance leave notice and medical certification. A failure to comply with the notice requirements may affect request for leave.

- The employee ordinarily must provide 30 days’ advance notice when the leave is “foreseeable”
- An employer may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the employer’s expense) and a fitness for duty report to return to work

**Job Benefits and Protection:** For the duration of FMLA leave, the employer must maintain the employee's health coverage under any "group health plan." Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Contact the appropriate human resource personnel to determine FMLA eligibility.

## **Health Requirements**

All employees shall be of sufficient good health to properly discharge their duties. Employees who have an infectious disease shall not be permitted to work for the duration of communicability. If an employee becomes ill or injured while on duty, it is his/her responsibility to report such illness or injury to his/her supervisor immediately. Failure to do so may result in a loss of potential benefits for that illness or injury. If an employee has excessive absences from work due to illness, his/her physical condition may be reviewed to determine the ability to continue in that position, and a physician's release that he/she is able to work may be required.

## **Drug-Free Workplace**

Davidson County Transitional Services Incorporated is committed to providing a work environment that is free from alcohol and illegal drugs, and prescription or over-the-counter drugs that impair the performance of essential job functions or increase risk of injury, death, or property loss. The costs of alcohol and drug abuse are staggering and are manifested by accidents, tardiness, absenteeism, property damage, increased occupational injury costs, increased health insurance costs, decreased productivity, the cost of replacing and retraining new employees, and employee theft. In an effort to minimize the effects of alcohol and drugs in the workplace, Davidson County Transitional Services Incorporated has adopted the following policy.

### **The following are prohibited:**

- ✚ Purchase, use, possession, distribution or being under the influence of alcohol on Davidson County Transitional Services Incorporated or client property, during working hours or at any time while on Davidson County Transitional Services Incorporated business.
- ✚ Purchase, sale, possession, use, manufacture, distribution or being under the influence of any illegal drug at any time during your employment by Davidson County Transitional Services Incorporated; or Use or being under the influence of any prescription or non-prescription (over the counter) drug that may adversely affect your performance of the essential functions of your job or increase the risk of injury, death or property loss of you or others.
- ✚ Purchase, sale, use, distribution or possession, during working hours or while on company business, of any drug paraphernalia, including, but not limited to, any tools, equipment, supplies or materials used, designed or intended for the illegal or improper use of any drug.
- ✚ Reporting to or being at work with a measurable quantity of any alcohol, drug, intoxicant or narcotic in the blood or urine (except for any prescribed or over-the-counter drug of the type and at a level determined in the sole opinion of Davidson County Transitional Services Incorporated or its designee as neither interfering with performance of essential job functions nor increasing the risk of injury, death or property loss of you or others).

Any employee of Davidson County Transitional Services Incorporated who at any time during his or her employment with Davidson County Transitional Services Incorporated is charged with, or convicted of, violating any law, the basis of which violation in any way involves the use or being under the influence of alcohol or any drug shall immediately report the charge or conviction to his or her immediate supervisor or any company official and in all cases, no later than the beginning of the next work day.

Violation of any part of this policy (or any charge or conviction described in "B") may result in disciplinary action, up to and including termination of employment.

## **Smoking**

Smoking is only permitted in those places and at those times designated by Davidson County Transitional Services Incorporated. Do not smoke near any area where flammable or combustible materials, such as solvents, are used or stored. Other rules regarding smoking may apply depending on your work location. If you have any questions, ask your supervisor.

## **Confidentiality of Information**

Confidential information of Davidson County Transitional Services Incorporated, of any nature and in any form whatsoever, including, but not limited to, all data or information that is competitively sensitive or is not generally known or available to the public, client lists and files, and personnel records and data, shall be kept confidential and private and shall not be removed from Davidson County Transitional Services Incorporated premises without prior written authorization of Davidson County Transitional Services Incorporated. Such confidential information shall only be used for the benefit of Davidson County Transitional Services Incorporated and its interests. Employees will be required to sign a confidentiality agreement, non-solicitation agreement and/or agreement not to compete containing such provisions as Davidson County Transitional Services Incorporated deems appropriate.

## **Employee Investigations**

Davidson County Transitional Services Incorporated recognizes the importance of employees who are honest, trustworthy, qualified, and reliable. For purposes of furthering these concerns and interests, before hiring an individual, Davidson County Transitional Services Incorporated reserves the right to investigate the individual's prior employment history, personal and/or business references, educational background, and or other relevant information that is reasonably available. In hiring for certain positions, Davidson County Transitional Services Incorporated may review an applicant's credit report and criminal background, if any. Consistent with these practices, all job applicants will be asked to sign a Release of Information Authorization, which will include a release of liability for disclosure of information by a third party. To the extent permitted by law, Davidson County Transitional Services Incorporated reserves the right to exclude any applicant from consideration for employment, where the applicant refuses to sign the Release of Information Authorization form as requested.

In addition, Davidson County Transitional Services Incorporated may find it necessary from time-to-time to investigate current employees, where behavior or other relevant circumstances raise legitimate questions concerning work performance, reliability, honesty, trustworthiness, or potential threat to the safety of coworkers. Where appropriate, these investigations may include credit reports and criminal records, including appropriate

inquiries about any criminal investigation or arrest that is pending further proceedings. Employees subject to such investigations are required to reasonably cooperate with Davidson County Transitional Services Incorporated to obtain relevant information, and may be subject to disciplinary action, up to and including termination, for failure to do so.

All employees are strongly encouraged to immediately report any incidents of potentially threatening, harmful, or criminal behavior of co-employees, supervisors, customers, clients, vendors, or visitors.

## **Workplace Violence**

The following are prohibited and will not be tolerated of any employee on Davidson County Transitional Services Incorporated premises or while on Davidson County Transitional Services Incorporated business:

- a. Any direct or indirect harassing, intimidating, abusive or threatening language, actions or behavior.
- b. Any direct or indirect plan, threat or act of violence, injury, death or property damage (including, but not limited to fistfights, wrestling or other forms of physical fighting with or without weapons).
- c. Possession, use or display of a weapon on company premises or while on company business.

Any employee violating this policy will be subject to disciplinary action, up to and including termination of employment.

## **Safety Policy**

Davidson County Transitional Services Incorporated wants every employee to enjoy a safe workplace. Employees must comply with all safety rules and policies (and rules and policies of clients when on client premises) and all requirements of OSHA- the Occupational Safety and Health Act.

In accordance with applicable law, Davidson County Transitional Services Incorporated has established a safety committee to constitute and have such duties as defined by applicable state law. Employee members of the safety committee will be paid for their time while attending committee meetings or while otherwise engaged in committee duties. Employees must comply with the injury prevention program adopted by the safety committee.

Please observe Davidson County Transitional Services Incorporated safety rules in every phase of your work, with particular emphasis on proper lifting techniques when handling heavy objects. You are required to participate in the safety effort of Davidson County Transitional Services Incorporated by working safely and attending safety sessions when offered. Incidents involving personnel are reviewed on a regular basis to identify safety hazards. If you should have an incident or injury or observe an unsafe condition, report it to your supervisor immediately, no matter how insignificant it may seem. Your particular job requirements may include additional specific safety guidelines, which you are required to observe and practice with no exceptions. You will not be subject to reprisal or retaliation for reporting unsafe conditions to management or outside enforcement authorities.

The following guidelines have been established as a part of Davidson County Transitional Services Incorporated's safety policy:

- The safe way is the right way to do each job. Shortcuts are not the way.

- Know your job procedures. If in doubt, ask your supervisor.
- Operate equipment only as authorized and with all safety guards in place.
- Report unsafe acts to your supervisor before someone is injured.
- Report unsafe conditions immediately to your supervisor.
- Report unsafe equipment to your supervisor right away. Do not attempt repairs no matter how skilled you feel you are.
- Report any incident right away (**even if no injury**) to your supervisor.
- At the scene of an incident, be helpful, courteous, and avoid argument or discussion of the situation. Get your supervisor immediately (documenting conditions helps us help you).
- Get medical aid even for small injuries. Delay can make it worse.
- Arrive at work rested, clean, and in good health. Be able to give full attention to your job.
- Report infections to your supervisor (which can be evidenced by conditions such as: skin eruption, boil, sore throat, vomiting, fever, etc.).
- If you feel ill at work, report to your supervisor. Get medical aid to protect yourself and others. Keep health tests up to date.
- Follow guidelines for health in the prevention of communicable diseases. These guidelines are for your health and safety and those with whom you work.
- Warning signs help you prevent incidents. Obey them! Remind others, too.
- If using chemicals, read labels carefully to follow safety warnings, mixing instructions, etc.
- Horseplay is NOT allowed. Practical jokes can cause serious injury.
- You are required to observe all safety notices posted and any specific safety requirements for your particular job.
- Violent acts in the workplace, including threats and intimidation are NOT allowed. This includes all threats, verbal or physical. Any such occurrences should be immediately reported to management.

## **Reporting Injuries**

To ensure that proper attention is given and appropriate action taken when an injury occurs within the workplace, please follow these procedures:

1. Report the injury to your on-site supervisor immediately. If your supervisor is not immediately available, report to the manager or other authorized person. Seek or obtain medical attention if required.
2. Report the injury to your Davidson County Transitional Services Incorporated supervisor and/or designated human resources representative within 24 hours, or as soon as practical. Worker's Compensation laws require the processing of claims within reasonable time frames. All injuries/accidents MUST be reported promptly for claim submission.
3. If you are involved in or are a witness to an incident, you should provide information in order for the appropriate report to be completed. Please be aware of the importance of immediate action in recording all details of the incident.

## **Incident Reports**

An incident report must be filled out and signed by any employees who witness an incident or injury immediately following the occurrence. Failure to do so may result in disciplinary action. This policy is important to the safety and well-being of all our employees.



# **Hazardous Chemicals**

## **Introduction**

OSHA developed the hazard communication standard with the goal of reducing the chance of chemically caused illnesses and injuries to workers by providing you, as an employee, with information regarding the hazards or chemicals you may be exposed to in your work. The standard requires that we have a written hazard communication program, which includes information on container labeling, Material Safety Data Sheets (MSDS), and an employee-training program.

Although the standard uses the word "Hazardous" to describe the chemicals in question, it also includes items we use every day that many of you would not consider hazardous such as: motor oil, coolants, paint, solvents, and glues. These items are commonly used, sometimes daily, and rarely with any problems. However, they should be treated as hazardous chemicals. Knowing more about chemicals we use will make you aware of potential problems and help reduce or eliminate health and safety problems when you use these chemicals.

There are three areas you should be familiar with about chemical products to which you may be exposed:

- Container Labeling
- Listing of Chemical Products in Use
- Material Safety Data Sheets (MSDS)

## **Container Labeling**

Chemical containers cannot be shipped from the manufacturers or distributors unless they are properly labeled with the identity of the chemical. The label should tell you what chemical is in the container, what hazard that chemical may present and name and address of the manufacturer. Labels should not be defaced or removed and no chemical shipments should be accepted, even on a trial basis, without the proper label.

When transferring chemicals from large containers to a smaller container a label should be applied to the new container, unless the product is to be immediately and completely used by the person who transferred the chemical, and he or she knows the new container's content and that the transfer to the new container is appropriate.

The basic purpose of labeling requirements is to give an immediate warning of the chemical inside the container and to remind you that more detailed information is available from Material Safety Data Sheets. If a chemical container has no label, immediately inform your supervisor so that the contents can be labeled appropriately. Do not use the contents of any container that does not have a label.

## **Chemical Product List**

Each jobsite and office location has a list of chemical products used in our company's operation. This list is alphabetized by product name and also by manufacturer's name. Should you have questions on any of the chemicals on this list, you can request a copy of the Material Data Safety Sheet for your information. Make your request through your supervisor.

## **Material Safety Data Sheets (MSDS)**

These are technical bulletins prepared by companies who make chemicals. They should contain the following information:

- The identity of the chemical, including the chemical and common names.
- Physical and chemical characteristics of the chemical.

- Known acute and chronic health effects and related health information on the chemical.
- Exposure limit.
- Whether chemical is considered carcinogenic.
- Precaution measures to take when using the product.
- Name and address of the person who prepared the information. - Emergency and first aid procedures.

**The safe use of chemicals depends on:**

- Recognizing the hazard: Know the product you are using, read the MSDS, become familiar with precautions to be taken, and heed warnings by the manufacturer. Use only in accordance with label instructions.
- Evaluating your use: Look at yourself and what you are trying to accomplish with the chemical.
- Controlling your exposure: Personal protection should be used as recommended, proper ventilation is required, and follow appropriate storage requirements.

Always consider these three elements when working with any chemicals.

**Chemical Exposure**

The MSDS should provide information on chemical exposure threshold limits and routes of entry, as these terms are described below.

Threshold limits - How much of a product you can be exposed to without it being hazardous. Example: fumes from solvents, adhesives, welding, etc. A small amount of fumes inhaled over a short period of time may or may not affect you. A small amount breathed continually for 8 hours a day or a 40-hour week will increase the overall dose and could have ill effects. On the other hand, a large amount of fumes for a few minutes may be irritating and may or may not have lasting effects.

Routes of entry - How chemicals get into our system: inhalation (breathing fumes or vapors), absorption (through skin pores after handling or getting on clothing), and ingestion (swallowing or eating). Though you would not think of eating a chemical product, if you eat lunch, a snack at break time, or smoke a cigarette without washing your hands, you may be eating the chemical that is on your hands.

Types of Chemicals - Some examples and how they can affect us:

- Corrosives - Such as battery acid and sulfuric acid, corrode or eat away at metals and steel and can do the same to your hands and face.
- Irritants – Such as solvents, do as they say, they irritate the skin or membranes and can cause a rash or dermatitis.
- Sensitizers – Such as epoxy and lacquers, affect the nervous system, coordination, muscle control, and thinking (brain).
- Toxins – Such as carbon monoxide, enter the blood stream and are carried to the brain and nervous system. In excessive amounts, will shut them down.
- Carcinogens – Such as asbestos fibers, are proven cancer causing to lungs and cell tissue.

**Conclusion**

Hazard communication is common sense thinking about what you are doing, informing yourself, preparing for the task, and taking the necessary precautions. What you do not know **CAN HURT YOU**. By knowing,

checking the MSDS, evaluating your use, and controlling your exposure you can make chemical products work for you successfully and safely.

## **During Work Activities**

You must observe and comply with the following:

1. Observe all safety precautions and/or manufacturer's specifications prescribed for use of equipment. Always consult your supervisor if in doubt.
2. No off-duty employee may perform any activities, of any nature, on the employer's premises or with the employer's equipment or goods.

## **Fire Emergency Procedures**

The most frequent causes of fires are chemicals, grease, and careless smoking. In these conditions, a major fire can be only three minutes away from the "flashover" It is vital that you utilize the three major tactics: **RESCUE, CONFINE, and ALERT!**

- First, **RESCUE** anyone in the immediate path of a fire.
- Second, **CONFINE** the fire. Shut doors and/or windows in the room or area where the fire is erupting. This will keep it from spreading into other areas, etc.
- Third, **ALERT**. Utilize your fire alarm system to tell the fire department about the fire.

After you have completed the above steps, only then can you consider fighting the fire. Make sure you use the correct extinguisher for the type of fire that you are fighting. Do not place your safety in jeopardy. If you cannot **RESCUE, CONFINE** or **ALERT** without unreasonable danger or risk, then don't!

## **Severe Weather**

In the event of severe weather or a severe weather warning, take shelter in a designated severe weather shelter. Ensure that you are aware of the location of designated shelter areas.

1

# **EMPLOYEE RESPONSIBILITIES**

## **Hours of Work Schedule or volunteerism**

The hours of your scheduled work shift will largely be determined by the operational needs of the agency needs which you are assigned. Some needs/ programs will have regular schedules, which rarely change from week to week, and other agency programs will have schedules that vary to meet the needs of Davidson County Transitional Services Incorporated. If an employee has a specific schedule request, efforts may be made to accommodate that request, taking into account the operational needs of the department or Davidson County Transitional Services Incorporated as a whole. However, in all events, work schedule and schedule changes are determined at the sole discretion of the Executive Director or program Director.

Every employee is responsible for knowing and following his or her work schedule, including, but not limited to, reading the schedule and schedule updates or changes, knowing start and end times or workdays, shifts, and breaks, complying with such times, and knowing when meetings are and attending such meetings on time. It is your responsibility to, if applicable, clock in and out at the designated times on your schedule. Any desired schedule changes must receive prior approval from your program Director or Executive Director.

## **Attendance and Punctuality**

When you accept a position with Davidson County Transitional Services Incorporated you assume obligations. One of those obligations is to perform the duties of your position during the times specified. You are expected to be punctual and keep absences to a minimum. Failure to report, unjustified or excessive absence or tardiness may result in discipline, up to and including discharge from employment. Additionally, punctuality and attendance are factors that may be taken into account when determining promotions, salary increases and qualification for other benefits.

### **Absenteeism**

**Definition of Absence:** Absence is any time (other than tardiness described below) that you are scheduled to work and you fail to be present at the designated work location for all of the scheduled time or shift or if you fail to report to your workstation more than 10 minutes late. It includes time off for sickness, but does not include pre-approved time off for vacation, or leaves of absence, or for designated holidays when you are not scheduled to work.

**Reporting Procedure:** In case of an absence, you must first notify your supervisor, department manager or facility manager. Notification must be given each day you do not report to work at least one (1) hour prior to the beginning of your scheduled shift. If you must be absent after you report to work, notification must be given when you first learn that you must leave work, but (except in an emergency) no later than one hour before you must leave work. It is your responsibility to personally make the contact unless you are physically unable to do so, in which case, you should have someone else make the contact for you. You must give the reason for your absence and the expected date of your return.

One or more unreported or unjustified absences within any 12-month period may result in disciplinary action, (up to and including termination of employment). If you are absent for three consecutive days without reporting to work or contacting your supervisor, you will be considered to have voluntarily resigned without notice at the end of the third day and your position may be filled.

Note: If you can provide an acceptable explanation, this policy may not apply. Such explanation may require substantiation and/or verification from sources other than you.

**Excessive Absenteeism:** Even if an absence is reported, you may be subject to disciplinary action (up to and including termination of employment) if you miss work too often. Examples of excessive absenteeism include, but are not limited to:

- a. Twelve full or partial days absent, consecutive or not, in any 12-month period.
- b. Three full or partial days absent, consecutive or not, in a 30-day period.
- c. Five full or partial days absent, consecutive or not, in any 6-month period.

Davidson County Transitional Services Incorporated, in its sole discretion, will determine excessive absenteeism. Unless determined by Davidson County Transitional Services Incorporated to be an abuse, time off for medical/dental appointments, school activities (for you or your children), or other personal business will not be counted as excessive absenteeism if your supervisor approves it at least three business days in advance. However, this time off will be documented as an absence.

## **Tardiness**

**Definition of Tardiness:** You are tardy any time you arrive at your workstation, or are not appropriately groomed, dressed and ready to work, at the beginning of your scheduled shift. Tardiness also includes returning late from breaks or meal periods. If you are more than 10 minutes late, it will be considered an absence.

**Reporting Procedure:** If you must be late for work, it is your responsibility to personally contact your supervisor at least one (1) hour prior to the beginning of your scheduled work shift unless you are physically unable to do so. If you cannot call, have someone call for you. Failure to report your tardiness will count toward excessive absenteeism or excessive tardiness, as the case may be.

**Excessive Tardiness:** Even if tardiness is reported, excessive tardiness will result in disciplinary action, up to and including termination. Examples of excessive tardiness include, but are not limited to:

- a. Any tardiness on any three days in any 30-day period.
- b. Any tardiness on any five days in any 3-month period.
- c. Any tardiness on any twelve days in any 12-month period.

## **Conduct**

The maintenance of extremely high standards of honesty, integrity, performance and conduct is essential to the proper performance of our business, the satisfaction of our clients and the maintenance of our clients' trust. Davidson County Transitional Services Incorporated expects its employees to have careful regard for our standards and avoid even the appearance of dishonesty or misconduct. Our employees are expected to conduct themselves at all times in a professional and courteous manner, to exercise good judgment in the discharge of their responsibilities, and to conduct themselves in a manner that can be supported by management.

Any misconduct or violation of the policies in this handbook or otherwise of Davidson County Transitional Services Incorporated may result in disciplinary action up to and including termination of employment. Following are examples of conduct that may result in such disciplinary action:

1. Unsatisfactory or careless performance or neglect of duties.
2. Failure to use or maintain Davidson County Transitional Services Incorporated or client property in a proper manner.
3. Altering, removing or destroying Davidson County Transitional Services Incorporated or client records and/or property.
4. Deliberate or careless damage to Davidson County Transitional Services Incorporated or client property.

5. Inappropriate, malicious, disparaging or derogatory oral or written statements concerning Davidson County Transitional Services Incorporated, or any of its clients, employees or representatives.
6. Falsifying personal, client or Davidson County Transitional Services Incorporated records, including any employment application or other employment information, or any other records or documents related to the Davidson County Transitional Services Incorporated, its business or any of its clients, employees or representatives.
7. Excessive tardiness, absenteeism or abuse of any paid time off policy.
8. Failure to give proper notice of an expected absence.
9. Dishonesty of any kind, including theft or misappropriation of property of Davidson County Transitional Services Incorporated, its employees, or past, current or prospective clients or representatives.
10. Possession, use or display of any weapon on Davidson County Transitional Services Incorporated premises or while on Davidson County Transitional Services Incorporated business.
11. Possession, use or being under the influence of drugs or alcohol on the premises or while on Davidson County Transitional Services Incorporated business.
12. Any conduct endangering, or any verbal or nonverbal threat to endanger, property, life, safety or health.
13. Disrespect for management, or any supervisor or employee or client of Davidson County Transitional Services Incorporated, including insubordination, failure to perform any reasonable assignment, or obscene or abusive language or behavior.
14. Willful violation of HIPAA privacy laws.
15. Violations of Davidson County Transitional Services Incorporated harassment policy or any other form of unlawful or unethical conduct, harassment or discrimination.
16. Off-duty or pre-employment conduct that reflects or may adversely reflect on Davidson County Transitional Services Incorporated if the employee were to remain employed.

These examples are not all-inclusive, but merely illustrate the kind of conduct that may be detrimental to Davidson County Transitional Services Incorporated, its clients or employees. Employees/volunteers may be discharged or disciplined for conduct not specifically mentioned in this handbook, as determined in the sole discretion of the Davidson County Transitional Services Incorporated.

## **Customer Relations**

As an employee, you make a major contribution to our business growth. Your honesty, integrity, and competence in performing your job are necessary for customer satisfaction. Your ability to develop positive customer relations is essential to our job performance. If your duties include a support role, other employees should be treated as customers.

## **Dress Code**

A neat professional appearance is a requirement at Davidson County Transitional Services Incorporated. It is expected that all employees will exercise good judgment and dress appropriately for their jobs. Any employee not dressed appropriately will be subject to discipline.

## **Appearance**

Your personal appearance is an important part of the way you represent Davidson County Transitional Services Incorporated to the public. Customers form an opinion of Davidson County Transitional Services Incorporated from your appearance and attitude. Neat and conservative attire creates a favorable impression. Please refrain from eating, smoking, or chewing gum in the presence of customers. Such actions may be offensive to customers and portray an unacceptable image.

These are the factors you should consider:

1. Maintaining the highest standards relating to personal hygiene, including regular bathing and use of deodorant, brushing of teeth and using mouthwash as necessary, maintaining clean hands and fingernails at all times and the moderate use of cosmetics.
2. The nature of the work.
3. Safety considerations, such as necessary precautions when working near machinery.
4. The nature of the employee's public contact, if any, and the normal expectations of outside parties with whom the employee will work.
5. The prevailing practices of other workers in similar jobs.
6. The requirement of the Davidson County Transitional Services Incorporated's management that all employees are expected to exercise good judgment and dress appropriately for their jobs.
7. Any bandage worn must be kept clean and changed as often as necessary or appropriate. An employee with an open sore or wound is not permitted to handle any food products and may be restricted from other activities, especially in the health care area.

Please note: Your particular job may include more specific requirements, which will be provided by your supervisor.

## **Telephone Courtesy and Usage**

A large portion of Davidson County Transitional Services Incorporated business is conducted over the telephone. All telephone calls, whether from customers, fellow employees, or outside business associates should be handled promptly and courteously.

You may make necessary local personal telephone calls during the workday as long as they do not interfere with daily business or your performance of your work. Personal calls must be short in duration and very limited in number. Personal long distance telephone calls generally are not permitted. Your supervisor must approve long distance telephone calls in advance and payment arrangements must be made prior to placing the call.

Please make note that all telephone calls are subject to monitoring for training, or other Davidson County Transitional Services Incorporated purposes.

## **Use of Davidson County Transitional Services Incorporated Equipment**

Equipment and resources such as copier, fax, computers, laptops, smart phones, postage machines, e-mail, internet access, telephone, pagers, and voice mail systems are in place to facilitate effective day-to-day business operations. Employees may not use Davidson County Transitional Services Incorporated equipment or resources for personal use or benefit without prior supervisor approval.

## **Desks, Lockers, and File Cabinets**

The Davidson County Transitional Services Incorporated or its clients may from time to time provide office space, desks, computers or file cabinets for employee use in the performance of employment responsibilities, or locker space for employee use while at work. Davidson County Transitional Services Incorporated does not guarantee the security of any locker and employees are responsible for furnishing their own locks. Any lock will be voluntarily and immediately removed at the direction of Davidson County Transitional Services Incorporated. Davidson County Transitional Services Incorporated is not responsible for any article or item placed in any office space, locker, desk, file cabinet or computer, or otherwise brought on Davidson County Transitional Services Incorporated or client premises or on Davidson County Transitional Services Incorporated business, that is lost, damaged, stolen or destroyed. Weapons, explosives, alcohol and drugs are prohibited on Davidson County Transitional Services Incorporated premises, client premises or Davidson County Transitional Services Incorporated business and may not be placed in any office space, locker, desk or file cabinet. Employees have no privacy rights in any office space, locker, desk, file cabinet or computer (or their contents) on Davidson County Transitional Services Incorporated or client property, or provided by the Davidson County Transitional Services Incorporated or a client of the Davidson County Transitional Services Incorporated, for or on Davidson County Transitional Services Incorporated business. The Davidson County Transitional Services Incorporated reserves the right to inspect any such office space, locker, desk, file cabinet, computer, and their contents, and any other place or item on Davidson County Transitional Services Incorporated or client property, with or without advance notice or consent of any employee. Any person designated by the company or client may conduct such an inspection. Any employee who, upon request, fails or refuses to cooperate with any such inspection may be subject to disciplinary action, up to and including termination of employment.

## **Personal Property**

All employees are cautioned not to bring valuables or large amounts of cash to work. Purses and wallets should be kept with you or stored in a locked place at all times. Davidson County Transitional Services Incorporated is not responsible for personal property that is lost, stolen, damaged, or destroyed; this includes your personal vehicle or other means of transportation. If you ride a bicycle to work, be sure to securely lock it in the designated space. Employees are responsible for providing their own locking devices.

## **Packages**

Supervisors, department managers, administrative officers, and security personnel have the authority to request that any employee open for inspection any package or other container brought, carried, in possession or found on, or taken from, Davidson County Transitional Services Incorporated premises. Any employee who refuses to comply with a request for inspection will be subject to discipline up to and including termination of employment.

## **Gifts**

To avoid a conflict of interest between what's good for our customers and what might be personally advantageous for an employee, we have set the following policy on accepting gifts:



1. Samples, T-shirts, hats, and desk accessories may be accepted, up to a total estimated value of all gifts from a particular customer or vendor at one time of \$15.00 without prior approval of your supervisor. You must report all such gifts to your supervisor.
2. All other vendor or customer gifts, including activities, travel, merchandise, and contests, must be approved by your supervisor through use of a special form provided by him or her. Oral pre-approval is acceptable for meals only.
3. Solicitation of vendors or customers for any gift or money is not allowed.

Acceptance of any non-approved or non-qualifying vendor or customer gift may result in disciplinary action, up to and including immediate termination of employment.

## **Outside Employment**

Subject to other policies, including Conflict of Interest below, Davidson County Transitional Services Incorporated has no objection to an employee holding another job (in addition to his or her employment with Davidson County Transitional Services Incorporated) as long as he or she can effectively meet the performance standards for his or her position with Davidson County Transitional Services Incorporated. However, we ask employees to think seriously about the effects that another job may have on their endurance, personal health and well-being, performance, and effectiveness with Davidson County Transitional Services Incorporated. Employees holding another job must remember that Davidson County Transitional Services Incorporated is the primary employer and is entitled to the loyalty and primary efforts of the employee while employed with Davidson County Transitional Services Incorporated.

All employees will be held to the same scheduling demands and standards of performance. We cannot make exceptions for those who also hold outside jobs. If an outside position interferes with the employee's ability to work for this Davidson County Transitional Services Incorporated, that employee will be subject to disciplinary action for tardiness and unsatisfactory attendance or work performance in accordance with normal disciplinary policy.

## **Conflict of Interest**

During your employment with Davidson County Transitional Services Incorporated, you are prohibited from directly or indirectly competing with Davidson County Transitional Services Incorporated, including, but not limited to, providing, owning an interest in, or assisting any other person or entity that is in competition with Davidson County Transitional Services Incorporated or that provides any product, service or offering of a type that is the same or similar to that provided by Davidson County Transitional Services Incorporated from time to time. Additionally, during your employment with Davidson County Transitional Services Incorporated, you are prohibited from at any time directly or indirectly working for, assisting or owning an interest in any business or venture that constitutes a conflict of interest. Davidson County Transitional Services Incorporated will determine in its sole discretion whether any work or interest constitutes a violation of this policy. Before you begin to directly or indirectly work for, assist or own an interest in any other business or venture other than Davidson County Transitional Services Incorporated, you must notify your supervisor.

## **Supervisors/Case Managers**

Questions about your job, pay, benefits, and relations with your co-worker, policies and procedures or Davidson County Transitional Services Incorporated in general should be directed to your supervisor. Look to your supervisor for guidance and seek his/her assistance when you encounter difficulties. Cooperation and communication with your supervisor will promote a mutually beneficial work environment.

Each employee must follow the directions of his/her supervisor. Your supervisor is responsible for directing your work throughout your shift; evaluating your performance, providing instruction and guidance in your job, and taking any disciplinary action that may be necessary; though others at Davidson County Transitional Services Incorporated from time to time also may exercise one or more of these responsibilities. Disrespect of management or a supervisor, or disregard of the authority of either, will not be tolerated and may result in disciplinary action, up to and including termination of employment.

## **GENERAL PAYROLL INFORMATION**

### **Employment Categories and Classifications**

Each employee is categorized as either exempt or non-exempt. Ask your supervisor if you are not certain of your classification.

*Non-Exempt employees* are entitled to overtime pay. Overtime pay is paid to non-exempt employees at the rate of one and one-half times the employee's regular hourly rate of pay for each hour or portion of an hour (rounded to the nearest tenth of an hour) worked in excess of . For this purpose, the workweek begins at 12:01 a.m. Sunday and ends at 11:59 p.m. Saturday. Overtime must be authorized and approved by your supervisor in advance.

*Exempt employees* are not entitled to overtime pay.

In addition, each employee is classified as either a full-time or part-time employee.

A *full-time employee* is defined as a common law employee employed in a category designated by management and scheduled to work at least 35 hours per week, or 1,820 hours per year. Full-time classification does not include part-time, temporary or occasional employees.

A *part-time employee* is defined as a common law employee employed in a category designated by management and scheduled to work less than 35 hours per week, normally averaging 18-25 hours per week. Part-time classification does not include full-time, temporary or occasional employees.

### **Time Cards/Time Sheets**

Certain employees must record their time on time cards/sheets. Your supervisor will provide you with timecards for you to keep a current record of your time at work. You are responsible for maintaining an accurate current

record of your working hours. Accordingly, you must use the timecard to record the time you begin and end work each day, and the beginning and end of any split shift. You also must record on your timecard when you are absent from work, for any reason whatsoever.

Your timecard is the record on which you (and in some cases Davidson County Transitional Services Incorporated) are paid. Consequently, it is important that your timecard be accurate and complete and not be lost, falsified, or mutilated. If your timecard is lost you may not be paid. If you become aware of a mistake on your timecard, you must immediately inform your supervisor and/or the payroll liaison with the necessary correction.

**Falsification of your time card (including, but not limited to hours) will result in immediate termination.**

## **Payroll**

Different categories of employees are paid on different schedules. Most Davidson County Transitional Services Incorporated employees are paid on a biweekly basis.

Please contact your supervisor with any questions concerning the payroll process and your pay.

## **Payroll Deductions**

Certain deductions are required by law to be taken from everyone's pay while others are employee authorized. Deductions required by law include federal withholding tax, social security and Medicare contributions, and in most states, state withholding tax. Deductions from pay also will be made in accordance with any legally binding order or garnishment. Employees also may voluntarily elect to make certain deductions from pay for certain employee benefits offered from time to time by Davidson County Transitional Services Incorporated. Employee authorized deductions are those which may include premium payments for benefits.

## **Performance Reviews**

Your performance is reviewed in writing by your supervisor at least annually. It may also be reviewed at any time at your supervisor's discretion or upon your request. The reviews are designed to provide an opportunity to discuss your position, review performance, and set goals and objectives for future performance. Any adjustments to compensation are made based on a number of considerations, including performance.

Generally, your compensation is reviewed in conjunction with your annual review. More frequent evaluations do not include a review of, or adjustments to, compensation.

## **Change of Personal Status**

Notify your supervisor or Client Support Department of any changes in your name, address, telephone number, or marital status. This insures your benefit and employment records are current.

# **BENEFITS**

NOTE: Any benefits or benefit plans described in these policies are convenient summaries only. An employee's eligibility for or rights to any benefits will be subject to and governed by the governing benefit plan documents and applicable law, as either may be amended from time to time. Davidson County Transitional Services Incorporated reserves to itself and to any administrator or fiduciary of any benefit or benefit plan described or referred to in this handbook (or any other benefit or benefit plan of Davidson County Transitional Services Incorporated), the discretionary authority to determine eligibility of any employee or claimant for or under any such benefit or plan, pursuant to the terms of the relevant plan document and applicable law, as either may be amended from time to time, and to interpret and construe the terms of any such benefit or plan. Davidson County Transitional Services Incorporated further reserves the right to at any time add, amend, modify, supplement or terminate any benefit, benefit plan or employee benefit. For answers to any questions you may have regarding any benefit or benefit plan, first refer to the applicable plan documents. For additional assistance, you may contact the plan administrator listed in the plan documents.

## **Paid Time Off**

Davidson County Transitional Services Incorporated provides of paid time off (PTO) to employees who can use the time for personal needs such as vacation, illness, doctor's appointments or for any other personal reason.

Each full time employee will accrue PTO every pay period in hourly increments with the total prorated over a twelve-month period. These hours will be added to the employees PTO account and will be subtracted from this account when used. Part-time and contract employees are not eligible for PTO. PTO is accrued based on a 40-hour work week, and is prorated based on the number of hours worked.

PTO will not accrue in the case where the employee takes unpaid leave, is on disability, or worker's compensation leave.

Time that would not qualify under the definition of PTO would include jury duty, bereavement leave, mandatory jury duty, and any paid company holiday.

In order to take PTO, a minimum of 48-hour notice must be given to the employee's supervisor, unless it is an emergency. Either way, the PTO must be approved by the employee's supervisor in advance. It is encouraged to give as much notice as possible when you are scheduling your PTO.

## **Holidays**

The following holidays are observed by Davidson County Transitional Services Incorporated and its offices and work-sites will be closed:

Any holidays that are aligned with governmental agencies

Thanksgiving

Christmas Day

Full-time employees will be paid for a full eight (8) hour workday on such holidays. Holidays falling on a Saturday or Sunday will be observed on either the preceding Friday or following Monday as directed by management. If a recognized holiday falls during an employee's paid time off, holiday pay will be provided in place of the paid time off that would otherwise have applied. Paid time off for holidays will not be counted as hours worked for the purpose of determining overtime.

# EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM

By my signature below, I acknowledge that I have received and read the Employee Handbook for Davidson County Transitional Services Incorporated, that I have been given the adequate opportunity to ask questions and receive clarification, regarding the policies and procedures set forth in the Employee Handbook, and that I understand its contents.

I understand that I am required to abide by, and agree to abide by, Davidson County Transitional Services Incorporated’s policies as set forth in the Handbook or as otherwise adopted or implemented by “company” from time to time. I understand that there may be other policies or procedures in effect at Davidson County Transitional Services Incorporated from time to time that are not included in the Employee Handbook, and I agree to abide by those policies and procedures.

Unless otherwise agreed in writing by the Executive Officer, Director of Sec2ND Chance, Chief Operating Officer, or Chief Financial Officer of Davidson County Transitional Services Incorporated (or a designee of any such Officer), I understand that I have no contract of employment with Davidson County Transitional Services Incorporated for any definite period of time, either oral or written, and that either I or Davidson County Transitional Services Incorporated may terminate my employment at any time with or without cause or notice. I understand that I am an “at will” employee of Davidson County Transitional Services Incorporated and that no agent or employee of Davidson County Transitional Services Incorporated, other than the officers listed in the preceding sentence has any authority to alter or make any agreement other than the “at will” relationship. I understand that neither this handbook nor any provision herein constitutes an employment contract, an offer to enter a contract of employment or part of an employment contract, or confers any contract rights.

I understand that Davidson County Transitional Services Incorporated may rescind, modify, change, or deviate from the Employee Handbook or any of its policies or procedures at any time, and any such rescission, modification, change, or deviation may become effective regardless whether the Employee Handbook has been revised or I have been notified.

I understand that this signed acknowledgement will be inserted in my personnel file.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Employee Name