

ORIENTATION 2023

POLICIES AND PROCEDURES

LEARNING OBJECTIVES

To Understand The Purpose of the Agency's Policy and Procedure Manual

To Gain An Overview Of The Agency's Policy's and Procedures

To Learn and Understand The Agency's Most Essential Policies

To Understand What To Do If A Policy Is Not Clear

**This PowerPoint training is not intended to replace in any way your copy of the policy and procedure manual that was emailed to you. Should you want to review a hard copy, please see your supervisor.*

WHY DO WE NEED POLICIES?

- To Keep Everyone Safe
- To Provide Clear Expectations
- To Stay in Compliance
- To Provide a Guide of Best Business Practice



OVERVIEW OF POLICIES AND PROCEDURES

WHAT DOES MY EMPLOYEE HANDBOOK CONTAIN

IMPORTANT INFORMATION ABOUT EMPLOYMENT

Introduction

Conditions of Employment

Benefits

Compensation

Hours of Operation

Time Off

Employee Development

Termination of Employment

Grievance

HIPAA



POLICY AND PROCEDURE HIGHLIGHT

A REVIEW OF THE MOST ESSENTIAL POLICIES

ALCOHOL AND DRUG FREE WORKPLACE

Working Hours: All Employees are prohibited from being under the influence of alcohol or illegal drugs during working hours. The use, sale, possession or transfer of illegal drugs or alcohol on Employer property or while performing any business for Employer is strictly prohibited. Use, sale or possession of alcohol or illegal drugs by an Employee will subject that Employee to discipline, which may include termination. Possession of illegal drugs will be reported to appropriate law enforcement officials.

Non-Working Hours: Such conduct is also prohibited during non-working hours if that use adversely affects an Employee's performance which includes, but is not limited to, productivity, absenteeism, tardiness and accidents; or threatens the reputation or integrity of Employer.

Prescription Drugs: The use and possession of properly prescribed drugs or medications is permitted provided that it does not interfere with the Employee's job performance or pose a direct threat to the health or safety of the Employee and/or others. Employees that are required to take medication that may affect his/her ability to perform the job or pose a threat to the health or safety of others must notify their supervisor prior to beginning work.

Company Parties: Employer, at its discretion, may host company parties or functions where moderate alcohol consumption may be permitted.



ALCOHOL AND DRUG FREE WORKPLACE

TESTING

- Pre-Employment – when required
- Random Testing – safety sensitive positions
- Reasonable Suspicion
- **Post-Accident**
- Follow-up – testing positive



AFFIRMATIVE ACTION

Prohibits Discrimination because of...

Race
Color or Creed
Religion
Ancestry
National Origin
Gender
Sexual Orientation
Socioeconomic Status
Disability
Age
Marital Status

Prohibits Discrimination in employment practices including, but not limited to...

Hiring
Demotion
Promotion
Transfer
Recruitment
Selection
Layoff
Disciplinary Action
Termination
Pay
Selection for Training

CORPORATE COMPLIANCE PLAN

COVERS THE FOLLOWING TOPICS

Corporate Compliance Officer

Risk Management Assessment

Corporate Code of Ethics

No-Reprisal Reporting System (Whistle Blower)

Investigations Process

Violations Procedure

Search Warrants, Subpoenas, Investigations and Other Legal Actions

Legal Conformance/Responsibility

****If you would like to read or have the full policy, please see the front desk to request a copy. ****

CORPORATE COMPLIANCE PLAN

CODE OF ETHICS

Organizational Code of Ethics:

“The essential values and ethical behaviors required include a thorough understanding of Connection’s mission and values, placing personal commitment to Connections purpose above self-interest ,obedience of and commitment to the law, respect for the value and dignity of all individuals, truthfulness, fairness, striving to apply resources responsibility, and striving for excellence in all work performed.”

CORPORATE COMPLIANCE PLAN

No employee of Connections will make any decision on behalf of the company that would represent, result in or give the appearance of personal gain or benefit, however slight. In such cases, employees are required to discuss the situation with the Executive Director or Corporate Compliance Officer prior to making any decision that would represent a commitment of the company's assets, obligate the company in any way and/or have the potential to give the appearance of impropriety or conflict of interest. Any and all contractual relationship must have the expressed written approval of the Executive Director.




Corporate Compliance Officer
Alicia Spjut
Director of Operations

CONFIDENTIALITY POLICY


All information about employees and persons served at Connections is considered private and confidential and is released or discussed only in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Minnesota Data Practices Act.



INTRODUCTORY PERIOD

- All new employees and employees that transfer to a different position will need to complete a 60-day introductory period. This is a time of learning and evaluation and continued employment after introduction is dependent upon acceptable job performance during that period.
 - If the criteria of the introductory period is not met or there is cause for additional disciplinary procedures, the employee will be terminated.
 - No extensions may occur unless otherwise authorized by the Executive Director.
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SAFETY RULES


- Report all accidents and near misses to your supervisor.
 - If you cannot correct an unsafe condition or practice, then report it immediately to any agency supervisor or member of Senior Management.
 - Obey safety rules, government regulation, signs, markings, and training.
 - Use proper lifting techniques.
 - Use the correct tool and equipment for the job.
 - Perform tasks without endangering customers or visitors.
 - Wear clothes and jewelry that will avoid injury.
 - Maintain access to firefighting equipment and emergency exits.
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EMPLOYEE CONDUCT POLICY


Appropriate workplace conduct standards will be always expected including company-sponsored events, functions and travel.



EMPLOYEE CONDUCT POLICY

- Use, possession, sale or distribution of alcohol or illegal drugs while at work, during any Connections-sponsored function, on Connections property or operating company vehicles.
 - Theft or inappropriate removal of any possession or property of Connections, other employees or clients.
 - Falsification of timekeeping records or any other employment or company document.
 - Fighting or threatening violence in the workplace.
 - Boisterous or disruptive conduct in the workplace.
 - Negligence or improper conduct leading to damage of property or injury to people in the workplace.
 - Insubordination or other disrespectful conduct.
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EMPLOYEE CONDUCT POLICY

- Violation of any Connections rules or policies.
 - Violation of the agency's Code of Ethics.
 - Smoking or using any tobacco products in prohibited areas.
 - Sexual or other unlawful discriminatory conduct.
 - Possession of dangerous or unauthorized materials such as explosives, firearms, knives, etc. in the workplace.
 - Unauthorized use of company equipment or property.
 - Inappropriate actions outside of the workplace that may reflect poorly or cause damages to Connections.
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HARASSMENT POLICY

**Prohibits Harassment
on the basis of...**

Sex

Race

Color

Religion

Disability


Any Other Protected
Category

**Harassment is defined
as...**

Words, conduct, or actions
directed at a specific person
that annoys, alarms, or
causes a lot of emotional
distress for no legitimate
purpose

HARASSMENT PROCEDURE

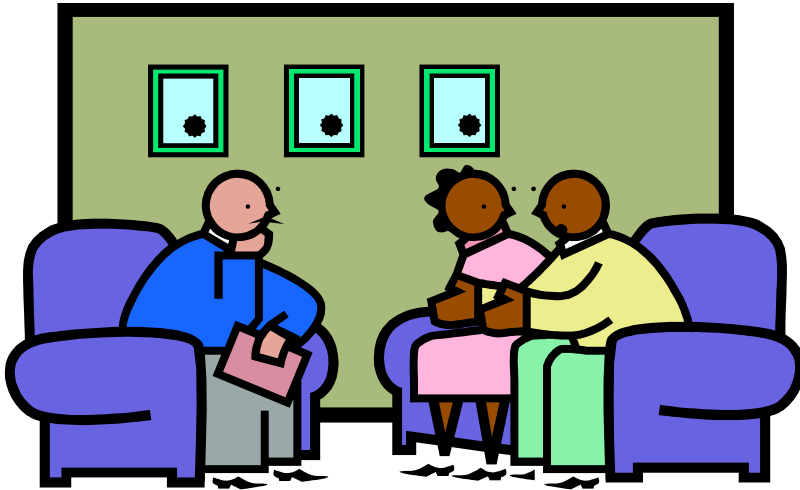
Any person who feels he/she is being harassed or believes they have witnessed the harassment of someone else should:

1. Report the incident to a member of leadership
 2. Management will take the appropriate steps to investigate
 3. If not satisfied, report to Executive Director
 4. Non-reprisal reporting system
 5. Violation of this policy is subject to disciplinary action up to and including immediate termination
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CONFLICT OF INTEREST

- Connections employees may hold outside employment with another non-competing organization as long as the employee satisfactorily performs all job responsibilities with Connections. Direct care employees who hold outside employment in direct care must obtain approval from the Executive Director. Approval will not be unreasonably withheld by Executive Director if outside direct care services does not interference or hinder employees ability to perform his/her job with Connections.
- Employees holding a leadership position in the organization must receive prior approval by the Executive Director in order to obtain any outside employment

EMPLOYEE ASSISTANCE PROGRAM



Employee Assistance Program (EAP)
All Employees Are Eligible

Confidential Counseling
Available for...

Relationship Issues
Drug and Alcohol Abuse
Educational Workshops
Financial Counseling
Legal Counseling
Emotional Health
Workplace Issues

TIME OFF - PTO

- The amount of Paid Time Off (PTO) an employee earns in a particular month is based on the years of service the employee has been credited.
- At no time may an employee be able to exceed 40 hours/week combining PTO and regular work hours.
- Unless status is PRN, PTO must be used for time off. No unpaid leave.



TIME OFF - PTO

- PTO hours will be paid at the employees current rate of pay. The employee must receive approval in advance of the time off date.
- PTO requests may be denied when the good of the program/agency warrants.
- PTO requests will be granted on a first come first serve basis and should be submitted to the employee's supervisor 30 days in advance by using a leave request form.

PTO hours may not accrue while an employee is on a leave of absence.

PTO cannot be used until it appears on the employees pay stub.

PTO hours must be used in order to maintain regularly scheduled hours when taking time off.

PTO hours may not be used in excess of regularly scheduled hours.

TIME OFF - PTO



- Upon resignation of employment, an employee must leave in good standing, give sufficient notice as required and voluntarily resign in order to be paid any available PTO.
- Employees terminated from employment by Connections will forfeit any earned and unused PTO.
- PTO may not be used during the final two weeks of a voluntary resignation, except in extreme situations approved by the Executive Director.

GRIEVANCE POLICY

It is the intent for employees' questions and concerns to be resolved fairly and promptly.

Procedure:

Any grievance shall clearly state, in writing:

- 1. Employee's question or complaint**
- 2. The matter of fact upon which the complaint is based**
- 3. The policy or procedure provisions which the employee believes are controlling the situation**

GRIEVANCE (CONT'D)

- Employee shall bring grievance to supervisor first
 - Follow chain of command (organizational chart) if supervisor is involved
 - Employee can expect a response within 5 days from person to whom grievance is presented
 - If not satisfied, employee may again submit the issue in writing to the next level on the organizational chart, up to and including the Executive Director and Board of Directors
 - Executive Director and Board of Directors shall have final authority and will respond within 30 days.
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