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Havar, INC.  
Employee Handbook

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Effective May 31, 2005

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**INTRODUCTION**

Welcome to Havar! You are joining an organization that has provided services to citizens with disabilities in Athens and Washington Counties since 1976. We are especially proud of the dedication and creativity of our staff, you are now part of a dynamic community.

All our services are based on the supported living philosophy, which means that we do our best to help each recipient define and direct those services. Over the years, we have taken innovative steps in home ownership by people with disabilities, board governance by people with disabilities, personal control of finances, self-advocacy and leadership development, and more.

Further, we have a strong commitment to our employees, and take every possible opportunity to maximize compensation. We expect a high level of responsibility and integrity from you, and strive to provide the respect and community that will keep you here for a long time.

Our core purpose: “Our mission is to connect people – with and without disabilities – in supportive and inclusive communities.”

Our core values: *“Hospitality, Integrity, Person-centeredness, Tenacity, Fiscal Responsibility, Continuous Evaluation, and Adventure”*

This handbook serves as a guide for working together. Please read it carefully and use it to assure that you have an exceptional work experience!

Debbie Schmieding, Executive Director

**YOUR JOB****EQUAL OPPORTUNITY**

Since we are an equal opportunity employer, all employees and prospective employees will be recruited, selected and trained without regard to age, sex, race, color, religion, disability or national origin. This same non-discriminatory consideration will be used in all other aspects of the employment relationship, including promotion, compensation and retention of employees.

All applicants are carefully screened and full consideration is given to their training, education, skills, experiences, growth potential and previous work record. All managers and employees of Havar, Inc. are charged with fulfilling their responsibilities for the active support of our equal employment opportunity program. Our equal employment opportunity policy applies to all phases of employment.

Our service policy mirrors our equal opportunity policy. All consumers of Havar, Inc., regardless of age, sex, race, color, religion, disability or national origin are to receive the same efficient, friendly service.

**PROMOTION POLICY**

It is Havar, Inc.'s desire and practice to advance employees whenever possible and to make promotions from within the organization. Such promotions will be made on the basis of job qualifications, the evaluations of the employee's past performance, consumer choice, experience, aptitude and interests. If no employee properly qualified for promotion is available, the job may be filled by hiring directly from outside the organization.

Direct service professionals at Havar are encouraged to consider and train for a Service Coordinator position.

**CONFIDENTIAL MATTERS**

Each employee has an obligation to keep and maintain in strict confidence any information he or she may acquire of a confidential nature relating to the policies and operation of Havar, Inc. All matters and information to be released must be approved by the Executive Director. This includes business information such as financial figures, salaries, consumer treatment and services. Employees are not permitted to remove any Company property, equipment, merchandise or supplies from the Company or consumers' premises without permission.

Employees who are exposed to confidential information may be required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses trade secrets, client or confidential business information will be subject to disciplinary action up to and including possible discharge and/or possible legal action, even if he or she does not actually benefit from the disclosed information.

Employees of Havar, Inc. shall not accept any gratuity that appears to compromise their positions, and any gratuity received must be reported to the Executive Director within twenty-four hours.

### **CONFLICTS OF INTEREST**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee, or for a relative, as a result of Havar Inc.'s business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

If an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she disclose to an officer of Havar, Inc. as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Havar, Inc. does business but also when an employee or relative receives any gift or special consideration as a result of any transaction or business dealings involving Havar, Inc.

The work product, confidential client information and data of Havar, Inc. are the property of the employer and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice will be subject to disciplinary action, up to and including immediate employment termination and/or possible legal action.

### **TEAMWORK**

We spend many working hours a year in association with our fellow workers. In order to make those hours pleasant, it is necessary for each employee to have the desire to get along with others. All members of the staff, while assigned to specific responsibilities, are expected to assist or help other employees whenever the need arises.

### **APPROACH TO THE JOB**

The success of Havar depends on you. Get to know every service Havar offers. A complete understanding of the agency means you will be able to provide greater service to our clients and greater service to yourselves by improved on-the-job performance.

It is essential that staff members maintain an appearance and attitude befitting a service organization. The atmosphere must be one of dignity with a genuine desire to serve all visitors as well as those who contact us via the telephone.

**ORIENTATION PERIOD**

The first ninety (90) days of employment for all new employees is considered an orientation period. During this period of time, new employees will learn not only about their specific job responsibilities, but also the overall mission of Havar, Inc. and the responsibilities of the rest of the staff. The orientation period provides new employees with the opportunity to determine whether or not Havar, Inc. is right for them, and it also gives Havar, Inc. a chance to observe the work habits and performance of new employees. New employees may receive an evaluation at the end of their orientation period.

If performance problems occur during your orientation period, a new 90 day orientation period may begin again. At the end of the 90 day period, your record of performance and employment behavior will be evaluated and usually one of the following actions will be taken:

- a. retention with pay advancement;
- b. retention with no pay advancement; or
- c. termination of employment.

Should you be laid off during your orientation period for lack of work, you will be terminated. For eligible employees - vacation and personal day accrual will begin with the successful completion of your orientation period. Sick leave accrual will begin upon hire. Health insurance is effective after 30 days of employment.

**MEAL PERIODS**

Meal periods for office-based employees are 30 minutes and are normally taken near the mid-point of your work shift. Meal periods can be scheduled at different times based on the schedule.

Direct service employees who are scheduled to work over a mealtime are encouraged to eat their meal with the consumer. Employees are expected to provide their own food in accordance with Section 14.11 of the Personnel Policies.

**SMOKING POLICY**

Smoking is known to be a hazard to both life and property, and it is also hazardous to non-smokers. Employees who smoke on the job are expected to abide by the restrictions described in Section 14.13 of the Personnel Policies.



**ATTENDANCE/PUNCTUALITY**

Havar, Inc. needs the combined effort of all employees to ensure an uninterrupted, efficient operation. Absenteeism and tardiness place burdens both on HAVAR and your fellow workers. Havar's policy on attendance is in Section 5.19 of the Personnel Policies

**DISCIPLINARY ACTION, DISMISSAL AND RULES OF CONDUCT**

Havar, Inc.'s employment procedures are aimed at hiring people who will become reliable and satisfied employees. Day-by-day training, counseling, and application of human relations principles by supervisors is the most important key in developing good, stable employees. Nevertheless, employees may resign or be dismissed for various reasons. Disciplinary terminations may or may not be preceded by a warning, depending on the nature of the offense.

In all businesses, it is necessary to have certain rules and regulations. These rules and regulations are not meant to restrict the rights of any one person, but are to protect the rights of all. We, therefore, have provided for your guidance some of the reasons for disciplinary action or dismissal:

1. Deliberate or reckless destruction or damage to Havar, Inc.'s *or consumer* property.
2. Theft, attempted theft, or unauthorized removal of Havar *or consumer* property from the premises -- or allowing it to happen.
3. Negligent, careless, unsafe, or inefficient performance of duty.
4. Failure to observe safety rules and/or instructions, or horseplay.
5. Failure to promptly report to your immediate supervisor an on-the-job injury or accident involving an employee, visitor, consumer, Company equipment, or property. Also, failure to report defective equipment or a safety hazard.
6. Intentional falsification of payroll records, service documentation, or other records required in the transaction of Havar, Inc. business.
7. Absence without proper notification to immediate supervisor, excessive absenteeism, or insufficient reasons for absenteeism.
8. Insubordination, including refusal or failure to perform assigned work.
9. Possession, use or sale of illegal drugs or alcohol on Havar, Inc.'s or consumer's premises.

10. Reporting to work or being on the job under the influence of alcohol, illegal drugs, or other medications that could impair judgment.
11. Commission of unlawful or immoral acts either on or off duty that may, in the judgment of Havar's management, injure the Havar's reputation, even if such acts do not lead to a criminal conviction.
12. Sleeping or loafing while on duty.
13. Making malicious, false, or derogatory statements that may damage the integrity or reputation of Havar, its employees, or customers.
14. Fighting, either orally or physically, on Company or consumer premises.
15. Unauthorized distribution or publication of literature in the workplace.
16. Intimidation of co-workers.
17. Walking off the job without permission.
18. Not signing required company documents such as job descriptions, job evaluations, written warnings, etc.
19. Misrepresentation or withholding of pertinent facts in securing employment or during employment.
20. Tardiness.
21. Improper personal use of Company telephones.
22. Abuse of lunch or break periods.
23. Smoking in a "No Smoking" area.
24. Personal use of Company property, supplies or equipment without proper prior approval.
25. Unauthorized absence from work.
26. Discourteous or otherwise unprofessional treatment of customers.
27. Gambling.

Although the above are specific reasons for dismissal or disciplinary action, it is not an exhaustive list, and there may be other reasons for dismissal or disciplinary action, at the sole discretion of management.

Following termination, employees should consult with their supervisors regarding options potentially available under the law for continuation or conversion of their medical insurance benefits.

### **ALCOHOL AND DRUG ABUSE**

For the protection of all of our staff and customers, all employees are strictly forbidden to use, possess, or be under the influence of alcohol or illegal drugs at any time during the work day or anywhere on the Company's or consumer's premises. Off duty sale or use of illegal drugs, or abuse of prescription drugs, is also prohibited. As a condition of employment, employees may be required to submit to drug or alcohol testing after any injury on the job. Havar, Inc. reserves the right to search employee personal effects to determine whether employees are in possession of illegal drugs, alcohol, or other controlled substances. Employees who are convicted of a criminal drug statute, or any other law, must report the conviction immediately to their immediate supervisor.

### **HARASSMENT PROHIBITED**

Havar, Inc. is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, and undermines the integrity of the employment relationship.

Sexual harassment is any deliberate or unsolicited verbal comment, gesture, or physical contact of a sexual nature that is unwelcome. It refers to behavior which is personally offensive, that disables morale, creates an intimidating, hostile working environment, and interferes with the work effectiveness of its victims and their co-workers. Compliments of a socially acceptable nature do not constitute sexual harassment.

All employees who believe him/herself to be a victim of unlawful harassment are strongly urged to bring these violations to the immediate attention of a supervisor who is not involved in the harassment. Do not suffer in silence -- we cannot take corrective action unless we know about the inappropriate conduct.

All members of management and employees are charged with the responsibility to maintain a work relationship free of all forms of unlawful harassment. Management will take swift action to investigate all complaints of harassment and will take immediate and appropriate remedial action as needed to terminate the harassment. Havar will not take adverse action against any employees because they have made good faith complaints about harassment.

### **ACCOMMODATIONS FOR DISABILITIES**

If you have a disability that affects your ability to perform your job duties, please contact your supervisor to discuss the appropriate accommodations we can make for you to safely and

effectively perform your job. A statement from your physician describing the extent of your disability and limitations may be necessary in order for us to make the proper accommodations.

**OUTSIDE EMPLOYMENT**

An employee with other employment or business commitments must be certain that such commitments do not conflict with his or her work at Havar, Inc. Due to occasional irregular work schedules and varying work assignments, we must ensure that conflicts with your job do not exist. If conflicts do exist and cannot be resolved, termination of employment may result. Havar, Inc. employees are not permitted to work for any other company in direct competition with Havar, Inc.

**DRESS AND GROOMING**

You are expected to maintain appropriate standards of cleanliness, grooming, and personal hygiene at all times during working hours per Section 5.20 of the Personnel Policies.

**SAFETY & ACCIDENT PREVENTION**

Each employee is to work in a safe manner and observe good safety procedures, both for the safety of customers as well as fellow employees. Work areas are to be kept clean and free from debris. Tools and equipment are to be kept clean and in good repair. Any accident, hazard, or unsafe working conditions or equipment are to be corrected or reported to your supervisor immediately for his/her action.

If you are involved in an accident while working, or witness an accident by a customer or another member, it is to be reported immediately to the person in charge at the time for action and recording. Under no circumstances are you to make any promise or statement that would obligate you or Havar, Inc. for payment of medical expenses or damages.

Horseplay and similar actions are not permitted since many accidents occur as a result.

Havar, Inc. has established safety work rules and working conditions that are necessary to be in compliance with applicable regulations. It is important you follow these rules so you as an individual will not be in violation of these regulations.

**WORK DAY AND WORK WEEK**

It is your responsibility to check the work schedule to be sure that you know when you are to report for work. Employees are to be at their work stations ready for work at their starting time and are to remain at their stations until scheduled quitting time or notified by the supervisors. All time worked outside of the employee's posted schedule must be approved by the supervisor on call.

Changes in your work schedules can be made only after approval is given by the supervisor on call. Employees may request consideration for a schedule change in the following week if a written request is given to the supervisor by Wednesday. Management may require a change in an employee's work schedule to meet operating demands.

**OVERTIME**

Overtime hours may only be worked on the express prior approval of the employee's supervisor. Overtime compensation is paid at the rate of 1½ times the employee's regular hourly rate for all hours actually worked in excess of 40 in a work week, which is from 12:01 a.m. Monday to Midnight on Sunday. Holidays, vacation days, or other days off work during a work week are not calculated for purposes of determining overtime compensation.

**WAGE AND HOUR COMPLIANCE**

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional and outside sales employees. Section 13(a)(1) and Section 13(a)(17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$455 per week. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations.

**Salary Basis Requirement**

To qualify for exemption, employees generally must be paid at not less than \$455 per week on a salary basis. These salary requirements do not apply to outside sales employees, teachers, and employees practicing law or medicine. Exempt computer employees may be paid at least \$455 on a salary basis or on an hourly basis at a rate not less than \$27.63 an hour.

Being paid on a "salary basis" means an employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. The predetermined amount cannot be reduced because of variations in the quality or quantity of the employee's work. Subject to exceptions listed below, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee's predetermined salary, i.e., because of the operating requirements of the business, that employee is not paid on a "salary basis." If the employee is ready, willing and able to work, deduction may not be made for time when work is not available.

**Circumstances In Which The Employer May Make Deductions From Pay**

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions (see Company Policy on penalties for workplace conduct rule infractions). Also, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

**Agency Policy**

It is our policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all agency managers from making any improper deduction from the salaries of exempt employees. We want employees to be aware of this policy and that Havar does not allow deductions that violate the FLSA.

**What To Do If An Improper Deduction Occurs**

If you believe that an improper deduction has been made to your salary, you should immediately report this information to the Administrative Assistant, the Controller, or the Executive Director.

Reports of improper deduction will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

**PAY PERIOD AND TIME SHEETS**

The purpose of the time sheet is to ensure an accurate record of all hours you work in order for you to receive correct payment of wages. It is Havar, Inc.'s policy that all work performed by employees be done during working hours.

Employees are paid by check bi-weekly. If payday falls on a holiday, payment may be made on the preceding work day. If you are absent for any reason on a payday, you may obtain your check from the office when you return. Your paycheck may be picked up by a third party with a signed authorization from you naming the person who is to pick up the check.

Paychecks are based on the scheduled hours of employees, as reconciled with the employee's time sheet. Employees who leave late or early must round their time to the nearest quarter hour. Employees must sign in and out as close to their starting and ending times as possible. Employees must sign in or out for all lunch periods where applicable.

Should you forget to sign in or out, it is your responsibility to inform your supervisor and the time will be written on the time sheet in ink and initialed by your supervisor.

Time sheets must be submitted to the county office by 10:30 a.m. each Monday for the previous week. Pay checks will not be released before 9:00 a.m. on Friday.

### **PAY ADVANCES AND LOANS**

Havar will not distribute paychecks prior to Friday morning. However, in order to assist employees who are occasionally low on cash, we will offer a payroll advance. An advance of up to \$50.00 will be available for a maximum of two employees per county at any given pay period. Employees are eligible for two advances in a 12-month period. All employees who utilize the cash advance will agree to have the amount automatically withdrawn from their next check. Any employee who receives a cash advance must have worked a minimum of ten hours in the pay period for which the money will be paid back.

### **PAYCHECK DEDUCTIONS**

Deductions are listed on your check. All deductions are made in accordance with applicable laws.

### **WAGE AND SALARY REVIEW**

Your supervisor will attempt to meet with you throughout the year to discuss your performance on the job. Your performance appraisals must be signed by you and your supervisor. Wage and salary increases are awarded within the limits allowed by Havar, Inc.



**YOUR BENEFITS****HOLIDAYS**

Havar grants personal days in lieu of standard holiday time off and in accordance with Section 4.2 of the Personnel Policies. In the event that demand for holidays would be detrimental to the regular operation of the Company, management has the right to assign such holiday leave on a rotating basis.

**VACATIONS**

Regular employees who have successfully completed their initial probation are eligible for prorated paid vacation during their first 12 months of employment with the Company. See Section 4.6 of the Personnel Policies. Thereafter, employees are eligible to take a paid vacation based on the following schedule of continuous employment:

	<i><u>Non-exempt</u></i>	<i><u>Exempt</u></i>
After 1 year	10 days	<i>15 days</i>
After 2 years	15 days	<i>20 days</i>
After 5 years	20 days	<i>25 days</i>

Vacation days must be scheduled with your supervisor in advance. All vacation time off must be authorized by your supervisor in advance based on business needs. The Company has the right to reschedule vacation time if and when an emergency occurs within a department, or current business needs demand. Unused vacation will be paid upon separation only with a minimum two week notice, and only up to that employee's current annual accrual amount. Employees who are involuntarily terminated by the Company will not be paid unused vacation pay upon employment termination. *Vacation accruals are capped at six weeks.*

**SICK PAY**

Full time employees shall receive their regular straight time pay for sickness or off-the-job accident for a maximum of fifty-two (52) hours sick leave per calendar year, commencing with the first day of illness. See Sections 4.4 and 4.401 of the Personnel Policies.

Time paid under this benefit will not be calculated as hours worked for the purpose of paying overtime premiums.

**FAMILY AND MEDICAL LEAVE**

A leave of absence of up to 12 weeks in a rolling 12 month period will be granted to eligible employees for the following purposes:

The birth of an employee's child or to care for the child.

The placement of a child with the employee for adoption or foster care.

To care for a spouse, child, or parent who has a serious health condition (i.e., an illness, injury, impairment or physical or mental condition that involves inpatient care or continuing treatment by a health care provider).

The existence of a serious health condition rendering the employee unable to perform the functions of his or her position.

To be eligible, an employee must have been employed for at least 12 months and must have worked for at least 1,250 hours during the previous 12 month period. In all cases, any unused accrued vacation time will be applied and paid accordingly. In the event of a personal serious health condition, any unused sick time will also be applied and paid accordingly. The balance of the leave will be unpaid. Coverage under the existing group medical insurance plan will be continued during the leave of absence at the same level as when the leave began. The employee must continue co-payment of premiums as applicable. Upon return from the leave of absence within 12 weeks, the employee will be restored to the position held immediately prior to the commencement of the leave or to an equivalent position with equivalent pay, benefits, and terms and conditions of employment.

A leave of absence due to the serious health condition of the employee or an immediate family member will require the certification of the appropriate health care provider. Additionally, it may be necessary to submit to medical examination by a physician of the Company's choosing to verify the need for the leave or fitness to return to work. Appropriate documentation may also be required for non-medical leaves.

In case of a serious health condition, the leave may be taken on an intermittent or reduced schedule basis, upon presentation of a certification from a physician documenting the necessity of intermittent leave. To better accommodate an intermittent leave, the employee, at the Company's option, may be temporarily transferred to another position for which he or she is qualified.

The request for leave must be made to the employee's supervisor at least 30 days before the leave is to begin, unless the need for the leave was unforeseeable. In that event, the request is to be made at the earliest possible time.

If an employee fails to return to work on his or her first scheduled day of work after the expiration of a leave of absence, the employee will be deemed to have voluntarily quit.

Employees who need to take a leave of absence, but are not eligible based on the guidelines of this policy, should contact their supervisor to determine whether or not any leave time may be available under the circumstances.

Employees may not engage in any other employment while on an approved leave.

### **MILITARY LEAVE**

Employees who are members of the U.S. Military Reserve or National Guard are eligible for leave for reserve training or emergency military duty. A long-term leave of absence will be granted to employees who enter active full-time military service, up to the limits provided by law.

Employees requiring leave must notify Havar, Inc. at least four (4) weeks prior to the leave, or as soon as they are aware of the need for leave. Employees must provide HAVAR, Inc. with a copy of their orders.

**EXTENDED ABSENCE**

If you are absent from employment with the company for a period of more than two months, your employment will be automatically terminated. The foregoing policy applies regardless of whether the absence otherwise is excused by your personal situation, your medical condition, or due to a work-related or nonwork-related injury.

**JURY DUTY**

Havar, Inc. will grant employees a leave of absence, without pay, to serve jury duty. Alternately, an employee may use vacation or holiday (but not sick time) benefits. Employees are expected to call in to their supervisor daily to report their status while on jury duty, and should report to work on non-jury days or on days when the jury is dismissed early, unless instructed otherwise by their supervisor.

**GROUP MEDICAL INSURANCE**

Havar, Inc. will provide group medical insurance protection to all regular full-time employees subject to acceptance by the insurance carrier. Employees are eligible for coverage after their orientation period. Employees should consult their plan documents for more details regarding the group medical insurance plan. Currently, the Company pays a portion of the premiums for group medical insurance coverage, and participating employees are responsible for the remainder of the premiums. See Sections 4.9 and 4.901 of the Personnel Policies.

**BUSINESS EXPENSES**

Havar, Inc. will reimburse employees for appropriate business travel and related expenses. Employees must provide receipts and other supporting documentation as required by your Supervisor in order to obtain reimbursement for business expenses. In order to avoid the denial of reimbursement for business expenses, employees should obtain prior approval for all significant travel and other business expenses prior to incurring the expenses. Havar, Inc. will not reimburse employees for alcoholic beverages or for excessive costs, such as for unusually luxurious, expensive or generous accommodations, meals, transportation, or gratuities. Employees will receive a letter annually outlining board approved reimbursement rates.

**WORKERS' COMPENSATION**

It is expected that all employees will exercise caution to protect themselves as well as their fellow workers from injuries on the job. Employees injured on the job must report the injury immediately to their immediate supervisor and fill out an injury report as soon as possible. An employee's failure to promptly report an injury in the workplace may result in disciplinary action against the employee. Injured employees are expected to make either Holzer Clinic (Athens) or Occupational Health Partners (Marietta) their first point of contact for medical treatment, unless in an emergency situation. Employees who witness an injury of an employee or visitor must also promptly complete an injury report.

All of Havar, Inc.'s employees are covered by the State's Workers' Compensation Act. If you are injured in the course of your work, it may be considered an industrial accident and processed under Ohio's workers' compensation system. On allowed claims, the Bureau of Workers' Compensation pays for lost work time, medical bills, and disability claims based on a formula set by State law.

**SOCIAL SECURITY**

Federal law requires that employees set aside a certain percentage of each paycheck for social security (FICA). This amount is automatically withheld from your paycheck by HAVAR, Inc., as required by law. Havar, Inc. also matches the employees' social security contributions, dollar for dollar. The total amount of the contribution is forwarded to the federal government and placed in the employees' social security accounts. After retirement, employees will receive social security benefits. These benefits will be determined by the Social Security Administration, at the time of retirement, based on earnings and contributions during working years.

**MISCELLANEOUS****IMMIGRATION LAW COMPLIANCE**

Havar is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Employees with questions or seeking more information on immigration law issues are encouraged to contact the Executive Director.

**PERSONAL STATUS CHANGES**

Employees have the responsibility to notify their Supervisor or the Administrative Assistant of any change in name, address, telephone number, marital status, number of dependents, or related information for the purpose of ensuring that all of HAVAR, Inc.'s benefits and records are current. Falsification or intentional omission of pertinent information for the Havar's records may result in termination.

**OPEN DOOR POLICY**

In any complex operation problems or differences of opinion regarding work matters will occasionally arise between employees and their supervisors, fellow employees, or Havar, Inc. in general. We encourage you to bring any problem you might have to your supervisor. If your supervisor, after a reasonable amount of time, is unable to resolve the problem to your satisfaction, Havar, Inc.'s Executive Director has an open door policy to discuss any matter.

This open door policy and problem review procedure is designed to resolve problems quickly and is based on the following principles.

- . We encourage you to bring your problems and questions to the supervisor's attention.
- . Your problem will be thoroughly discussed and evaluated on its merits.
- . If possible, any necessary corrections to resolve the problem will be made.

Obviously, we cannot correct a problem unless we know about it. Therefore, you are encouraged to use Havar, Inc.'s open door policy to air any problems or grievances you may have regarding your job.

**SECURITY AND VISITORS**

In order to maintain security, only authorized employees are permitted to enter the office after regular working hours. The county offices will be open from ~~7:30~~ *9:00* a.m. to ~~6:00~~ *4:45* p.m., Monday through Friday. Anyone wishing to enter the building before or after the stated hours must have authorization.

**PERSONAL BUSINESS, MAIL AND TELEPHONE CALLS**

Personal business is to be kept to a minimum. As a business, deadlines and performance standards must be met on a daily basis.

Due to the fact that telephone usage is a major aspect of Havar's business, use of office phones for personal reasons must be for emergency situations. Personal calls should be limited to the employee's lunch or break period. *Misuse* of phone lines for personal business will be viewed as behavior requiring disciplinary action.

Direct service employees may only use a consumer phone with permission, for emergency purposes, and for the shortest possible duration. No direct service employee may incur a cost on a consumer phone.

**SOLICITATIONS AND CONTRIBUTIONS**

Persons who are not employees of Havar, Inc. will not be permitted to come upon or remain on the premises for the purpose of making solicitations or posting or distributing cards, notices, or any other material of any kind.

No solicitations of any kind, including solicitations for memberships or subscriptions will be permitted by employees at any time, including work time and non-work time in any immediate customer service area of Havar, Inc. Anyone who does so will be subject to disciplinary action. In those areas at Havar, Inc. not designated as customer service areas, no solicitations or memberships or subscriptions will be permitted at any time by employees who are supposed to be working, or in such a way as to interfere with the work of other employees who are supposed to be working. Anyone who does so and thereby neglects his or her work or interferes with the work of others will likewise be subject to disciplinary action.

**QUESTIONS**

This material probably has not answered all of your questions. Special needs, circumstances, and problems of individual employees require special responses. As questions arise, contact your supervisor first. If he/she is unable to help or answer your questions, contact the Executive Director. You and your needs are important to Havar.

**PARKING**

Employees are to park their cars in the area(s) designated by their supervisor.

**EMPLOYEE HANDBOOK AND AT-WILL POLICY**

The full content of this Employee Handbook is presented only as a matter of information. The language used in this material is not intended to create, nor is it to be construed to constitute, a contract between Havar, Inc. and any one or all of its employees. Havar reserves the right to change, suspend, or terminate without notice any of its plans, policies, or procedures whether they be contained in this handbook or in other documents of Havar, Inc. Our intent is that the policy book in its entirety will remain in effect, and that this handbook is a summary of the most pertinent policies.

All employment with Havar, Inc. is for no definite period of time and may be terminated at any time, without prior notice, by either the Company or the employee. Employees are expected to give two weeks advance notice of a resignation in order to receive a favorable reference. Verbal modification of the contents of this material is not authorized or allowed, and such representations are to be of no effect.



**EMPLOYEE HANDBOOK RECEIPT AND ACKNOWLEDGMENT FORM**

I acknowledge that I have received the Havar, Inc. Employee Handbook, that I have familiarized myself with its content, and that I will comply with the policies contained therein. I understand that the policies in the Employee Handbook do not constitute a contract, express or implied, of any kind between Havar, Inc. and me. I understand that my employment by Havar, Inc. is on an at-will basis, and that either Havar, Inc. or I may terminate the employment relationship at any time and for any reason. I understand that no oral statements can modify the employment-at-will relationship, and that Havar, Inc. policies are subject to change or elimination at any time, without advance notice.

Also, should I ever leave employment with Havar, Inc., I agree to return all Company property in my possession, and that the value of any property which I fail to return may be reduced from any pay due and owing to me. I further release Havar, Inc. from any liability for providing a reference for me to any subsequent employer to whom I may hereafter apply for employment.

---

**Date**

---

**Employee**

1242963/1/113648/0001

## **16.1 Advocacy Policy**

### **I. General Statement**

In order to work toward making systematic change necessary to achieving our mission, Havar engages in advocacy activity, or *active support for a cause, idea, or policy*. It is the policy of Havar to advocate on public policy issues which support the mission of the organization.

### **II. Criteria for Public Policy Positions**

Affects Havar's ability to work toward its mission

Affects Havar's consumers

Affects the non-profit status or operations of Havar

### **III. Process for Determining Positions**

Advocacy positions on specific issues will be determined on a case-by-case basis by a majority vote of the Board of Trustees.

### **IV. Concerning Participation with coalitions**

In Havar's work with coalitions and associations, it may take part in the advocacy work of a group provided the work is not in conflict with Havar's mission.

### **V. Havar is Nonpartisan in its Activities**

Consumers of Havar represent a broad cross-section of the political spectrum. Havar does not support one candidate over another candidate; and does not support any political parties. Havar works with both political parties in legislative efforts. If we ask one candidate for office to speak at events or conferences, an invitation is extended to any opposing candidates as well.

Reviewed by the board 11.1.04

Reviewed 10.12

## 5.6 Agency Property

- A. Employees using Havar property such as keys and fixed equipment are responsible for their care. Property lost or damaged due to carelessness or abuse will be replaced or compensated for by the employee.
- B. Upon ending employment with Havar, Inc, all employees must return Havar property to their supervisors on their last day of employment. Final travel reimbursement will be withheld until the supervisor certifies that this has been done.

Reviewed 10.12

## 6.3 Havar Policy on AIDS

### **Policy**

Havar will deal with an associate (employee or consumer) diagnosed with Acquired Immune Deficiency Syndrome (AIDS) or AIDS-related complex (ARC) as it would with any other individual with a long-term, progressive illness.

It is the responsibility of managers to support this policy and to be sensitive to any individual with this life-threatening illness. Knowledge of an associate's diagnosis is viewed as confidential medical information. Therefore, unless the associate chooses to make it public; treat this information in the same manner as other confidential medical information.

### **Contact with Others**

Associates known to have AIDS will not be restricted from their work or work areas, contact with others or from the use of telephones, toilets and eating facilities. Current medical evidence substantiates the fact that AIDS cannot be transmitted through such casual contacts as found in the designated Havar work settings. Consequently, no special consideration is given to associates who feel threatened by an associate's illness, beyond normal transfer requests.

### **Job Performance**

An employee's illness does not relieve the employee of his/her responsibility to meet acceptable job performance standards or other requirements of employment. Only when the illness interferes with work performance or attendance will management intervene, at which time the associate's problems will be managed as any other health-related performance and attendance problem.

When requested by management, the employee with AIDS must obtain a written medical statement from his/her physician that he/she is medically fit to work. Havar has the right to select a doctor to obtain a second opinion when deemed necessary by management.

### **Benefits**

Medical benefits will be provided to an employee with AIDS as any other employee, and in accordance with the terms of the applicable medical benefits plan.

### **EEO**

Havar will continue to comply with laws that prohibit employment discrimination, including those that are applicable to persons with AIDS.

## 5.19 Attendance

Employees who fail to present themselves for work as scheduled will receive a written reprimand from their supervisor, copied to their personnel file. Upon the third no-show, the employee will be suspended pending termination.

Call-offs: Employees who call off for a shift for which they have been scheduled will be reprimanded, unless they provide a compelling reason. Employees with three reprimands on file may be suspended pending termination.

An employee who calls off from a previously agreed shift with less than four hours notice may not access benefit time to cover that particular shift.

Employees may not engage in acts inconsistent with the nature or purpose of their leave.

Employee schedules are available on line by Thursday afternoon for the following week.

Revised 6.04; 7.08; 8.08; 6.12 ds; 11.12

## **16.8 Acceptable Use Policy for IT Systems for Havar Inc**

### **1. Introduction**

This Acceptable Use Policy (AUP) for IT Systems is designed to protect Havar, Inc, our employees, customers and other partners from harm caused by the misuse of our IT systems and our data. Misuse includes both deliberate and inadvertent actions.

The repercussions of misuse of our systems can be severe. Potential damage includes, but is not limited to, malware infection (e.g. computer viruses), legal and financial penalties for data leakage, and lost productivity resulting from network downtime.

Everyone who works at Havar, Inc is responsible for the security of our IT systems and the data on them. As such, all employees must ensure they adhere to the guidelines in this policy at all times. Should any employee be unclear on the policy or how it impacts their role they should speak to their manager or IT security officer.

### **2. Definitions**

“Users” are everyone who has access to any of Havar, Inc’s IT systems. This includes permanent employees and also temporary employees, contractors, agencies, consultants, suppliers, customers and business partners.

“Systems” means all IT equipment that connects to the corporate network or access corporate applications. This includes, but is not limited to, desktop computers, laptops, smartphones, tablets, printers, data and voice networks, networked devices, software, electronically-stored data, portable data storage devices, third party networking services, telephone handsets, video conferencing systems, and all other similar items commonly understood to be covered by this term.

“Illegal activities” means theft, computer hacking, malware distribution, contravening copyrights and patents; using illegal or unlicensed software or services; and activities that contravene data protection regulations.

### **3. Use of IT Systems**

All data stored on Havar, Inc’s systems is the property of Havar, Inc. Users should be aware that the company cannot guarantee the confidentiality of information stored on any Havar, Inc system except where required to do so by local laws.

Havar, Inc's systems exist to support and enable the business. A small amount of personal use is, in most cases, allowed. However it must not be in any way detrimental to users own or their colleagues productivity and nor should it result in any direct costs being borne by Havar, Inc other than for trivial amounts (e.g., an occasional short telephone call).

Havar, Inc trusts employees to be fair and sensible when judging what constitutes an acceptable level of personal use of the company's IT systems. If employees are uncertain they should consult their manager.

Any information that is particularly sensitive or vulnerable must be encrypted and/or securely stored so that unauthorised access is prevented (or at least made extremely difficult). However this must be done in a way that does not prevent—or risk preventing—legitimate access by all properly-authorized parties.

Havar, Inc can monitor the use of its IT systems and the data on it at any time. This may include (except where precluded by local privacy laws) examination of the content stored within the email and data files of any user, and examination of the access history of any users.

Havar, Inc reserves the right to regularly audit networks and systems to ensure compliance with this policy.

## **5. Data Security**

If data on Havar, Inc's systems is classified as confidential this should be clearly indicated within the data and/or the user interface of the system used to access it. Users must take all necessary steps to prevent unauthorized access to confidential information.

Users are expected to exercise reasonable personal judgement when deciding which information is confidential.

Users must not send, upload, remove on portable media or otherwise transfer to a non-Havar, Inc system any information that is designated as confidential, or that they should reasonably regard as being confidential to Havar, Inc, except where explicitly authorized to do so in the performance of their regular duties.

Users must keep passwords secure and not allow others to access their accounts. Users must ensure all passwords comply with the following safe password practice:

All employees are expected to change his/her password into the Havar IT system at the beginning of each calendar quarter.

Users who are supplied with computer equipment by Havar, Inc are responsible for the safety and care of that equipment, and the security of software and data stored it and on other Havar, Inc systems that they can access remotely using it.

Because information on portable devices, such as laptops, tablets and smartphones, is especially vulnerable, special care should be exercised with these devices: sensitive information should be stored in encrypted folders only. Users will be held responsible for the consequences of theft of or disclosure of information on portable systems entrusted to their care if they have not taken reasonable precautions to secure it.

All workstations (desktops and laptops) should be secured with a lock-on-idle practice active after at most 10 minutes of inactivity. In addition, the screen and keyboard should be manually locked by the responsible user whenever leaving the machine unattended.

Users who have been charged with the management of those systems are responsible for ensuring that they are at all times properly protected against known threats and vulnerabilities as far as is reasonably practicable and compatible with the designated purpose of those systems.

Users must at all times guard against the risk of malware (e.g., viruses, spyware, Trojan horses, rootkits, worms, backdoors) being imported into Havar, Inc's systems by whatever means and must report any actual or suspected malware infection to the IT department immediately.

## **6. Unacceptable Use**

All employees should use their own judgment regarding what is unacceptable use of Havar, Inc's systems. The activities below are provided as examples of unacceptable use, however it is not exhaustive. Should an employee need to contravene these guidelines in order to perform their role, they should consult with and obtain approval from their manager before proceeding.

All activities detrimental to the success of Havar, Inc. These include sharing sensitive information outside the company, such as research and development information and customer lists, as well as defamation of the company.

All activities for personal benefit only that have a negative impact on the day-to-day functioning of the business. These include activities that slow down the computer network (e.g., streaming video, playing networked video games).

All activities that are inappropriate for Havar, Inc to be associated with and/or are detrimental to the company's reputation. This includes pornography, gambling, inciting hate, bullying and harassment.

Circumventing the IT security systems and protocols which Havar, Inc has put in place.



## 7. Enforcement

Havar, Inc will not tolerate any misuse of its systems and will discipline anyone found to have contravened the policy, including not exercising reasonable judgment regarding acceptable use. While each situation will be judged on a case-by-case basis, employees should be aware that consequences may include the termination of their employment.

Use of any of Havar, Inc's resources for any illegal activity will usually be grounds for summary dismissal, and Havar, Inc will not hesitate to cooperate with any criminal investigation and prosecution that may result.

I have read and agree to the above policy:

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### 5.10 Criminal Background Checks

HAVAR will conduct criminal background checks on all employees hired after May 4, 1992, and on employees hired prior to that date who transfer from a non-direct-service to a direct-service position. Requests for a background check will be submitted within the first five days of employment.

These checks will be conducted pursuant to ORC 5126.281 and OAC 5123:2-1-051. An employee who has lived in Ohio for the past five years (according to written documentation) will receive a BCII check. An employee who has lived in another state within the last five years (according to written documentation) will receive an FBI check.

No employee will be scheduled for work until, at minimum, they have satisfactorily completed the Havar background affidavit. No employee will be hired or retained if the results of a background check reveal a standing conviction in any of the offenses listed in paragraph (G) of OAC 5123:2-3-06. (attached).

Revised 7.04 ds  
Replaces Employment Procedure 3.5  
Reviewed 10.12

## 16.5 Havar, Inc: BYOD Policy

Havar, Inc grants its employees the privilege of purchasing and using smartphones and tablets of their choosing at work for their convenience. Havar, Inc reserves the right to revoke this privilege if users do not abide by the policies and procedures outlined below.

This policy is intended to protect the security and integrity of Havar, Inc's data and technology infrastructure. Limited exceptions to the policy may occur due to variations in devices and platforms.

Havar, Inc employees must agree to the terms and conditions set forth in this policy in order to be able to connect their devices to Havar, Inc's network.

### **Expectation of Privacy**

Havar, Inc will respect the privacy of your personal device and will only request access to the device by technicians to implement security controls or to respond to legitimate discovery requests arising out of administrative, civil, or criminal proceedings. This differs from policy for Havar-owned equipment and/or services, where employees do not have the right, nor should they have the expectation, of privacy while using equipment and/or services.

### **Acceptable Use**

- Havar, Inc defines acceptable business use as activities that directly or indirectly support the business of Havar, Inc.
- Havar, Inc defines acceptable personal use on company time as reasonable and limited personal communication or recreation, such as reading or game playing.
- Employees are blocked from accessing certain websites during work hours/while connected to the corporate network at the discretion of Havar, Inc.
- Devices' camera and/or video capabilities are disabled while on-site.
- Devices may not be used at any time to:
  - Store or transmit illicit materials

- Store or transmit proprietary information belonging to another company
- Harass others
- Engage in outside business activities
  
- Employees may use their mobile device to access the following company-owned resources: email, calendars, contacts, documents, and the Provider system.
- Havar, Inc has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted.

### **Devices and Support**

- Smartphones including iPhone, Android, and Windows phones are allowed.
- Tablets including iPad and Android are allowed.
- Connectivity issues are not supported by IT; employees should contact the device manufacturer or their carrier for operating system or hardware-related issues.
- Devices must be presented to IT for proper job provisioning and configuration of standard apps, such as browsers, office productivity software and security tools, before they can access the network.

### **Reimbursement**

- Havar, Inc will not reimburse the employee for a percentage of the cost of the device.
- Havar, Inc will not reimburse the employee for the following charges: roaming, plan overages, etc.

### **Security**

- In order to prevent unauthorized access, devices must be password protected using the features of the device and a strong password is required to access Havar, Inc network.

- Havar, Inc's strong password policy is: Passwords must be at least eight characters and a combination of upper- and lower-case letters, numbers and symbols. Passwords will be rotated every 90 days and the new password can't be one of 15 previous passwords.
- The device must lock itself with a password or PIN if it's idle for ten minutes.
- After five failed login attempts, the device will lock. Contact IT to regain access.
- Rooted (Android) or jailbroken (iOS) devices are strictly forbidden from accessing the network.
- Employees are automatically prevented from downloading, installing and using any app that does not appear on Havar, Inc's list of approved apps.
- Smartphones and tablets that are not on Havar, Inc's list of supported devices are/are not allowed to connect to the network.
- Smartphones and tablets belonging to employees that are for personal use only are/are not allowed to connect to the network.
- Employees' access to company data is limited based on user profiles defined by IT and automatically enforced.
- The employee's device may be remotely wiped if
  - The device is lost,
  - The employee terminates his or her employment,
  - IT detects a data or policy breach, a virus or similar threat to the security of Havar, Inc's data and technology infrastructure.

### **Risks/Liabilities/Disclaimers**

- While IT will take every precaution to prevent the employee's personal data from being lost in the event it must remote wipe a device, it is the employee's responsibility to take additional precautions, such as backing up email, contacts, etc.

- Havar, Inc reserves the right to disconnect devices or disable services without notification.
- Lost or stolen devices must be reported to Havar, Inc within 24 hours. Employees are responsible for notifying their mobile carrier immediately upon loss of a device.
- The employee is expected to use his or her devices in an ethical manner at all times and adhere to Havar, Inc's acceptable use policy as outlined above.
- The employee is personally liable for all costs associated with his or her device.
- The employee assumes full liability for risks including, but not limited to, the partial or complete loss of company and personal data due to an operating system crash, errors, bugs, viruses, malware, and/or other software or hardware failures, or programming errors that render the device unusable.
- Havar, Inc reserves the right to take appropriate disciplinary action up to and including termination for noncompliance with this policy.

Each Havar employee shall review and sign this policy upon hire, and annually thereafter.

User Acknowledgment and Agreement I acknowledge, understand and will comply with the above referenced security policy and rules of behavior, as applicable to my BYOD usage of services. I understand that business use may result in increases to my personal monthly service plan costs. I further understand that reimbursement of any business related data/voice plan usage of my personal device is not provided.

Employee Name: \_\_\_\_\_

BYOD Device(s): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### 4.01 Compensation

Compensation for Havar, Inc. employees will be reviewed annually by the Executive Director, the finance and personnel committees and the Board of Trustees. Annual compensation will be based on budgetary and program resources, and on a review of external salary surveys. Wages shall then be paid in accordance with the most current wage schedule approved by the board.

ODMR/DD limitations per administrative rule 5123:1-9-07 (A)(2) indicate that the rate of compensation paid to employees of Havar Inc. shall not exceed by more than 10% the rate of compensation paid to state employees performing the same or similar responsibilities.

CMS requirements under the Individual Options waiver state that a provider of homemaker/personal care services may not be paid an hourly wage that is greater than any other employee of the corporation performing the same or similar tasks.

The Board of Trustees of Havar prioritizes maximum possible compensation for its employees in good standing. Every effort will be made to make compensation fair and competitive at every level of job classification.

Longevity – In the event that resources allow a longevity increase in wages, the calculation will be made as follows:

Longevity will be granted based on months of service. Individuals who have been employed by Havar for at least 12 months by July 1 of the year in question will be eligible. The amount of the increase will be calculated by dividing the total revenue available by the total pool of months for all eligible employees. This formula will yield a factor per month of service. The hourly increase will equal the months of service since the most recent of either the employee's hire date or the last longevity increase, times the monthly factor, divided by the annual hours.

Updated 7.08  
Note: eliminates policy #4.02  
Reviewed 10.12

#### 14.25 Concealed Carry/Consumer

Havar, Inc. reserves the right to refuse services to any consumer when there is a gun in the house, and when we feel that the safety of our staff or the community is at risk.

2.04 ds  
Reviewed 10.12



5.25 Concealed Carry/Employees

Employees of Havar, Inc. are prohibited from bringing firearms to their workplace, including those that are in their vehicle.

Further, there will be signs posted at each county office stating as follows: Unless otherwise authorized by law, pursuant to the Ohio Revised Code, no person shall knowingly possess, have under the person's control, convey or attempt to convey a deadly weapon or dangerous ordnance onto these premises.”

2.04 ds

Reviewed 10.12

## 14.2 Confidentiality

Havar and its employees, in all deliberations and actions, shall respect the confidentiality of individuals with disabilities and will not disclose personally identifiable information of potential or current service recipients.

1. Communication regarding identifying information shall only occur between authorized representatives of funding sources and other authorized service providers, and Havar personnel.
2. Documents containing referral information shall be exchanged in sealed envelopes and marked "confidential".
3. Havar Service Coordinators will insure the existence of current, signed releases of information. Information that is shared will be noted in an attachment to the release, including date and recipient.
4. All identifying information will be kept in appropriate files and secured per the "Secure Record Storage" policy.
5. Verbal information regarding service recipients will be exchanged among Havar employees only for such purposes as advance the quality of service delivery to that individual.
6. Conversations about consumers may not happen in the reception area of any of the three offices.
7. Havar employees are expected to abide by the "Social Media" policy in all their social media postings.

12/97; updated 3/98; updated 5/10  
Revised 2.13

## **Havar, Inc.**

### **DRUG-FREE WORKPLACE POLICY**

#### **PURPOSE:**

It is the policy of Havar that all its employees be free of substance abuse and alcohol misuse. Consequently, the use of illegal drugs by employees is prohibited. Employees shall not use alcohol or engage in “prohibited conduct” as defined in this policy. The overall goal of this policy is to create a substance-free workplace; to improve employee safety/health, productivity, and accident prevention.

#### **TYPES OF TEST:**

Havar has implemented three (3) circumstances for drug and alcohol testing:

- 1 Pre-employment/new hire testing
- 2 Post-accident testing
- 3 Reasonable suspicion/cause testing

Havar will cover the cost of all testing.

#### **REFUSAL TO TEST:**

Refusal to submit to the types of drug and alcohol tests employed by the company will be grounds for refusal to hire applicants and termination of employment of existing employees. A refusal to test is defined as conduct that would obstruct the proper administration of a test.

Test Refusals Common to both Drug and Alcohol Tests:

- Failure to appear for a test in the timeframe specified by the employer.
- Failure to remain at the testing site until the testing process is completed.
- Failure to provide a urine specimen, saliva, or breath specimen, as applicable, for a requested test.
- Failure to provide a sufficient volume of urine, saliva or breath without a valid medical explanation for the failure.
- Failure to undergo a medical examination to verify insufficient volume.
- Failure to cooperate with any part of the testing process.

Test Refusals Specific to Drug Tests:

- Failure to take a second test requested by the employer or collector.
- A drug test result that is verified by the MRO as adulterated or substituted.

Test Refusals Specific to Alcohol Tests:

- Failure to sign the certification on Step 2 on the ATF form.

### **POLICY VIOLATION:**

Any employee who becomes unqualified or engages in prohibited conduct , will not be permitted to perform his or her duties and may be subject to termination of employment.

### **EMPLOYEE ASSISTANCE:**

Havar believes in offering assistance to employees with a substance problem. Although we do not have a rehabilitation program and will not pay for an employee to attend a program, we are supportive of employees taking action on their own behalf to address a substance problem. To help those who come forward voluntarily, we've compiled a list of local community resources. When an employee is determined to have a substance problem, we'll meet with the person to discuss the problem and any violation of this policy. To continue employment, the employee must agree to an assessment to determine the extent of the problem. This is required in order to correct the problem and be able to avoid violating the company policy in the future. Havar will not compensate the employee for the cost of any intervention for his/her problem. Havar reserves the right to terminate based on a positive test.

### **PRE-EMPLOYMENT / NEW HIRE TESTING:**

All applicants applying for positions with Havar must submit to post offer urine drug tests.

### **POST-ACCIDENT TESTING:**

Employees must submit to drug and alcohol testing any time they are involved in an incident while "on the clock" where:

- 1 there is a fatality;
- 2 there is an injury requiring off-site medical treatment and, in the view of the on-call supervisor, there is a possibility of drug influence;
- 3 vehicular damage occurs...this includes company vehicles and personal vehicles used in conducting company business; or
- 4 equipment damage, building damage or product damage in excess of \$250 occurs.

Any employees involved in the incidents above will be required to submit to testing. An employee sent for a post-accident drug test will be transported by a supervisor. In the event that such transport is deemed potentially dangerous to the supervisor, the police may be called for assistance.

Any time a post-accident drug or alcohol test is required, it must be performed as soon as possible following the accident. If no alcohol collection can be made within eight (8) hours, attempts to collect a breath sample for alcohol shall cease. If no urine collection can be obtained for purposes of post-accident drug testing within thirty-two (32) hours, attempts to make such collection shall cease.

In the event that Federal, State or Local Officials conduct breath or blood tests for the use of alcohol and/or urine tests for the use of controlled substances following an accident, these tests shall be considered to meet the requirements of this section, provided the tests conform to applicable federal, state, or local requirements. ***By signing this policy, the employee authorizes Havar or its agents, Holzer Medical Center or Occupational Health Partners, to obtain the test results from federal, state, or local officials.***

### **OHIO WORKERS' COMPENSATION BENEFITS**

In concert with our Drug-Free Workplace Program, Havar believes that employees share responsibility for a safe work environment, and that it is reasonable for employees to avoid usage of alcohol and other drugs that affect their performance and safety at work. Our primary interest is to prevent all accidents and injuries. In line with this, our company intends to hold employees accountable for violating our drug-free workplace policy and may seek disallowance of a workers' compensation claim when an employee tests positive for alcohol or a controlled substance (drug) as specified in our policy after a work-related accident or injury. The misuse of alcohol (defined by a positive alcohol test); or illegal use of drugs (defined by an MRO-verified positive drug test) will be considered the cause of the injury.

Until and unless proven otherwise, the positive test is considered the proximate cause of the injury and may result in the disallowance of workers' compensation benefits for the injured worker who tests positive. Our company policy is to refuse to certify a workers' compensation claim filed by any injured employee who tests positive for injuries on or after the date that this policy goes into effect.

### **REASONABLE SUSPICION TESTING:**

Reasonable suspicion for requiring an employee to submit to drug and/or alcohol testing shall be deemed to exist when an employee manifests physical or behavioral symptoms or reactions commonly attributed to the use of controlled substances or alcohol and/or suffers significant work performance lapses. When asked, the employee must submit to testing within eight hours.

In all cases, a supervisor will transport the employee to the drug test. In the event that such transport is deemed potentially dangerous to the supervisor, the police may be called for assistance.

### **EMPLOYMENT-AT-WILL**

Nothing in this policy alters the employment-at-will status or affects any other employment issues.

### **PROHIBITED CONDUCT:**

The following shall be considered “prohibited conduct” for purposes of this policy:

- No employee shall report for duty or remain on duty while having an alcohol concentration of .04 or greater.
- No employee shall be on duty or operate any equipment, such as a company or their own vehicle, while the employee possesses alcohol.
- No employee required to take a post-accident alcohol test shall use alcohol until he/she undergoes a post-accident alcohol test.
- No employee shall refuse to submit to any alcohol or urine drug test covered by this policy.
- No employee shall report for duty or remain on duty when the employee uses any controlled substance, except when use is due to the instructions of a physician who has advised the employee that the substance does not pose a safety hazard to himself or others. The substance must not adversely affect the employee’s ability to work safely, including the operation of equipment or a motor vehicle. If an employee is taking a prescription that may affect his/her ability to work safely, he/she must report this to a supervisor.

If an employee engages in prohibited conduct, the employee is not qualified to perform his/her duties and shall be immediately removed from any current shift. Havar , at its discretion, may establish a probationary status that includes – at a minimum – a random, follow-up test. The employer may also take action against the employee up to and including termination.

Every employee is required to attend an annual educational drug/alcohol awareness program. There will be an opportunity to ask questions.

### **OF TEST RESULTS AND RIGHT TO REVIEW TEST RESULTS**

***All records of drug/alcohol testing will be stored separately and apart from the employee's general personnel documents. These records shall be maintained under lock and key at all times.*** Access is limited to designated company officials. The information contained in these files shall be utilized only to properly administer this policy and to provide to certifying agencies for review as required by law. Those designated Havar officials that shall have access to these records are charged with the responsibility of maintaining the confidentiality of these records. Any breach of confidentiality with regard to these records may be an offense resulting in termination of employment. Any employees tested under this policy have the right to review and/or receive a copy of their respective test results.

***I have reviewed this policy.***

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Employee Signature

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Date

9.05 ds  
Revised 7.07 ds  
Revised 9.10 ds  
Reviewed 10.12

5.21 High School Diploma/GED

Any employee who is hired after October 1, 1999 is required to present evidence of a high school diploma or equivalency degree (GED) upon interview.

Any employee whose job includes delegated nursing must present evidence of a high school diploma or equivalency degree (GED) upon interview.

Revised 6.04 ds  
Reviewed 10.12



## 7.0 DISCIPLINARY ACTION, DISMISSAL AND RULES OF CONDUCT

Havar, Inc.'s employment procedures are aimed at hiring people who will become reliable and satisfied employees. Day-by-day training, counseling, and application of human relations principles by supervisors is the most important key in developing good, stable employees. Nevertheless, employees may resign or be dismissed for various reasons. Disciplinary terminations may or may not be preceded by a warning, depending on the nature of the offense.

In all businesses, it is necessary to have certain rules and regulations. These rules and regulations are not meant to restrict the rights of any one person, but are to protect the rights of all. We, therefore, have provided for your guidance some of the reasons for disciplinary action or dismissal:

Deliberate or reckless destruction or damage to Havar, Inc.'s *or consumer* property.

Theft, attempted theft, or unauthorized removal of Havar *or consumer* property from the premises -- or allowing it to happen.

Negligent, careless, unsafe, or inefficient performance of duty.

Failure to observe safety rules and/or instructions, or horseplay.

Failure to promptly report to your immediate supervisor an on-the-job injury or accident involving an employee, visitor, consumer, Company equipment, or property. Also, failure to report defective equipment or a safety hazard.

Intentional falsification of payroll records, service documentation, or other records required in the transaction of Havar, Inc. business.

Absence without proper notification to immediate supervisor, excessive absenteeism, or insufficient reasons for absenteeism.

Insubordination, including refusal or failure to perform assigned work.

Possession, use or sale of illegal drugs or alcohol on Havar, Inc.'s or consumer's premises.

Reporting to work or being on the job under the influence of alcohol, illegal drugs, or other medications that could impair judgment.

Commission of unlawful or immoral acts either on or off duty that may, in the judgment of Havar's management, injure Havar's reputation, even if such acts do not lead to a criminal conviction.

Sleeping or loafing while on duty.

Making malicious, false, or derogatory statements that may damage the integrity or reputation of Havar, its employees, or customers.

Fighting, either orally or physically, on Company or consumer premises.

Unauthorized distribution or publication of literature in the workplace.

Intimidation of co-workers.

Walking off the job without permission.

Not signing required company documents such as job descriptions, job evaluations, written warnings, etc.

Misrepresentation or withholding of pertinent facts in securing employment or during employment.

Tardiness.

Improper personal use of Company telephones.

Abuse of lunch or break periods.

Smoking in a "No Smoking" area.

Personal use of Company property, supplies or equipment without proper prior approval.

Unauthorized absence from work.

Discourteous or otherwise unprofessional treatment of customers.

Gambling.

Although the above are specific reasons for dismissal or disciplinary action, it is not an exhaustive list, and there may be other reasons for dismissal or disciplinary action, at the sole discretion of management.

Following termination, employees should consult with their supervisors regarding options potentially available under the law for continuation or conversion of their medical insurance benefits.

Disciplinary action shall consist of any of the following (not all of which are required) and will be recorded in the individual's personnel file. If specific problems persist, future job action will be taken.

#### Verbal reprimand

A verbal reprimand is issued by any supervisor. Conversations regarding any problems should occur promptly. Notes of the verbal exchange should be prepared and signed by the parties involved.

#### Written reprimand

A written reprimand is issued by the immediate supervisor to the employee. The reprimand will identify the areas of concern and reasons for the disciplinary action.

#### Supervisory probation

A 90 day supervisory probation will be established by the immediate supervisor in conjunction with the Executive Director for the employee, to correct specifically delineated problems in the employee's job performance. The notice of probation will include objectives, timelines, and supervisory assistance. A statement of the outcome of the probation will be prepared.

#### Demotion/Transfer

When an employee repeatedly fails to perform his or her duties but does display job strengths, as reflected in his or her performance evaluations, the Executive Director may place that person in a different available position via demotion and /or transfer.

#### Suspension

The Executive Director may suspend any employee immediately, without pay and employee benefits. In such cases the Personnel Committee will be notified within five working days. The employee will receive notice of the suspension as well as conditions for reinstatement, if any.

#### Termination

The Executive Director, with the approval of the Board of Trustees, may terminate any regular employee who has passed his/her initial 90-day introductory period.

All other employees may be terminated by the Executive Director without the Board of Trustees approval. All such terminations must be reported to the Personnel Committee of the Board at their next regularly scheduled meeting.

All terminations must be made in writing.

### **APPEALS:**

Any employee can appeal any disciplinary action using the **Grievance Procedure, 6.2.**

#### 4.27 Employee Down Time

On occasion and through no fault of their own, Havar direct service employees may be unable to work a shift for which they are scheduled. In the following scenarios, it is our intention to take steps to minimize the loss of wages that the employee may experience:

- a A “drop-in” consumer is not at home for the scheduled shift, and reasonable attempts to reach him/her have not worked.
- b A consumer is visiting friends or family.
- c A consumer is hospitalized or incarcerated.
- d The consumer refuses services.

Supervisors will take the following steps, in order:

- a Whenever any of the above scenarios can be anticipated, an alternate assignment will be made, or mutually agreeable time off will be scheduled.
- b All staff will be trained and updated as widely as is practical. In the event that they cannot work their regular schedule, they could be assigned to another consumer (possibly with the result of allowing another employee to use up excess benefit time).
- c At a minimum, direct service employees will be paid for one hour of any whole shift for which they have presented themselves, and then cannot work for any of the above reasons, when approved by a supervisor

## 5.12 Conditional Employment Requirements/Driving

### **I Vehicle**

Havar requires employees to have and maintain a licensed and insured vehicle in good working condition that they can use for work. If at any time an employee is without a vehicle, the agency will allow a reasonable period of time for replacement or repair, but will take disciplinary action (up to and including termination) if the situation is not resolved within a designated time period.

After the second call-off in one month that is related to car problems, the employee will receive a written reprimand copied to their personnel file. After the third car-related failure in one year, the employee will be suspended for two weeks without pay.

### **II Insurance**

Havar requires employees to have and maintain at least the state minimum automobile liability insurance, and to provide proof of such prior to employment, with each policy renewal, annually during their evaluations, and at any time on request.

### **III Driver's License**

Havar requires employees to have and present a valid driver's license prior to employment and annually during their evaluation. Employees whose licenses are suspended or revoked at any time during employment must report this information immediately to their supervisor.

### **IV Driving Record**

Havar requires employees to have a good driving record, usually defined as less than six points, supported by a motor vehicle report. Havar expects existing employees to report driving infractions to their supervisor immediately.

In some cases, Havar may employ or retain an employee whose driving record does not meet the above criterion. This will happen only for Substitute Aides, only for non-driving shifts, and only where it can be determined that it does not penalize the consumer(s). In addition, updated records checks will be conducted quarterly, until the employee comes into compliance.

Havar will take all reasonable measures to assist an employee or applicant to secure "point credits" through driving classes.

Approved Personnel Comm 9.02  
Reviewed 10.12

## 5.8 Dual Employment

Any offer of employment by Havar, Inc is contingent upon a written declaration, by the candidate, of all other ongoing paid positions which they then hold, and approval as stated below.

Current Havar, Inc employees must submit written information to their supervisor of any intent to take on outside ongoing employment while remaining a Havar employee.

Any Havar employee may hold outside ongoing employment only with the written permission of the Executive Director. The corporation reserves the right to prohibit outside employment which comprises similar services and occurs within the Havar service area.

Approved Bd of Trustees 1.96

Reviewed 6.15 ds

## 5.16 Duplication and Dissemination/Employee Files

Any current employee may have access to his/her personnel record with a 24-hour notice request. He/she may not remove any original material, but may copy any documents at his/her expense.

In keeping with administrative rule 5123:2-17-02,

(1) a County Board of Developmental Disabilities shall not review, copy or include in any reports required by this rule personnel records of an employee that are confidential under state or federal statutes or rules, including:

- a. medical and insurance records
- b. workers' compensation records
- c. social security numbers

(2) a County Board of Developmental Disabilities may review, but not copy, personnel records that include confidential information about an employee including but not limited to:

- a. payroll records
- b. performance evaluations
- c. disciplinary records
- d. correspondence to employees regarding status of employment
- e. motor vehicle drivers' records
- f. professional licenses
- g. criminal records checks

(3) a County Board of Developmental Disabilities may review and copy personnel records prepared in connection with the provider's daily operations, including:

- a. training records
- b. time sheets
- c. work schedules

Updated 5.03 ds

Reviewed 10.12

## Employment and Training Requirements

### I. Employment Requirements (refer also to policy #5.502 and checklist)

- A. All employees will submit evidence of a lift test - a) no more than 12 months old, or b) completed within 90 days of hire – that allows safe lift of at least #50.
- B. All new employees must submit a negative tuberculin skin test or X-ray prior to working any consumer shift.
- C. All employees must comply with policy #5.12 governing vehicles status, car insurance, driver's license, and driving record.
- D. All employees must be accessible by phone
- E. New and newly promoted employees who are eligible for health insurance are required to complete and sign an insurance eligibility card or waiver of insurance card within 30 days of eligibility status. It is the responsibility of the employee to see that this information is submitted correctly and timely.
- F. Prior to any employment, both a criminal and driving background check, and a drug test will be conducted. Refer to policy # and OAC 5123:2-2-02 regarding criminal background checks, and to **Policy 5.12** regarding driving checks.
- G. All applicants will be checked against the State of Ohio abuser registry. No applicant – or any employee – who appears on the registry will be employed.
- H. Employees will adhere to **Policy 5.19**, regarding attendance.
- I. Employees will adhere to **Policy 5.20**, regarding personal hygiene
- J. All applicants must present evidence of a high school diploma or equivalency degree.
- K. All employees who have direct contact, including transportation, with individuals receiving services must be at least 18 years of age.

### II. Training Requirements

- A. New employees will receive the following training, prior to being scheduled to work in homes:
  - 1. On-site training with the appropriate Service Coordinator and/or Live-In Aide (**see Policy 4.13**)
  - 2. Updated CPR
- B. New employees will receive the following training, in the first 90 days of employment:
  - 1. Standard classroom orientation (refer to orientation checklist form for topics)
  - 2. Behavior supports
- C. Ongoing employees will receive the following annual update training, which will entail eight hours per employee, at a minimum:
  - 1. OSHA hazard communication and bloodborne pathogens standards.
  - 2. Fire and general safety policies
  - 3. CPR
  - 4. Major Unusual Incident identification and reporting
  - 5. Individual rights
- D. All employees who work with individuals subject to delegated nursing must pass and maintain compliance with standards for medication administration.



Updated 9.03 ds  
Revised 2.13

## 5.9 Employee Debts

Documented employee indebtedness to the corporation, which is not voluntarily repaid within two weeks of written notice from the Business Office, will be withheld from the employee's pay check. A written explanation/documentation of payment will accompany each reduced check.

Approved by Board 10/95  
Reviewed 11.12

## 9.0 Expense Reimbursement

### 9.1 Expense Reimbursement Rate Approval

Allowable rates for reimbursement for mileage, meals, etc. shall be approved by the Havar Board of Trustees and in accordance with any existing restrictions specified by DODD. IRS regulations are applicable to all expense reimbursement.

### 9.2 Reimbursement Form

Each employee shall report the cost of employment-related expenses through the electronic billing/reimbursement system. He/she shall also submit all necessary, physical receipts to support reimbursement.

### 9.3 Transportation

There are two recognized reimbursable forms of transportation - travel by common carrier and travel in privately owned vehicles.

A. Travel by common carrier (plane, bus, train, etc) is reimbursable with prior approval of the Executive Director or Business Manager.

B Reimbursement for the business use of privately owned vehicles will be at the budget-approved rate per mile.

1. Mileage is payable to one employee per vehicle per trip.
2. The mileage reimbursement rate is intended to cover all expenses incurred except parking charges, ferry and taxi fares, bridge and highway tolls. These shall be itemized separately for reimbursement.
3. In general employment-related travel includes any travel necessary to perform one's job, excluding travel from home to the first point of work, and from the last point of work home. An employee *may* be reimbursed for travel (mileage only) from home in certain situations including:
  - a) When the job requires that the first or last stop be other than a typical residential services or office location
  - b) When any employee agrees to cover a same-day call-off shift

Any reimbursement due from a 3.a. or 3.b situation must be claimed via an expense form.

### 9.4 Meal Reimbursement

A. Meals will be reimbursed at the budget-approved rate on a per diem basis when the employee must be away from home for substantially longer than an ordinary day's work and, during this time away, require sleep or rest.

B. Same day travelers may be reimbursed for individual meals when a substantial business purpose can be documented for the meal. Merely being on travel status is not sufficient. A specific business purpose for the meal reimbursement must be stated; examples of such purpose may include:

- 1) A meal out is indicated in an individual's ISP, with a specific frequency.
- 2) The Program Manager has established a frequency for that particular home location.
- 3) A business meeting or medical appointment located outside the employee's regular geographical assignment spans a meal time, or necessitates being gone from a home county over a meal time.

C. Employees may not be reimbursed for any meal - either through the per meal or per diem rate - that is otherwise covered, as when included in conference registration.

#### 9.5 Reimbursement of Other Expenses

A. Typically there shall be no employee reimbursement for the cost of entertainment unless the event is specified in the ISP of the individual served and the employee's cost is within an ISP-designated frequency.

B. Exceptions to A. may occur when an entertainment cost is incurred outside the ISP and with the approval of the Program Manager. In these cases, payment of the employee share will be assessed with the following priority:

- 1) Fundraised money as allocated by the Board, if available
- 2) The individual's own funds
- 3) Havar operating funds

C. There shall be no reimbursement for the cost of alcoholic beverages.

D. Reimbursement for lodging expenses must have prior approval of the Executive Director or the Business Manager.

E. Reimbursement for incidental expenses - or expenses incurred as a result of work-related behavior incidents - may be claimed with approval of the Program Manager. Such expenses must itemized in the payroll system and physical receipts are provided. Havar will not reimburse the cost of items which are unnecessary to have at work (ex. Personal computers, cell phones, jewelry, expensive clothing, etc.)

F. Current information regarding the levels of expense reimbursement will be updated annually and made available through the policy section of the Team Havar website.

#### 4.3 Family Medical Leave Act

The Family Medical Leave Act of 1993 (FMLA) requires private sector employers of 50 or more employees, and public agencies, to provide unpaid, job-protected leave to “eligible” employees for certain family and medical reasons. Employees are eligible if:

- a they have worked for Havar for at least one year;
- b they have worked at least 1,250 hours over the previous 12 months; and
- c there are at least 50 employees within 75 miles.

##### Reasons for taking leave:

Havar will grant unpaid leave of up to twelve (12) weeks during a twelve (12) month period to an eligible employee for one or more of the following reasons:

- a the care of the employee’s child (by birth, adoption or foster care);
- b the care of the employee’s spouse, son or daughter, or parent with a serious health condition (an illness, injury, impairment or physical or mental condition that involves inpatient care or continuing treatment by a health care provider);
- c a serious health condition that makes the employee unable to perform his/her job; or
- d a “qualifying exigency” (emergency) arising from the fact of an employee’s spouse, child or parent being on active duty, or having received a call to active duty, in the Armed Forces in support of a contingency operation.

##### Caregiver leave for an injured service member

An eligible employee may take up to 26 weeks of leave in any single 12-month period to care for a spouse, child, parent or next of kin (nearest blood relative) who is a member of the Armed Forces (including the National Guard or Reserves). The service member must have suffered a serious injury or illness while on active duty in the Armed Forces that renders him/her unable to perform the duties of his/her office, grade, rank or rating, and for which the service member is a) undergoing medical treatment, recuperation or therapy; b) in outpatient status; or c) on the temporary disability retired list. Such leave, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in any single 12-month period.

Havar’s 12-month leave year is defined as the 12-month period from the date of the first FMLA leave looking backward twelve (12) months to determine the total number of weeks used in the past twelve (12) month period.

##### Advance notice and medical certification:

An employee must provide Havar at least thirty (30) days advance notice before FMLA leave is to begin if the need for the leave is foreseeable (i.e., based on an expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or his/her covered family member or next of kin). If the leave is unforeseeable, the request must be made at the earliest possible time.

An employee may be required to provide sufficient documentation to support the need for leave. A leave of absence due to a serious health condition (the employee’s own or that of his/her covered family member or next of kin) will require a certification from the appropriate health care provider. Additionally, a medical examination by a physician of Havar’s choosing may be required to substantiate the need for leave or fitness to return to work.

While on family medical leave, employees may not engage in acts inconsistent with the nature or purpose of their leave.

##### Intermittent or reduced work schedule leave:

An employee may take intermittent leave, or may work a reduced leave schedule when medically necessary to due a serious health condition (the employee’s own or that of his/her covered family member or next of kin). When intermittent or reduced work schedule leave is foreseeable due to a planned medical treatment, the employee must try to schedule the treatment so as not to unduly disrupt

Havar's operation and Havar may temporarily transfer the employee to an alternative position for which he/she is qualified, if it better accommodates these reoccurring periods of leave.

Job and benefits protection:

Upon return from an approved medical leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms unless otherwise provided by law. Havar may deny restoration to certain highly compensated employees, but only if necessary to avoid substantial and grievous economic injury to its operation. If an employee is considered highly compensated under this provision and not eligible for reinstatement, he/she will be notified.

The use of approved medical leave will not result in the loss of any employment benefits that accrued prior to the start of an employee's leave. However, a) any applicable workers' compensation benefit/leave will run concurrently with the medical leave; b) at Havar's discretion, accumulated benefits (i.e., vacation) may be paid out during, and run concurrently with, the leave period; and c) benefit will not accrue during the period of the leave.

The use of unpaid family medical leave will not affect the exempt status of bona fide executive or administrative employees under the Fair Labor Standards Act.

Medical insurance coverage:

For the duration of the medical leave, Havar will maintain the employee's medical insurance coverage under its existing group health plan, under the conditions coverage would have been provided if the employee had continued working. In other words, as long as the employee is being paid for at least 30 hours per week before the leave began, he/she may continue on the plan and Havar will continue to pay its pro-rated contribution. If an employee remains on leave after FMLA leave expires, or he/she fails to return to work as provided by law, then the employee will be notified of his/her COBRA rights to retain coverage. In some cases, Havar may act to recover premiums it paid to maintain an employee's health coverage if he/she fails to return to work from an approved FMLA leave as provided by law.

FMLA does not:

- \*Affect any federal or state law prohibiting discrimination;
- \*Supersede any state or local law that provides greater family or medical leave rights;
- \*Diminish an employer's obligation to provide greater leave rights under a collective bargaining agreement or employment benefit plan, nor may the rights provided under FMLA be diminished by such agreement or plan; nor
- \*Discourage employers from adopting policies more generous than required by FMLA.

Updated 7.08 ds  
Reviewed by Jennifer Welfley, Atty. 8.08  
Revised 11.12

## 6.2 Employee Grievance Procedure

It is recognized that, from time to time, there may be instances when an employee is dissatisfied with a matter of his/her employment. The procedure to be used in these instances is the "Employee Grievance Procedure". The employee should attempt to resolve the matter verbally with his/her immediate supervisor prior to initiating the following procedure.

Step 1: Written notification and explanation of the grievance is given to the supervisor within seven work days of the matter causing complaint, and copied to the Executive Director and Personnel Committee. The employee may skip this step if the complaint has to do with the supervisor specifically.

Step 2: If issues remain unresolved, the employee should give written notice to the Executive Director within 7 work days of the supervisor's response requesting his/her involvement. Copies of this notice should be provided to the Personnel Committee and the supervisor. The Executive Director has 7 work days to produce a written response, which will be copied as above.

Step 3: If the response in Step 2 is unsatisfactory to the employee, he/she may request a Board review by submitting a written request to the Personnel Committee chair, with a copy sent to the Executive Director.

The Personnel Committee will meet within 14 work days to review the grievance and prepare a recommendation to the Executive Committee to be considered at its next regularly scheduled meeting or the next regularly scheduled meeting of the Board, whichever comes first. The Executive Committee/Board decision will be final.

In the event of extenuating circumstances, a time limit may be extended by mutual agreement of the parties at any step. Complaint the employee does not pursue to the next step of the procedure within the specified time limits shall be considered resolved on the basis of the decision at the previous step.

Any complaint not answered by management within the prescribed time limits shall be considered to have been answered in the negative and may be advanced to the next step in this procedure.

Updated 7.10 ds  
Reviewed 11.12

HAVAR, INC.  
Guests Policy

As a DSP at the following home location \_\_\_\_\_, you may have guests at the above mentioned location under the following circumstances only:

1. That you are not the responsible staff person on site at the time of the visits.
2. That your guest has been introduced to the residents in the presence of either the Service Coordinator or the Program Manager.
3. That repeat (or regular) guests contribute something to the household (yard work, conversation, a checker game, we are flexible).
4. The guest must not cost the residents anything in the way of food or supplies.

Further, HAVAR reserves the right to ask any guest to cease visiting the house, based on the ongoing comfort level of the residents or the supervisory staff.

The people living at \_\_\_\_\_ would like to add the following stipulations regarding guests visiting their home:

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\_\_\_\_\_  
Employee Signature/Date

\_\_\_\_\_  
Resident Signature/Date

\_\_\_\_\_  
Resident Signature/Date

\_\_\_\_\_  
Supervisor Signature/Date



## HARASSMENT

Havar, Inc. is committed to providing a work environment that is free of discrimination and harassment. Unwelcome or offensive actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, disability or any other characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, and undermines the integrity of the employment relationship.

Sexual harassment is any deliberate or unsolicited verbal comment, gesture, or physical contact of a sexual nature that is unwelcome. It refers to behavior which is personally offensive, that disables morale, creates an intimidating, hostile working environment, and interferes with the work effectiveness of its victims and their co-workers. Compliments of a socially acceptable nature do not constitute sexual harassment.

All employees who believe him/herself to be a victim of harassment are strongly urged to bring these violations to the immediate attention of a supervisor who is not involved in the harassment. Do not suffer in silence -- we cannot take corrective action unless we know about the inappropriate conduct.

Havar will take disciplinary action in the case of employees whose posting on social media sites a) affects their job performance; b) affects the public reputation of Havar; and/or violates the consumer confidentiality policy.

All members of management and employees are charged with the responsibility to maintain a work relationship free of all forms of harassment. Management will take swift action to investigate all complaints of harassment and will take immediate and appropriate remedial action as needed to terminate the harassment. Havar will not take adverse action against any employees because they have made good faith complaints about harassment.

## 10.2 Hepatitis Shot Follow Up

Havar, Inc. offers the series of Hepatitis B inoculations to any employee who is determined to have occupational exposure at no expense to the employee and as required by law. Any employee who desires follow-up testing after the series must do so at their own expense.

If the employee exposed to large amounts of blood/body fluids, they may secure one more (booster) shot at Havar expense.

Revised 6.04 ds  
Replaces Emp Procedure 3.30  
Reviewed 11.12

### 5.23 Hiring Steps

Following are steps to be followed in hiring any employee:

1. We receive an application which is either a “walk-in” or response to an ad.
2. The Administrative Assistant reviews for suitability to interview.
3. An initial interview is scheduled with the Administrative Assistant ~~or PM~~, during which the following occurs:
  - a. clarification of experience, skills and qualifications
  - b. assure that application is complete
  - c. background affidavit and fingerprinting information
  - d. reference releases are signed
4. As assigned, references are checked and the background check occurs.
5. Once #4 is satisfactorily completed, the candidate is invited back for an interview with a Program Manager. (If the applicant is a candidate for Substitute Aide, then the PM selected will follow through with supervisory responsibilities.)
6. The Program Manager will arrange for consumer(s) to meet with the candidate, where appropriate (that is, any “regular” position vacancy)
7. The Program Manager will quickly notify the Administrative Assistant if they want to make an offer. The Administrative Assistant will then submit completed Letter of Employment, application, references, driving check and background affidavit to the Executive Director for approval.
8. The Program Manager will contact the candidate and arrange for introductions and the completion of all forms from the personnel file checklist. They will also schedule classroom orientation, on-site training, First Aid/CPR as needed, medication training, and – where needed – a meeting with the business office.
9. The Administrative Assistant will copy all necessary payroll information to the business office and – in Washington County – assure two complete files are established.

\*\*No step can be entertained until all previous steps are completed.

Approved 11.01  
Revised 6.04 ds  
Replaces Emp Procedure 3.55  
Reviewed 11.12

#### 4.201 Holiday Incentive Pay

To address common scheduling difficulties, any employee who works (on the schedule or on call) for a minimum of four hours between 8:00 p.m. on December 24 and 8:00 p.m. on December 25 will be paid \$50.00 in addition to his/her wages for that period.

Any employee who works (on the schedule or on call) for a minimum of four hours between the hours of 9:00 am and 5 pm on Thanksgiving Day will be paid \$50.00 in addition to his/her wages for that period.

In addition, an employee who works for any period between 6:30 am and 10:00 pm on the holidays listed below may opt to access their accrued personal time **in addition to their regular pay** for that holiday shift, up to a maximum of eight hours on a given holiday.

The holidays include: New Year's day; Easter; Thanksgiving day; Christmas day and July 4.

Revised 5.04 ds

Reviewed 11.12

Revised 7.13 Exec Staff

Approved Personnel Comm 6.14

5.26 Initial Paperwork

If an applicant can submit written proof of a physical and/or TB test within the past 12 months, these will be accepted as current.

The following paperwork **must** be complete **before** a new employee is scheduled in any home, in any capacity:

1. Background affidavit
2. Proof of Ohio residency (for five years)
3. State abuser registry check
4. Letter of employment (2.9)
5. Driving check
6. Reference(s) (inc. at least one former employer)
7. TB test results
8. W-4 and payroll information sheet
9. Copy of driver's license
10. Completed I-9 form

For all other paperwork and initial hire issues:

The Administrative Assistant will give notice after 30 days of hire. She will give a second notice after 60 days of hire. At the sixty day notice, there will be a two-week window to complete everything. At the end of the two weeks, she will inform the Program Manager that initial requirements\* are not met. The Program Manager will then remove the employee from the schedule, not subject to benefit time, until the requirements are fully met.

Initial probation will not be complete until all requirements are met. If the employee has not complied by six months of the hire date, they will be terminated from employment, and may reapply later.

\*This includes having completed new staff orientation, given that we have offered it in the time frame.

## 4.5 Jury Duty

Any employee called for jury duty may utilize only their accrued vacation or holiday leave to cover the hours issued from work. Management time and sick leave may not be utilized for jury duty. If authorized leave is utilized, employees may retain their reimbursement from the court.

Updated 7.10 ds  
Reviewed 2.13

HAVAR, INC.  
Guests Policy

As a DSP at the following home location \_\_\_\_\_, you may have guests at the above mentioned location under the following circumstances only:

1. That you are not the responsible staff person on site at the time of the visits.
2. That your guest has been introduced to the residents in the presence of either the Service Coordinator or the Program Manager.
3. That repeat (or regular) guests contribute something to the household (yard work, conversation, a checker game, we are flexible).
4. The guest must not cost the residents anything in the way of food or supplies.

Further, HAVAR reserves the right to ask any guest to cease visiting the house, based on the ongoing comfort level of the residents or the supervisory staff.

The people living at \_\_\_\_\_ would like to add the following stipulations regarding guests visiting their home:

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\_\_\_\_\_  
Employee Signature/Date

\_\_\_\_\_  
Resident Signature/Date

\_\_\_\_\_  
Resident Signature/Date

\_\_\_\_\_  
Supervisor Signature/Date

Updated 10/02; 6/13 ds



#### 4.12 Live-In Benefits

Live-in employees may be excused for a number of exempted, overnight, eight-hour shifts which correlate to their current vacation accrual. In other words, if the employee is eligible for:

- Two weeks of vacation, then they will receive 10 overnights in a 12-month period;
- Three weeks of vacation, then they will receive 15 overnights in a 12-month period;
- Four weeks of vacation, then they will receive 20 overnights in a 12-month period.

These “free” overnights will be accessed whether the adjoining shifts are taken from vacation, sick or personal time.

An existing employee who is hired into a Live-In position will receive credit for overnights that compare to his/her vacation accruals at the time, as listed above.

Since vacation accruals are adjusted on the employee’s anniversary date, the overnights must be tracked per a 12-month period starting on the anniversary date. Program Managers are responsible for logging the usage of overnight benefit time.

Once an employee has exhausted his/her supply of “free” overnights in a 12-month period, then any additional overnights will be charged against accrued benefits on an hour-for-hour basis.

Executive Staff  
Approved 1.95  
Revised 10.03, 12.03, 4.04  
Ds  
Reviewed 2.13

## **PROGRAM POLICIES**

### 14.11 Meal Costs

Employees are expected to bear the cost of food they eat while they are on duty. This can be accomplished in several ways:

1. Employee brings food from home
2. Employee purchases their own meal, when going out.
3. Employee contributes food to a common meal (based on a mutual agreement about the menu).

An employee who has invited a consumer to their own home for a meal must note in the staff log any of the consumer's food that was taken to contribute to the meal.

Revised 4.04 ds  
Replaces Program Procedure 2.2  
Reviewed 2.13

### 16.3 Media Oversight Policy

The Executive Director must approve the text of any educational material that is prepared for public dissemination. This includes but is not limited to press releases, event fliers, vacancy postings, employee recognition, and web site content.

It is understood that media coverage of events and employee participation of television and radio programs cannot be pre-approved for accuracy or message. However, the director must be informed of any plans for media interviews of employees.

2007 ds  
Reviewed 2.13

#### 4.9 Medical Insurance

Havar, Inc. offers medical insurance to all regular employees working 30 hours or more per week. Coverage includes hospitalization, major medical, dental and life insurance.

Eligible employees, whose letter of employment indicates at least 35 hours per week, and who are being paid for at least 35 hours per week, will be provided full single coverage at the minimum employee contribution, which amount will be determined annually. Eligible employees, whose letter of employment indicates between 30 and 34 hours per week, and who are being paid between 30 and 34 hours per week, will make a premium contribution on a pro-rated basis. Active employees who nevertheless run out of leave time, will be carried on the insurance policy to the end of the month in which they run out, and one month after that. At the end of the second month, they will receive a COBRA letter. (see below)

On occasion, an employee's hours of work per the letter of employment will be reduced below the minimum for health insurance eligibility. If this reduction is at the employee's request, then the health insurance coverage will cease at the end of the current month. If the reduction is initiated by Havar (for any other than a performance issue), then the employee must accept other hours as offered, in order to maintain coverage. If hours are not available to bring the employee at least up to 30, then he/she will be carried on the health insurance policy to the end of the month in which they dropped below 30, and one month after that.

When a covered employee quits, their insurance coverage terminates effective on their last day of employment unless they choose COBRA coverage, see below.

Coverage for dependents will require an employee contribution, with the amount being established annually. To help defray the personal cost of family coverage, employees may have the option of dropping dental coverage from their package.

Complete details regarding coverage and applicable payroll deductions are available through Havar's business office.

Havar, Inc. offers the opportunity to employees covered under the terms of the Consolidated Omnibus Budget Reconciliation Act (COBRA) to extend coverage after employment. Such coverage is at a cost based on existing group rates and levels of coverage. Employees will receive specific information of this option at the beginning and end of employment. In addition, details regarding specific employee rights under COBRA will be made available through Havar's business office at any time.

Revised 4.04 ds

Reviewed 2.13

## 17.8 HAVAR, Inc. Medication Error Procedure

I This procedure will clarify the status of duly trained HAVAR employees who, in the course of their assigned duties, commit errors in the dispensing of medications to individuals served by HAVAR. In constructing this protocol, the following issues are of concern:

. . .that, due to the nature of our services and the resulting staff ratios, we depend in large part upon the self-report of medication errors. We must establish a system of oversight that conveys the seriousness of these mistakes, without suppressing the reports.

. . .that the medical terminology which accompanies medications and medication charts is often confusing to our staff;

. . .that pharmacies will often substitute a medication of a different and unfamiliar name (i.e. a generic) for that which was prescribed, leading to some confusion

II Definition - A “medication error” includes any of the following:

wrong medication

wrong dose

wrong route

wrong date/time (by more than an hour) or

wrong individual

failure to give a medication

failure to chart

In addition, an error is considered to have occurred if any of the above go unreported, either by the staff person responsible, or by any employee who becomes aware of the error. “Reporting” includes all of the following:

A. an immediate call to the Havar supervisor on call, and

B. a written incident report delivered via the Team Havar system within 24 hours of the error.

III Safeguards – Managers and Havar Service Coordinators are responsible to assure that the following safeguards against medication errors are in place at all times:

Every direct service employee who is responsible for dispensing medications must be trained, tested, and approved by the Havar nurse (where applicable) prior to doing so. If not, alternative, trained staff must be available.

All information needed by the employee must be readily available, current, and readable. This includes the overall time chart, medications, charting requirements, error reporting requirements, and purpose for each medication.

Time will be spent in every house staff meeting reviewing the current medications, their purpose and any unusual circumstances that apply. These discussions will be documented in the meeting minutes.

Time will be spent annually or as needed reviewing both the procedure for dispensing medications (per the checklist) and for reporting errors.

Every medication error requires the Program Manager to determine and document what caused the employee to make the mistake, and to devise any possible accommodations that could eliminate the particular barrier. Accommodations could include:

Re-training

A pictorial reference

A one-on-one review of steps to take

Employee-specific calls for a specified period of time (as in #5)

IV Employee Action – The following actions will be taken in the event of medication errors, and will be considered disciplinary in nature:

Every error will result in a verbal warning from the Program Manager.

Every *error which rises to the level of an unusual incident* will result in the issuance of a letter, which will be copied to the employee's file (see attached).

Effective with the date of this procedure and after the second *UI* error, the employee will be prohibited from dispensing medications until they can be retrained.

Effective with the date of this procedure and after the fourth UI error in a twelve-month period, the employee (all classifications) will be suspended pending termination of employment, per the personnel policies.

1/15/01

10/08

Revised 2.13

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1/15/01

10/08

Revised 2.13



#### 14.15 Moving of Consumers into New Residences

It is the policy of Havar, Inc. to support the decision of service recipients to live in a place of their choosing, and to change their mind about housing on occasion. When a move is pending or being considered, the following services may be available:

- \* Counseling/discussion about the pros and cons of the decision
- \* If Havar is payee, budget assistance to save for a move
- \* Assistance to locate a new place of residence and to evaluate cost, location, etc.

Havar does not have or offer the resources to physically move individuals' belongings from one place to another.

Reviewed 12.97 ds

Reviewed 10.12

## 14.17 Reporting of Incidents Which Adversely Affect Health and Safety

### I. Purpose

It is the policy of HAVAR, Inc. to take all action necessary to protect consumers from abuse, neglect, and other injury, as defined here. Where such events do occur, we intend to assure appropriate reporting, documentation, follow-up and correction. The purpose of this procedure is to establish practices within HAVAR which apply to all individuals supported by our agency; are consistent with state and county practice; and which are consistent with section 5123:2-17-02 of the OAC.

### II. Definitions

As used in this procedure, the following definitions will apply:

A. **"Major unusual incident"** (MUI) means the alleged, suspected, or actual occurrence of an incident when there is reason to believe the health or safety of a consumer may be adversely affected or a consumer may be placed at a reasonable risk of harm. Major unusual incidents (MUIs) include the following:

(1) Abuse. "Abuse" means any of the following when directed toward a consumer:

(a) Physical abuse. "Physical abuse" means the use of physical force that can reasonably be expected to result in physical harm or serious physical harm. Such force may include, but is not limited to, hitting, slapping, pushing, or throwing objects at a consumer.

(b) Sexual abuse. "Sexual abuse" means unlawful sexual conduct or sexual contact.

(c) Verbal abuse. "Verbal abuse" means purposefully using words or gestures to threaten, coerce, intimidate, harass, or humiliate a consumer.

(2) Attempted suicide. "Attempted suicide" means a physical attempt by a consumer that results in emergency room treatment, in-patient observation, or hospital admission.

(3) Death. "Death" means the death of a consumer.

(4) Exploitation. "Exploitation" means the unlawful or improper act of using a consumer or an consumer's resources for monetary or personal benefit, profit, or gain.

(5) Failure to report. "Failure to report" means that a person, who is required to report pursuant to section 5123.61 of the Revised Code, has reason to believe that a consumer has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicate abuse (including misappropriation) or neglect of that individual, and such person does not immediately report such information to a law enforcement agency, a county board, or, in the case of a consumer living in a developmental center, either to law enforcement or the department

(6) Known injury. "Known injury" means an injury from a known cause that is not considered abuse or neglect and that requires immobilization, casting, five or more sutures or the equivalent, second or third degree burns, dental injuries, or any injury that prohibits the consumer from participating in routine daily tasks for more than two consecutive days.

(7) Law enforcement. "Law enforcement" means any incident that results in the consumer being charged, incarcerated, or arrested.

(8) Medical emergency. "Medical emergency" means an incident where emergency medical intervention is required to save a consumer's life (e.g., Heimlich maneuver, cardiopulmonary resuscitation, intravenous for dehydration).

(9) Misappropriation. "Misappropriation" means depriving, defrauding, or otherwise obtaining the real or personal property of a consumer by any means prohibited by the ORC.

(10) Missing individual. "Missing individual" means an incident that is not considered neglect and the consumer cannot be located for a period of time longer than specified in the ISP, and after actions specified in the ISP, and the consumer cannot be located in a search of the immediate surrounding area; or circumstances indicate that the consumer may be in immediate jeopardy; or law enforcement has been called to assist in the search.

(11) Neglect. "Neglect" means when there is a duty to do so, failing to provide a consumer with any treatment, care, goods, supervision, or services necessary to maintain his/her health or safety.

(12) Peer-to-peer acts. "Peer-to-peer acts" means acts committed by one consumer against another when there is physical abuse with intent to harm; verbal abuse with intent to intimidate, harass, or humiliate; any sexual abuse; any exploitation; or intentional misappropriation of property of significant value.

(13) Prohibited sexual relations. "Prohibited sexual relations" means a DD employee engaging in consensual sexual conduct or having consensual sexual contact with a consumer who is not the employee's spouse, and for whom the DD employee was employed to provide care at the time of the incident.

(14) Rights code violation. "Rights code violation" means any violation of the consumer rights list that creates a reasonable risk of harm to the health or safety of a consumer.

(15) Unapproved behavior support. "Unapproved behavior support" means the use of any aversive strategy or intervention implemented without approval by the human rights committee or behavior support committee or without informed consent.

(16) Unknown injury. "Unknown injury" means an injury of an unknown cause that is not considered possible abuse or neglect and that requires treatment that only a physician, physician's assistant, or nurse practitioner can provide.

(17) Unscheduled hospitalization. "Unscheduled hospitalization" means any hospital admission that is not scheduled unless the hospital admission is due to a condition that is specified in the ISP.

B "**Unusual incident**" (UI) means an event or occurrence involving a consumer that is not consistent with routine operations, policies and procedures, or the ISP, but is not an MUI. Unusual incidents (UIs) include, but are not limited to:

(1) Minor injuries – ex. bruises, rashes, minor cuts, scrapes

(2) Behavioral episode – unless already noted in the ISP

(3) Self-medication errors & medication errors (refer to Havar medication policy for a definition.)

(4) Atypical behavior – unless already noted in the ISP

(5) Overnight relocation – ex. power outage, water outage, flooding, etc.)

(6) Peer to peer incidents – if not an MUI

(7) Hygiene issues

(8) Home maintenance problems/property damage – if not an MUI

(9) Failure of staff to perform duties – if not an MUI

(10) Hygiene issues

(11) Home maintenance problems/property damage – if not an MUI

(12) Failure of staff to perform duties – if not an MUI

C. "**Working day**" means Monday through Friday, except when that day is a holiday.

### III. Training

Every HAVAR employee will receive training on the MUI rule prior to any unsupervised contact with consumers, and annually thereafter. Documentation of such training will be kept on the standard training form and in the employee's personnel file.

### IV. Reporting

#### A. **Major unusual incidents:**

1. Upon becoming aware of an MUI, Havar staff must call the pager immediately.

2. The Havar on-call staff or supervisor will then verbally report to the county board, within **four hours** of the direct service staff becoming aware of the event.

3. A written report will be submitted by the DSP as soon as possible, and in a time frame so that it can be delivered to the county board by 3:00 pm the next working day.

4. **All** incidents of possible **abuse**, including misappropriation, or neglect of any consumer will be reported to the local law enforcement entity with jurisdiction and the county board, or the to the public children's services agency and the county board.

5. Reports of MUIs involving abuse, neglect, exploitation, misappropriation, or death shall be filed in all cases regardless of where the incident occurred. Reports regarding the remaining categories of MUIs shall be filed followed only when the incident occurs when the consumer is being served by Havar.

6. A supervisor or service coordinator will follow up with all required reporting to law enforcement, children services, guardians, and/or advocates on the **same day** as original awareness of the incident.

**B. Unusual incidents:**

1. A written report of a UI will be submitted by the direct service staff by 3:00 pm the next working day.

3. Note: UIs do not require same day guardian notification.

4. Note: UI reports will not be forwarded to the county board, according to requirements of Rule 5123:2-17-02 but will be available for review in the county office for review. All required periodic reports will be completed and submitted timely.

V. Incident Response and Investigation

Immediately upon notification of an MUI, the Havar supervisor in charge shall take the following steps:

(1) Assure any necessary immediate and ongoing medical attention (**Note: direct service personnel are expected and authorized to secure emergency medical assistance *prior to* calling the pager if there is any question that they are facing a medical emergency**)

(2) If there is an allegation of abuse or neglect, remove the accused employee from duty (and from any direct contact with consumers) until such time as such suspension is deemed no longer necessary. The employee may be returned to work when one of the following occurs:

(a) An external investigation determines the allegations to be unsubstantiated;

(b) An internal investigation (including documented interviews with all affected parties; and a conference between the investigating supervisor and the Executive Director) determines the allegations to be unsubstantiated. In this case, interview notes will be turned over to the county board investigating agent.

(c) An internal investigation determines the allegations to be substantiated; and some combination of retraining, reassignment, probation, and/or heightened supervision is likely to result in satisfactory correction.

(3) Account for any other considerations to assure the health and safety of persons served by Havar.

HAVAR staff will cooperate fully with any MUI investigation being conducted by either the County Board, contract agents, or employees of the DODD. In some cases, the HAVAR Executive Director may conduct an internal investigation, although this does not in any way alter the requirements for reporting.

VI. Trends/Patterns

The HAVAR Program Specialist will log all MUI and UI reports per the rule.

HAVAR will timely correct trends and patterns in the occurrence of incidents that threaten health and safety of persons served.

Attached: Approved Incident Report form.

5.2401 New Staff Orientation: On Site

Each employee will be trained on site before being scheduled to work at that site alone. Each on site orientation must include at least two hours and be conducted with a Service Coordinator, or a very experienced Resident Aide. If listed items (see on site training form) are covered in a shorter time, then the new employee can observe skill development, accompany folks on a community outing, or just get acquainted. Where there is a Live In Aide, the training shift must overlap the Live In Aide's shift, as well.

Under no circumstances will a new employee read written information about a consumer prior to meeting him/her.

Revised 5.04 ds

Replaces Employment Procedure 3.56

Reviewed 10.12

#### 5.17 Office Employees Break Policy

Each office employee may have one paid 15-minute break in the morning and one in the afternoon. Self-management is expected. Because of the need to have someone “out front” at all times, the receptionist’s break time will be designated.

Ref. Exec Staff 4.96

Replaces Emp Procedure 3.22

Reviewed 2.13

## 14.19 On Call Procedure

### **On-Call services are initiated in one of two ways:**

1. Assistance to people served, based on their direct request, or
2. Back-up assistance to Havar employees based upon their accessing of the on-call phone.

### **The phone will be carried by:**

1. Program Managers and designated On-Call Aides, on a rotating basis.
2. The employees listed above are authorized to perform supervisory duties including but not limited to adjustment of service schedules within their county and when necessary, temporary suspension of an employee.

### **On-Call services cover:**

1. For scheduling issues - any questions/issues that arise during service hours, i.e. 24 hours/day; 365 days/year.
2. For consumer-related emergencies –
  - a) Any issues that arise during ISP designated hours of Havar service provision;
  - b) Any issues that arise – at any time – for consumers receiving 24-hour services
  - c) Any issues that arise between the hours of 9:00-5:00 Monday through Friday
3. The referral of emergencies to the County Board on-call personnel , when issues come to our attention which are –
  - a) beyond the scope of the ISP-designated services, and/or
  - b) occurring outside the time frame listed above.

### **On-Call services do not cover:**

1. A guarantee of assistance during consumer-related emergencies which are outside the time frame of 2.a-c above, or
2. The “borrowing” of services from future service allocations.

### **Billing:**

1. Billing for services additional to the ISP will not occur without prior, verbal authorization from a County Board SSA
2. In the case of #1 above, said authorization will be followed up with a written request by Havar to the County Board, which will then be initialed and returned.

**Other:** *All assistance which falls under the definition of Major Unusual Incident will be properly documented and required notifications made.*

Reviewed 2.13

#### 14.10 Havar Policy on the Administration of Over-the-Counter Medications

##### **Rationale**

Individuals receiving service from Havar have the right to relief from minor physical discomfort via the use of over-the-counter medications. Havar employees who assist them have the responsibility to use all available information in an effort to assure that such medications do not negatively impact their overall health. Havar employees must be knowledgeable about both the individual's medical status and history, and the possible effects of the OTC medication.

##### **The Policy**

Each person served by Havar will have clearance from their family doctor to take OTC medication. This authorization will:

1. Be written
2. Specify what types of OTC meds may or may not be taken
3. Be updated with each change in prescribed medication

Each employee will assure that only those OTC medications which have been prior-authorized will be given. They must chart OTC medications on a standard form. In some cases, Service Coordinators may require that the on-call person be notified before giving any OTC medication. Direct service staff will abide by this requirement.

Service Coordinators and Program Managers welcome recommendations from all staff who believe we should seek additional medical authorizations for any person served.

10/30/98

Reviewed 2.13



#### 4.17 Overtime Compensation

Per Department of Labor/Wage and Hour requirements, all employees will be compensated for hours worked. Hours worked over 40 in a week (Sunday midnight through Sunday midnight) will be compensated at time and a half, for hourly employees.

Any employee who works compensated hours over 40 must do so with specific, prior approval of the on call person. In all cases, an attempt will be made by management to relieve the employee of hours scheduled later in the week. The on call person will submit written indication of their approval for overtime via the on-call documentation system.

Any employee awakened and required to do work during an overnight, exempted time period will be compensated for hours worked. In the event that, due to work requirements, they are not able to get at least five hours of sleep in total, they will be compensated for the entire exempted period. In all cases the employee must contact the on call person during the next daytime hours, and submit an incident report within 24 hours.

Any failure to provide adequate notification of overtime hours worked in a timely manner will result in disciplinary action.

Overtime can only occur in weeks where more than 40 compensated hours are worked. Further, an employee whose hours over 40 derive in part from benefit time will be either:

1. paid 40 hours straight time and not charged the benefit time, or
2. paid straight time for all hours declared. This option is up to the Program Manager.

Revised 4.04 ds  
Ref. Exec Staff 7.95  
Reviewed 10.12

## 16.6

## Password Policy

Employees at Havar, Inc must access a variety of IT resources, including computers and other hardware devices, data storage systems, and other accounts. Passwords are a key part of IT's strategy to make sure only authorized people can access those resources and data.

All employees who have access to any of those resources are responsible for choosing strong passwords and protecting their log-in information from unauthorized people.

The purpose of this policy is to make sure all Havar, Inc resources and data receive adequate password protection. The policy covers all employees who are responsible for one or more account or have access to any resource that requires a password.

### Password creation

- All passwords should be reasonably complex and difficult for unauthorized people to guess. Employees should choose passwords that are at least eight characters long and contain a combination of upper- and lower-case letters, numbers, and punctuation marks and other special characters. These requirements will be enforced with software when possible.
- In addition to meeting those requirements, employees should also use common sense when choosing passwords. They must avoid basic combinations that are easy to crack. For instance, choices like "password," "password1" and "Pa\$\$w0rd" are equally bad from a security perspective.
- A password should be unique, with meaning only to the employee who chooses it. That means dictionary words, common phrases and even names should be avoided. One recommended method to choosing a strong password that is still easy to remember: Pick a phrase, take its initials and replace some of those letters with numbers and other characters and mix up the capitalization. For example, the phrase "This may be one way to remember" can become "TmBOWTr!".
- Employees must choose unique passwords for all of their company accounts, and may not use a password that they are already using for a personal account.

- All passwords must be changed every 90 days. This requirement will be enforced using software when possible.
- If the security of a password is in doubt— for example, if it appears that an unauthorized person has logged in to the account — the password must be changed immediately.
- Default passwords — such as those created for new employees when they start or those that protect new systems when they're initially set up — must be changed as quickly as possible.

## Protecting passwords

- Employees may never share their passwords with anyone else in the company, including co-workers, managers, administrative assistants, IT staff members, etc. Everyone who needs access to a system will be given their own unique password.
- Employees may never share their passwords with any outside parties, including those claiming to be representatives of a business partner with a legitimate need to access a system.
- Employees should take steps to avoid phishing scams and other attempts by hackers to steal passwords and other sensitive information. All employees will receive training on how to recognize these attacks.
- Employees must refrain from writing passwords down and keeping them at their workstations. See above for advice on creating memorable but secure passwords.
- Employees may not use password managers or other tools to help store and remember passwords without IT's permission.

I have read and will comply with the above policy.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### 4.16 Pay Rates for Benefit Time

Regarding the rate of pay an employee receives when taking benefit time accrued under a different pay rate –

Vacation, sick and personal time are hourly benefits, and not an accrued dollar amount. Therefore, all leave usage will be paid at the employee's wage rate in effect at the time of use.

Revised 4.04 ds  
Ref. Exec Staff 2.93  
Reviewed 2.13

#### 4.15 Wage Rates for Direct Service

Once an Offer of Employment (2.9) is established that indicates *any number* of weekly Resident Aide hours, then that employee will be paid that rate even when filling in a substitute shift.

New Substitute Aides will be offered the base rate for their introductory period. Upon successful completion of the introductory period, the permanent wage may go into effect. "Successful completion" includes all of the following:

1. Acceptable job performance in a significant number of hours worked.
2. Responsible attendance and minimal call-offs
3. Completion of all initial requirements of hiring
4. A satisfactory evaluation completed by the Program Manager.

- The business office will track and prompt Program Managers as to when the initial evaluations are due.

When an employee transfers from a regular to a substitute position, accumulated benefits will be addressed as though the transfer is a termination of employment.

Revised 4.04 ds

Ref. 12.22.03/Exec Staff

Replaces Employment Procedure 3.57

Revised 2.13

## 5.20 Personal Hygiene

All Havar employees are required to present themselves for work with clean, untoned clothing and without noticeable body odor. The following clothing is not allowed on the job for any reason: short shorts, t-shirts with offensive writing, halter tops, mini skirts, bare midriffs, flip flops, or clothing with holes. A supervisor may require the removal of items of jewelry during a work shift, if they are deemed unsafe and/or tasteless. Any employee who persists in violation of requirements for personal hygiene will have a private conversation with his/her supervisor, who will re-explain the context of the requirement.

That is, Havar employees are:  
models of acceptable hygiene for consumers, and  
a community representative of both the agency and the individual served.

There will be written expectations presented and copied to the Executive Director and the personnel file. Any employee who does not respond to the requirements of their supervisor relative to hygiene may be subject to termination.

Revised 6.04 ds  
Replaces Emp Procedure 3.47  
Revised 2.13

## 5.7 Personal Property

Upon the approval of the Executive Director, employees may be compensated for damage to personal property which occurs during work time, and arises from the action of a Havar consumer.

Requests for reimbursement must be accompanied by an incident report and a receipt.

Havar may assess the consumer for all or part of the damage payment, and may restrict the employee from certain activities which are deemed likely to lead to further or repeated damage. In no case may the employee independently assess the consumer for damages.

Approved 1/95  
Reviewed 2.13

## 4.2 Personal Leave

Accrual of personal time will be granted to all regular Havar employees upon successful completion of their initial 90-day probation. Personal/holiday time is accrued on a pro-rated basis of employed hours.

Employees may use accrued personal time with the written approval of their immediate supervisor.

Employees who are hired effective November 1, 2009 or later will accrue personal time at the rate of seven (7) days per year. Employees whose hire date is prior to November 1, 2009 will continue to accrue at the rate of thirteen (13) days per year until July 1, 2010, when the accrual will decrease to eleven (11) days per year. On January 1, 2011, the accrual rate for these long term employees will decrease to nine (9) days per year, and will remain at this level for the duration of their employment.

The accrual of personal time will not exceed 48 hours at any given time.

Personal time must be taken in a minimum increment of two hours. This benefit is not part of any compensation received upon cessation of employment. Employees who commit to less than 20 hours/week of scheduled time are not eligible for personal time.

9.09 ds  
10.14.09 Personnel Committee approval  
10.14.10 Personnel Committee approval

Procedural: It is our intent to cap current accruals of personal time until they fall below the 48 hour level.

Revised 2.13



## 5.5 Personnel Files and Records

### Personnel files

Havar will maintain a personnel file for each employee to include information required by EEOC, the IRS, OSHA, CMS, ODNR/DD, ODHS, and other agencies as required. The files will include documentation necessary for performance evaluation, special agreements or contracts, job actions, and/or job changes. Original materials will be stored in Athens; copies of all items will be made for Washington County employees and kept in the Marietta office.

The Trustees, Executive Director or supervisor may obtain access to an individual's personnel record. An individual employee may access his/her own employee file, with supervision. (see below) The county secretary and on-call staff may access materials when necessary.

Information in an employee's personnel file shall not be released to external interested parties without a signed release from the employee except as required by law.

The items required to be in an employee's file will be listed in the most recent hiring packet.

### Employee records

Havar will maintain employee records for information such as time sheets and expense reports, in the business office.

Information from employee records will not be released to external interested parties without a signed release from the employee, except as required by law.

### Expungement of records

After a minimum of two years from the infraction, an employee may request expungement of documentation regarding his/her Havar work performance from the personnel file.

The decision to grant such a request will be made one time only, must be made by the personnel committee, and will be based on:

Intervening performance evaluations

Any other documented incidents

Consideration of consumers

Recommendation of the Executive Director

### Duplication and Dissemination

Any current employee may have access to his/her personnel record with a 24-hour notice request. He/she may not remove any original material, but may copy any documents at his/her expense.

In keeping with administrative rule 5123:2-17-02,

(1) a county board shall not review, copy or include in any reports required by this rule personnel records of an employee that are confidential under state or federal statutes or rules, including:

- a. medical and insurance records
- b. workers' compensation records
- c. social security numbers

(2) a county board may review, but not copy, personnel records that include confidential information about an employee including but not limited to:

- a. payroll records
- b. performance evaluations
- c. disciplinary records
- d. correspondence to employees regarding status of employment

- e. motor vehicle drivers' records
- f. professional licenses
- g. criminal records checks

(3) a county board may review and copy personnel records prepared in connection with the provider's daily operations, including:

- a. training records
- b. time sheets
- c. work schedules

Approved 10.95; Updated 7.08 ds

Note: Includes previous policy #5.501 and #5.16

Reviewed 2.13

#### 5.4 Introductory and Probationary Periods

The introductory period occurs for all employees upon their initial employment. Further, employees will be subject to probation upon transfer or promotion to a new position, or as a disciplinary action related to job performance.

The Executive Director and/or Board of Trustees can enact or terminate probation, based on the recommendation of the supervisor of record. The employee shall be informed in writing of the probation, including the causes and requirements involved. Supervisors will monitor performance against stated expectations, will provide reasonable assistance to the employee, and will recommend successful or unsuccessful termination of the probation.

Successful completion of an initial probation includes all of the following:

Acceptable job performance in a significant number of hour worked.

Responsible attendance and minimal call-offs

Completion of all initial requirements of hiring

A satisfactory probationary evaluation completed by the supervisor.

The business office will track and prompt Program Managers as to when the probationary evaluations are due.

Updated 7.08 ds

Revised 2.13

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#### 14.23 Havar Policy on Internal Quality Assurance

All Havar associates are responsible for maintaining a consistently high quality of service delivery. We will regularly look at this in a number of ways. The standards for quality at Havar include, but are not limited to:

We are fiscally stable

Managers review current financial statements at least quarterly

There is a monthly comparison of billing statements to service plans

There is an ongoing effort toward the most efficient use of dollars

We earn more than we spend

We are providing the services that are in the individual service contracts

There is regular review of documentation by Program Managers

There are regular audits of consumer funds

ISPs are reviewed by the Program Manger, Service Coordinator, Controller, and Executive Director

Direct service personnel and supervisors exercise their option for input into the service plan

We go above and beyond the service contracts in order to address our core values and core purpose

There is intentional, organized person-centered planning

We support self-advocacy through People First and APPC

Peoples' homes are comfortable and pleasant

Program Managers drop in regularly

People we serve are living in homes that they have chosen

Direct service professionals and their supervisors prioritize cleanliness and a homelike atmosphere.

We are providing what employees need to do their jobs well

Orientation and on-going training are clear and thorough

Regular staff meetings are conducted and documented

Evaluations are timely, helpful and define personal goals

We support managers and our board to keep up with trends in the field

6 We collaborate with other community agencies and groups in order to offer the most comprehensive possible services

County board affiliated programs

Affiliated human service organizations

Others: League of Women Voters, Civitan, Athens Area Mediation Service, County Boards of Election, Ohio Dd Council, etc.

7 The people we serve express satisfaction with us. . .

by choosing us to continue to be their provider,

by their comments and enthusiasm,

by calls and visits to their county office,

by statements to external QA reviewers,

by "A" ratings in the "My Voice, My Choice" project,

by participating in events and celebrations.

6.04 ds

Reviewed 2.13

## 14.21 Record Retention/Destruction

Individual consumer records that are deemed out of date, per the record retention policy, whether for current or past consumers, will be destroyed in a manner that assures confidentiality of the information.

In keeping with legal requirements, Havar will retain records according to the following schedule:

- I Program
  - 1. Service Documentation Forms\*  
*7 years or, where applicable, 6 years after an audit is complete*
  - 2. Consumer Financial Information: ex. bank statements, award letters  
*7 years, or 6 years after the initiation of an audit, whichever is longer*
  - 3. Current consumer medical information and other professional evaluations  
*Forever*
  - 4. Frequency charts: ex. medication charts, hygiene charts, etc.  
*Three months, or as determined by the PM*
  - 5. Fire Drill Documentation  
*Until recorded in ISP review notes*
  - 6. Incident Reports/current consumers  
*Forever*
  - 7. Program documentation for former consumers
    - a. Service Documentation  
*7 years or, where applicable, 6 years after an audit is complete*
    - b. Financial  
*One year after ceasing services, and offering to County Board*
    - c. Medical  
*One year after ceasing services, and offering to County Board*

**Note: Any of the program files may be scanned into the Provide web-based system and considered "retained" regardless of whether we have a paper copy.**

- II. Personnel files for past employees
  - Files *2 years past termination*
  - Exposure to toxic substances records *30 years*
- III. Personnel files for current employees – all records for duration of employment
- IV. Business office
  - Billing data *7 years, or 6 years past the initiation of an audit*
  - Cost reports *Forever*
- V. Electronically stored information (ESI)  
Any ESI that is relevant to a lawsuit will be preserved whenever Havar reasonably anticipates litigation in federal court, including emails sent to or from computers or blackberrys, voice mails, instant messages, text messages, spreadsheets, videos, backup tapes, or any other data or information that is stored anywhere in electronic form.
- VI. Any current document destruction will be immediately halted if an official investigation of the organization is under way or anticipated.



### 8.3 Resignations

To be eligible for accrued vacation time, all non-management employees must provide a minimum of ten (10) working days (not including the use of vacation time) written notice prior to resignation. All management employees must provide a minimum of twenty (20) working days (not including the use of vacation time) written notice prior to resignation. The final ten or twenty days must be worked without any call off.

Vacation payout is limited to a maximum of eighty (80) hours/pay period. No other accrued benefits will be subject to payout.

Employees who leave a regular position without notice are not eligible for rehire.

Updated 6.12 ds

## 14.32 Rights

The rights, responsibilities, independence, self-determination, and dignity of the individuals served by Havar form the basis for many policies and procedures. We recognize that, on a day to day basis, the exercise and facilitation of these rights can be a confusing affair for our staff, with many gray areas.

The following list, from statute, will house our anecdotal and evolving record of situations, and our best attempts to address them, so that our consumers receive the most consistent possible service, and our employees receive the best possible guidance. (It could become very lengthy!)

All employees of the organization will commit to the following statement of rights – along with accompanying elaborative statements – as a foundation and starting point for their work. This commitment will be indicated by daily behavior on the job, and by signing the copy of the document annually.

I have the right to be treated nicely at all times and as an individual.

I have the right to a safe, clean home.

I have the right to have meals that are healthy and good for me.

I have the right to go to the church of my choice, or not go to church at all.

I have the right to go to a doctor or dentist when I need to or as soon as I need to go.

I have the right to get people to help me with the way I talk, walk, or do things with my hands. I have the right to get people to help me with the way I act or the way I feel.

I have the right to accept assistance and training without it being forced on me.

I have the right to have some time to myself and a place to go to be by myself. I have the right to be alone with family and friends.

I have the right to use the telephone, write letters or talk with anyone I want about any subject I want to discuss in a responsible way.

I have the right to keep things of my own that I choose to have.

Sometimes I won't feel comfortable saying "no" to anyone who wants to borrow my things. I expect my direct service staff to understand this by not asking! If my staff ever takes anything away from my home for a *good* reason, they will write down what they took, and why, and when they will return it. Then they will help me deliver that note to the Program Manager on that same day.

I have the right to socialize and to be friends with both men and women.

Sometimes I'll want to be hospitable by offering my direct service staff coffee, or food, or a holiday gift. I understand that they aren't supposed to accept a big thing, but this is the way that most people express that they like each other. So, it's OK with Havar if I offer a small expression of appreciation. I get to expect that



my staff person will use good judgment about this gift, and not take more than I mean for them to. If I am unhappy later, I can always ask the Program Manager or County Board staff to help work out any misunderstanding.

I have the right to join activities or do things that will help me grow to be the best person I can be.

I have the right to have a job and make money.

I have the right to be treated like everyone else under the law.

No one should hit me, hurt me, yell at me, or say terrible things to me.

I have the right to go to a school or work setting and meet and work with other people. I have the right to programs that help me, and to go out on activities.

I have the right to decide the things that will affect me.

I have the right to ask a friend to speak with me or for me, and to help me do things.

I have the right to manage and spend my own money based on my ability to do so.

I have the right to have the information in my file kept private.

I have the right to complain if I don't agree with something. I also have the right to talk about my complaints without being threatened by others to change my mind or get me into trouble.

I cannot be given medications to control my behavior, be tied up, held down, or locked up unless I have agreed and there is a written plan.

I have the right to learn about how laws are made, join in community decisions, vote for the people who make the laws, and be able to tell them how I feel about the laws.

I have the right to say "no" to being part of any study or experiment.

I have read this document and I agree that all the concepts are an important part of my work.

---

Employee signature

Date

Ongoing revision

Reviewed 2.13

#### 4.18 Service Coordinator Compensation

Rationale: The philosophy and practice of the Supported Living program allows/encourages/ requires us to maintain a new level of flexibility and creativity in the way that we match employees with consumers. In the case where it makes sense for a current Resident Aide to take on some Service Coordination responsibilities, there is the added benefit of providing job and wage enhancement without requiring the availability of a full time opening.

Policy: Each employee with Service Coordination responsibilities – as mutually agreed by the employee and the affected consumer – will receive the current, hourly, SC rate for a set number of hours per week. The standard will be 2 hours per week per consumer; however, the Program Manager may vary this rule of thumb based on individual need.

Procedure: There will be a transition period, during which some SCs will maintain \$.50/hour/consumer for all hours worked. The transition procedure is as follows:

For purposes of the wage transition, the following are “old” SCs:

Sharon Barker  
Lynne Friihauf  
Rose Long  
Anita Powell  
Roseann Reeves

If an “old” SC decreases his/her caseload, his/her wage rate drops by \$.50/person/hour for all hours worked.

If an “old” SC increases his/her caseload he/she is paid in the old way for hours worked on behalf of the “old” consumers. He/she is paid in the new way for hours worked on behalf of the “new” consumers

On-the-schedule hours worked for an “old” and “new” consumer living together are paid at the higher rate

Pay rate for time off:

“Old” SCs – as always

“New” SCs – whole week increment = easy

partial week = weighted average of the type of hours not worked in that week

If there is an ongoing change in service coordination need by a consumer, so that the need would be more or less than 2 hours/week for more than a month, then the PM will alter the 2.9 accordingly.

Scheduling -SC time can be scheduled and accomplished within allocated H/PC hours, if there are enough hours allocated in the ISP to accomplish everything.

If a Service Coordinator acquires 13-15 FTE consumers to serve in that capacity, then his/her employment situation will be redefined to be a full time SC position – without on-schedule hours – at the rate currently established for that scenario.

Updated 7.10 ds  
Revised 2.13

### **Notification in the Case of Change of Service Need**

The Havar Program Manager or on-call supervisor will notify the local County Board of DD within 24 hours of becoming aware of a change in a consumers' service needs. A change of need may arise due to:

A change of address

A significant change of physical, emotional, or mental status

Any significant change in environment that may threaten health or safety

Further, it is Havar's responsibility to inform the CBDD –when a consumer repeatedly refuses or is otherwise unavailable for services.

Notification may be in the form of phone call, phone message, fax, or email.

5.06 ds

### **Notification of intent to terminate services**

The Havar Executive Director, per contract language, will provide written notification to the consumer, his/her guardian, and the CBDD designee at least thirty days prior to termination of services when such termination is initiated by Havar.

5.06 ds

Revised 2.13

## **13.5 Service by a related individual**

Per ODA rule 173-39-02, Havar assures that no one employed to work with an individual as a PASSPORT Aide shall be that individual's spouse, parent, or step-parent.

5.06 ds

### **13.6 Schedule confirmation**

When an individual served in the PASSPORT program:  
Is able to independently phone for help in an emergency,  
Lives with a family member who is accessible to that individual, or  
Does not depend upon the PASSPORT aide to fill an immediate health or safety need,  
then the Havar Program Manager shall confirm that the aide adheres to their work schedule by means of:

A random phone call once per month, or  
A regular review of contact sheets.

When an individual served in the PASSPORT program:  
Is not able to independently phone for help in an emergency,  
Does not live with a family member or other adult who is accessible to that individual, or  
Depends upon the PASSPORT aide to fill an immediate health or safety need,  
then the Havar Program Manager shall confirm that the aide adheres to their work schedule by means of a phone call to the consumer's residence within 15 minutes of the start of each shift. In addition, contact sheets for this consumer will be collected and reviewed each day.

Each individual's level of need for schedule confirmation will be documented on their information cover sheet.

If any PASSPORT consumer is found to be without their scheduled aide, then the Program Manager or on-call supervisor will act to fill that vacancy. He/she will draw from the existing list of employees eligible to perform personal care services, will fill the shift themselves, or will confirm a change of service with the consumer and the AAA by fax

The county Program Manager is responsible for maintaining all records of services and monitoring checks. Quarterly, he/she will determine the percentage of error in service delivery. Annually, this information will be forwarded to the AAA. As needed, this information will be the basis for personnel action.

5.06 ds

### **Nursing back-up**

During every shift in which a Havar employee is providing service for a PASSPORT consumer, the Washington County LPN shall be on call in case of medical need. PASSPORT aides may contact him/her with medical questions, but are expected to utilize extant emergency services **in advance of** calling the nurse, the supervisor, the AAA or any other "back-up".

When the nurse is called for assistance, he/she will document the reason for the call, the consumer affected, and the advice he/she rendered and will present this documentation to the Havar RN within three working days, for review.

5.06 ds

#### 4.4 Sick Leave

All regular employees will be eligible for sick leave. Accrual will begin with employment and is pro-rated on a percentage of full-time equivalency (FTE). Forty-hour employees receive fifty-two (52) hours per year.

Any sick leave balance remaining at the end of the fiscal year (June 30) will be carried forward, to a maximum accrual of 104 hours.

Employees may use sick leave only on the days that they would otherwise be scheduled to work. Hours paid an employee, including sick leave or any benefit time taken, may not exceed the number of hours an employee normally works per week. Note: An employee cannot access *vacation time* to cover a last-minute illness, but he/she may access *personal time*. (Program Managers must apply this policy consistently to avoid confusion.)

The employee's supervisor may approve sick leave for the following reasons:  
Illness or injury of an employee or his/her immediate family;  
Death of a member of the employee's immediate family;  
Physical or mental health examination/appointment of the employee or his/her immediate family; or  
Pregnancy, childbirth, paternity leave or related conditions.

Definition of "immediate family": the employee's mother, father, sister, brother, spouse, children, grandparents, grandchildren, or persons for whom the employee acts "in loco parentis".

To be compensated via sick leave, employees must notify the on-call staff of their absence. Using sick leave for three (3) consecutive days requires a physician's statement.

Sick leave is not part of any compensation received on cessation of employment.

## Smoking Policy

Havar, Inc. complies with the State of Ohio Smoke Free Workplace Act of 2006.

### Offices:

Smoking is prohibited in the Havar county offices and non-residential program centers. Outside areas may be utilized by smokers on break, but only in locations where smoke will not filter back into the building.

Havar will post signs in compliance with the Smoke Free Act.

### Homes:

Havar employees may not smoke in the home of any consumer, regardless of permission given by that person. Employees working long shifts or overnights may smoke outside, but only in locations where smoke will not filter back into the house.

### Vehicles:

Havar employees may not smoke in Havar vehicles, or in private vehicles while transporting a Havar consumer. Havar employees shall prohibit a consumer from smoking in any vehicle during transport.

### Supervision:

Havar employees smoking outside a consumer's home, or outside a non-residential program area, must nevertheless observe the ISP requirements for supervision of that individual.

### Accommodation:

Every reasonable effort will be made to accommodate the needs of employees who do not wish to work in the home of consumers who smoke.

Reviewed 10.95; 12.97  
Updated 10.03; 3.07 ds  
Reviewed 2.13



## 5.29 Internet and Social Media Policy

Voice mail, email, texting, and other internet usage assigned to an employee's computer or telephone extensions are solely for the purpose of conducting Havar business. Some job responsibilities at Havar require access to the Internet and the use of software. Only people appropriately authorized, and for Havar purposes, may use the Internet or access software.

### **Internet Usage**

Internet use while on duty is authorized to conduct Havar business only. This applies to Havar owned equipment at any time, and to your own equipment while you are on duty.

Internet use brings the possibility of breaches to the security of confidential information. It also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorized people outside Havar potential access to confidential information.

Additionally, under no circumstances may Havar computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related Internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

### **Email Usage at Havar**

Email is also to be used for Havar business only whenever an employee is on duty. Confidential information must not be shared outside of Havar, without authorization, at any time.

You are also not to conduct personal business using Havar computer or email; nor to conduct personal business on your own equipment while on duty. An exception will be made for brief, important items of family business.

Viewing pornography or sending pornographic jokes or stories via email is considered sexual harassment and will be addressed according to our sexual harassment policy.

### **Emails That Discriminate**

Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, disability, etc. will be dealt with according to the harassment policy.

These emails are prohibited at Havar. Sending or forwarding non-business emails will result in disciplinary action that may lead to employment termination.

## **Company Owns Employee Email**

Keep in mind that Havar owns any communication sent via email or that is stored on company equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time. Do not consider your electronic communication, storage or access to be private if it is created or stored at work.

## **Consumer Confidentiality**

Employees are prohibited from posting any information to Facebook - or other social media sites – that directly identify or indirectly identify by implication any consumer currently or previously served by Havar.

## **Texting**

Any employee found to be texting while driving with a consumer in their car will be subject to disciplinary action.

Approved by Havar Personnel Committee 9.2011

Reviewed 2.13

4.1201 Temporary Live-In Compensation/OT

When a non-live-in employee agrees to a full, temporary live-in schedule (i.e. in increments of a 40-hour week) he/she will be paid at the existing live-in rate unless his/her current base rate is equal to or exceeds the current live-in rate. In that case, he/she will earn his/her existing base rate plus \$.50/hour for the temporary live-in hours worked. This arrangement will be reflected on an updated 2.9 form specific to the temporary live-in contract.

In the event that the temporary live-in performs more than 40 work hours in a week in which they have the temporary live-in contract, then overtime compensation will be calculated as follows:

Step 1 – Calculate the straight time rate of all hours worked from Sunday midnight to Sunday midnight. Any hours worked outside the temporary live-in contract will be counted at the employee's non-live-in rate.

Step 2 – Calculate the total straight time compensation for that week.

Step 3 – Add the value of any other compensation, ex. food stipend, on-call stipend, etc.

Step 4 – Divide the total compensation by the total hours worked (excluding exempt hours)

Step 5 – Divide that amount by 2, to calculate the overtime compensation increment.

Step 6 – Add the amount derived in step 5 to all overtime hours.

6.04 ds  
4.06 Exec Staff  
Reviewed 2.13

#### 4.13 Training Time

Employees participating in Havar-assigned training will be compensated at their standard hourly rate for travel time and hours spent in training sessions. Whenever possible, their regular schedule will be adjusted to avoid overtime for the week in which the training occurs.

Once an employee has agreed to participate in training, he/she is responsible to attend unless prohibited by illness or emergency. An employee who fails to attend an assigned training for other than emergency or illness must reimburse Havar for any non-recoverable registration costs.

Once any employee misses two opportunities to attend a mandatory training session, he/she will be taken off the schedule until he/she is able to independently secure the necessary content and certification.

If an employee misses a consumer-specific staff meeting to which he/she is invited, he/she must take action to become informed of the content as soon as possible (by checking with the Program Manager and/or reading the minutes). The employee is responsible to document this action for his/her personnel file. Repeated absence from staff meetings may result in disciplinary action.

10.10 Personnel Committee approval

Updated 8.10 ds

Reviewed 2.13

#### 14.12 Travel with a Consumer

These are the conditions under which any employee may transport a consumer outside the consumer's home town:

1. A doctor's appointment, no matter where it is.
2. On request of a Program Manager or Service Coordinator
3. With the approval of the On Call staff
4. Individual situations as specified in staff meetings.

Note: Any of the approvals must be documented by the supervisor and copied to the appropriate payroll box, for the benefit of the Administrative Assistant completing payroll.

Revised 4.04 ds

Replaces Program Procedure 2.3

Revised 2.13

Per Health & Safety Alert #26-2-07, Havar, Inc realizes that leaving a consumer unattended in a vehicle may create a serious risk of harm to that individual. Some dangers include frostbite or hypothermia in the winter, and heat exhaustion or heat stroke in the summer. In addition, individuals may leave the vehicle, or may have an unnoticed seizure or health-related emergency. This situation is even more dangerous if the vehicle is left running for the sake of heat or air conditioning!

Any Havar employee who transports and individual served must be aware both of that person's medical status, and his/her needed level of supervision. As in the home, at work, or in the community, the supervision level described in the individual's ISP *must* be observed during transport.

All Havar employees must consider both safety and courtesy, and refrain from leaving consumers in their cars alone. This applies to any errand, no matter how quick, in a store, doctor's office or the Havar offices.

3.07 ds

Reviewed 2.13

## 16.7

### Use Policy for HIPPA & PPI Compliance

This policy is meant to prevent inappropriate use and/or the unauthorized disclosure/access to Personal Health Information (PHI) and Private Personal Information (PPI) via: email, text, web, social media, phone or oral communications. It also governs the use of any and all devices used to store, access and transmit documents of PHI and PPI and the creation and editing of those documents and information.

#### Definitions

1. HIPAA - Health Insurance Portability and Accountability Act
2. Individually identifiable - [ePHI/PHI/ePPI/PPI](#) - electronic Protected Health Information and electronic Private Personal Information data are "individually identifiable" if they include any of the 18 types of identifiers for an individual or for the individual's employer or family member, or if the provider or researcher is aware that the information could be used, either alone or in combination with other information, to identify an individual.

These identifiers are:

- a. Names;
- b. All geographic subdivisions smaller than a State, including street address, city, county, precinct, zip code, and their equivalent geocodes, except for the initial three digits of a zip code, if according to the current publicly available data from the Bureau of the Census: (1) The geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and (2) The initial three digits of a zip code for all such geographic units containing 20,000 or fewer people is changed to 000.
- c. All elements of dates (except year) for dates directly related to an individual, including birth date, admission date, discharge date, date of death; and all ages over 89 and all elements of dates (including year) indicative of such age, except that such ages and elements may be aggregated into a single category of age 90 or older;
- d. Phone numbers;
- e. Fax numbers;
- f. Electronic mail addresses;
- g. Social Security numbers;

- h. Medical record numbers;
  - i. Health plan beneficiary numbers;
  - j. Account numbers;
  - k. Certificate/license numbers;
  - l. Vehicle identifiers and serial numbers, including license plate numbers;
  - m. Device identifiers and serial numbers;
  - n. Web Universal Resource Locators (URLs);
  - o. Internet Protocol (IP) address numbers;
  - p. Biometric identifiers, including finger and voice prints;
  - q. Full face photographic images and any comparable images; and
  - r. Any other unique identifying number, characteristic, or code (note this does not mean the unique code assigned by the investigator to code the data)
3. BYOD - Bring your own device. The agency's permissions and policies for allowing employees to use their own electronic devices to perform work with HIPAA protected data.

**Procedure:**

Havar employees shall always be aware of their surroundings when discussing PHI and confidential information or when communicating through email, text or social media to avoid over the shoulder browsing and eavesdropping.

1. **Oral** (phone) communications and face to face conversations  
Havar employees shall not discuss PHI or confidential information in public areas if the information can be overheard. This includes the use of cellular telephones in public areas. Caution shall be used when conducting conversations in: Havar reception areas, semi-private rooms, waiting rooms, corridors, elevators, stairways, cafeterias, restaurants, or on public transportation.
2. **Email and Texting**  
Email is a versatile communication tool often used for spam and phishing, which aids hackers in obtaining your password. Your password allows hackers to download malware/spyware to your computer, to steal information or to gain control of your computer, use it for illegal purposes, or deny your access.

- a. The teamhavar messaging system (as used in AccelTrax / Report Work) shall not be used for creation or transmission of offensive or disruptive messages including offensive comments about disabilities, religion, race, sex, political campaigns etc., or the distribution of chain letters or pornography. Employees receiving teamhavar messaging system with such content shall immediately notify the Security Official.
- b. Havar email (havar.org addresses) shall not be used for personal matters. All email communications stored on or conducted with company devices belong to the company and can be requested, viewed and/or monitored by company managers.
- c. All email and text communications containing ePHI or confidential information must be secure/encrypted, Emails that do not contain ePHI do not have to be encrypted. Those using @havar.org emails are encrypted by google.com
- d. Senders must use the following disclaimer in their emails
- e. “CONFIDENTIALITY NOTE: This message (and its attachments) is intended for use only by the individual or entity to which it is addressed and may contain information that is privileged, confidential, Protected Health Information (PHI) as defined by HIPAA or exempt from disclosure under applicable law. If the reader of this is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication or any attachments is strictly prohibited. If you have received this communication in error, please erase/destroy all copies of the message and its attachments and notify the [securityofficer@havar.org](mailto:securityofficer@havar.org) or HIPAA Security Officer (740-594-3533) immediately.”
- f. Senders shall pay special attention when completing address line of an email, making sure it is addressed to the intended individuals. It is best to directly respond to email from individuals or to copy the email address instead of typing it to avoid misdirected emails.
- g. Exercise caution when responding to unsolicited email; do not provide personal or confidential information (e.g. account numbers, SSN).
- h. Exercise caution when opening email attachments. Your computer will recognize most of the file attachments and will identify software to open them like MS Word or Adobe for PDF files.
- i. Files with .exe extension or those not recognized shall be treated with caution, do not open/click on files with .exe extensions and consult with security official when in doubt about other files.
- j. Exercise caution when clicking on links within email. It is a good practice to copy and paste links into web browser address bar.
- k. Use company email only for business related purposes.



- l. Authenticate email senders by checking digital signature (when used) or calling them.
- m. Texting PHI is not permitted unless secure messaging solution is identified and approved by the Security Official. Texting while driving is prohibited.

### 3. **Web / Internet usage**

While using web interface (explain “web interface”) to submit ePHI, demographic or confidential information (e.g. filling out forms) make sure the connection is secure.

- a. When a login is necessary make sure you verify the web address before entering user and password data. The secure connection is indicated by ”https” and a padlock icon in the web browser address bar. Newest technology also identifies the secure connection by making the address bar green and identifying the company name. You can hover your mouse over the company name or click it to see the authentication details.
- b. Make sure you are using an approved and updated web browser, and be mindful that sometimes websites may not be available due to external factors such as web server failure, hackers attack on the website, network interruptions etc. Exercise patience.
- c. Never allow the web browser or web application to remember and store your login credentials (ex. user ID and password)
- d. In general, internet use on company networks and devices unrelated to company business is not permitted. Visiting immoral, offensive and illegal websites, or downloading unapproved or illegal software is prohibited and will result in disciplinary actions.

### 4. **Social Media**

Havar employees shall pay special attention to privacy and personally identifiable information when using social media. Use of clusters of descriptors (procedure, gender, facility, time, even without name, SSN, DOB) can still create identifiable information. Sharing a consumer’s photos without their written permission is a violation of the Privacy Rule.

- a. Employees shall not use company emails for personal social media accounts (e.g. Facebook, Instagram, Twitter or others).

- b. Employees should be mindful about Havar’s reputation when making statements about the organization when interacting through social media. Employees should exhaust all internal procedures to address grievances with the agency and coworkers. Remember if you are complaining to the general public about problems you may get sympathy but not solutions.
  - c. Employees shall exercise caution when their own social media interactions, name and activities can be associated with the organization.
  - d. When an employee notices issues arising from social media, he/she should bring it immediately to the attention of their Program Manager, Executive Director or IT Supports Manager / HIPAA Security Officer.
  - e. Work-related harassment or discrimination taking place through social media and outside of the workplace should also be brought immediately to a supervisor’s attention.
  - f. The Executive Director will coordinate responses to issues arising from social media communications with the IT Supports Manager.
  - g. Allowable forms of social media/web communications forms include: discussion postings, press releases’, interviews, and all other forms of public relations. These communications need to be coordinated/approved by Executive Director.
  - h. The communication topics should be limited to: organization news releases, promotions, job postings / hirings, professional development and professional educational content, and event and event participation announcements.
  - i. Company related social media activities outside of work hours will not count towards employees’ time payable unless specifically approved prior to those activities taking place.
5. Devices and networks include phones, cell phones, computers, tablets and any other means of creating, editing, sharing, storing and transmitting protected data. And the access of networks including the Internet and intranets for those purposes. And the protection and encryption of those devices and networks including BYOD.
6. Each Havar employee will review and sign this policy upon hire, and annually thereafter.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 4.6 Vacation Leave

### General Information

Use of vacation time must have prior approval of the employee's immediate supervisor. Such approval must be in writing and must be granted at least fourteen (14) calendar days prior to the beginning of the vacation. An exception may be made in cases of dire emergency. Vacation time may be used as it is accrued.

An employee may accrue vacation leave to equal a maximum of six weeks leave at his/her current full time equivalency (FTE).

Vacation leave payable upon cessation of employment includes the number of hours accrued, not to exceed the employee's current, annual, maximum accrual.

All regular employees, during their first year of employment with Havar and beginning with successful completion of their initial 90-day review, shall accrue vacation pro-rated on a percentage of FTE, with 40-hour employees receiving ten (10) days.

Beginning with the thirteenth (13<sup>th</sup>) month of service, regular employees will accrue vacation, pro-rated on a percentage of FTE, as follows:

Salaried employees accrue twenty (days) vacation for each twelve (12) months of continuous service.

Hourly employees accrue fifteen (15) days vacation for each twelve (12) months of continuous service.

Beginning with the sixty-first (61<sup>st</sup>) month of service, regular employees will accrue vacation pro-rated on a percentage of FTE, as follows:

- A Salaried employees accrue twenty-five (25) days vacation for each twelve (12) months of continuous service.
- B. Hourly employees accrue twenty (20) days vacation for each twelve (12) months of continuous service.

#### 4.601 Vacation Authorization Limits/Procedure

No more than two managers may be on vacation at a time, in one county. There will be a calendar kept of all vacations approved.

Each Program Manager may approve vacation for up to one full time Service Coordinator and 40 hours of Resident Aide time per week. Additional employees may be approved for time off as long as straight time replacement staff are available.

Vacation requests may be submitted up to a maximum of three months in advance. In special circumstances, a supervisor may accept a request longer than three months ahead.

Employees are expected to turn in one written vacation request - to their supervisor. Multiple copies of the same request don't help.

If a Program Manager and one of their Service Coordinators are to be off in the same week, all necessary arrangements for ISP compliance on behalf of the appropriate consumers must be made and communicated.

Approval of any vacation request is subject to the availability of straight time replacement staff.

Revised 4.04 ds; updated 4.11 cp  
Reviewed 2.13

#### 5.14 Volunteer Requirements

Volunteers are welcome at Havar with the submission of the following:

1. adapted/shortened orientation
2. background check, if the volunteer is to have unsupervised access to consumers
3. job description
4. proof of insurance and license, if driving consumers
5. exit interview where applicable
6. a negative TB test
7. Signed confidentiality agreement

Revised 6.04; 7.08 ds

Replaces Employment procedure 3.14

Revised 2.13

#### 4.15 **Wage Rates for Direct Service**

Once an offer of employment (2.9) is established that indicates any number of weekly Resident Aide hours, then that employee will be paid that rate even when filling in a substitute shift.

##### Pay rates for benefit time

When an employee transfers from a regular to a substitute position, accumulated benefits will be addressed as though the transfer is a termination of employment. It will be the responsibility of the supervisor to notify the employee of his/her eligibility for benefit time use.

Vacation, sick and personal time are hourly benefits and not an accrued dollar amount. Therefore, all leave usage will be paid at the employee's wage rate in effect at the time of use.

Revised 4.04, 7.08 ds  
Reviewed 2.13

Note: incorporates policy #4.16

## 16.2 Havar “Whistleblower” Policy

Havar’s Code of Ethics and Conduct (“Code”) requires trustees, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of Havar, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility**

It is the responsibility of all trustees, officers and employees to comply with the Code and to report violations or suspected violations in accordance with this Policy.

### **No Retaliation**

No trustee, officer or employee who in good faith reports a violation of the Code shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Policy is intended to encourage and enable employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization.

### **Reporting Violations**

Havar employs an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee’s supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor’s response, you are encouraged to speak with the Executive Director or anyone in management with whom you are comfortable. Supervisors and managers are required to report suspected violations of the Code of Conduct to the Executive Director, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following the open door policy, you should contact the Executive Director directly.

### **Compliance Officer**

The Executive Director is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Code and, at her discretion, shall advise the Board. The Executive Director has direct access to the finance committee of the board of trustees and will report at least annually on compliance activity.

### **Accounting and Auditing Matters**

The finance committee of the board of trustees shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Executive Director shall immediately notify the finance committee of any such complaint, and will work with the committee until the matter is resolved.

### **Acting in Good Faith**

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

**Confidentiality**

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

**Handling of Reported Violations**

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Reviewed 2.13

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Department of  
Developmental Disabilities

Office of MUI/Registry Unit

John R. Kasich, Governor  
John L. Martin, Director

## Health & Welfare Alert #36-09-13

### Bathtub Drowning

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The purpose of this Alert is to heighten the awareness of families and employees to the potential for bathtub drowning within the DD system. Drowning deaths are preventable and supervision is the key. This Alert provides some interesting facts and discusses how to prevent these tragic incidents.

#### Did You Know?

- ❖ According to the Center for Disease Control and Prevention, for 2005-2009, there was an average of 3,533 fatal unintentional drowning incidences in the U.S.
- ❖ Drowning is one of the leading causes of death in 1-4 year olds.
- ❖ For every child that drowns, another 4 are hospitalized and 16 receive emergency care for near-drowning.
- ❖ Nearly 80% of people who die from drowning are males.
- ❖ A majority of bathtub drowning victims drown during a brief (less than 5 minutes) lapse in supervision.
- ❖ Children may drown in as little as an inch or two of water.
- ❖ Non-fatal drowning can cause brain damage which results in long-term disabilities.
- ❖ For persons with seizure disorders, drowning is the most common cause of unintentional injury/death, with the bathtub being the site of highest drowning risk.
- ❖ Bathtub drowning occurs because of a lack of adult supervision. Adult supervision means direct visual contact without other distracting activities.

- ❖ A person will lose consciousness 2 minutes after submersion with irreversible brain damage occurring in 4 to 6 minutes.

### **Prevention Equals Adult Supervision**

In the last three years Ohio has averaged three unintentional drowning deaths involving individuals served. In all cases lack of adult supervision was a cause and contributing factor.

- ❖ At risk children or adults should never be left unattended in the bathtub for any reason.
- ❖ If an individual has a seizure disorder provide 1:1 supervision around any potential water source (bathtubs, swimming pools, beaches, rivers/lakes/ponds,
- ❖ If an individual has a seizure disorder etc. Always assure that appropriate medications are given as prescribed.
- ❖ Don't run to answer the phone.
- ❖ Don't check to see who is at the door.
- ❖ Don't leave siblings or unfamiliar caretakers to watch individuals.
- ❖ Don't rely on bathtub seats or rings. They create a false sense of security for the parent or caregiver.
- ❖ Get all of your supplies (i.e. towels, clothing, hygiene products etc.) ready before entering the bathroom.

**For questions or comments regarding the above Alert, please contact the MUI/Registry Unit at (614) 995-3810.**

**REISSUED – September 2013**

## 5.29 Internet and Social Media Policy

Voice mail, email, texting, and other internet usage assigned to an employee's computer or telephone extensions are solely for the purpose of conducting Havar business. Some job responsibilities at Havar require access to the Internet and the use of software. Only people appropriately authorized, and for Havar purposes, may use the Internet or access software.

### **Internet Usage**

Internet use while on duty is authorized to conduct Havar business only. This applies to Havar owned equipment at any time, and to your own equipment while you are on duty.

Internet use brings the possibility of breaches to the security of confidential information. It also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorized people outside Havar potential access to confidential information.

Additionally, under no circumstances may Havar computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related Internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

### **Email Usage at Havar**

Email is also to be used for Havar business only whenever an employee is on duty. Confidential information must not be shared outside of Havar, without authorization, at any time.

You are also not to conduct personal business using Havar computer or email; nor to conduct personal business on your own equipment while on duty. An exception will be made for brief, important items of family business.

Viewing pornography or sending pornographic jokes or stories via email is considered sexual harassment and will be addressed according to our sexual harassment policy.

### **Emails That Discriminate**

Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, disability, etc. will be dealt with according to the harassment policy.

These emails are prohibited at Havar. Sending or forwarding non-business emails will result in disciplinary action that may lead to employment termination.

## **Company Owns Employee Email**

Keep in mind that Havar owns any communication sent via email or that is stored on company equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time. Do not consider your electronic communication, storage or access to be private if it is created or stored at work.

## **Consumer Confidentiality**

Employees are prohibited from posting any information to Facebook - or other social media sites – that directly identify or indirectly identify by implication any consumer currently or previously served by Havar.

## **Texting**

Any employee found to be texting while driving with a consumer in their car will be subject to disciplinary action.

Approved by Havar Personnel Committee 9.2011

Reviewed 2.13