



# ***Employee Handbook***

**Revised January 2022**

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NOTE: This handbook is general policies for all staff of The Arc of the Triangle. Specific policies and instructions may be found in your position's manual.

## **Welcome to The Arc of the Triangle!**

In joining The Arc of the Triangle (The Arc), you become an important part of an organization dedicated to advocacy and human services. Working with The Arc gives you the opportunity to make a real difference in the lives of others. Our continued success depends upon our service to our participants, their families, the community, and to each other. (12/16)

**MISSION:** The Arc of the Triangle, Inc. supports children and adults with intellectual and/or developmental disabilities (I/DD) in the achievement of their personal goals and dreams in our community through partnership and advocacy.

### **VALUE STATEMENT:**

The Arc of the Triangle, its staff and board of directors value individuals with intellectual and developmental disabilities [I/DD] and their families by:

- Empowerment through self-determination and diversity
- Innovation and Social Change through advocacy
- Optimized Independence through quality programs/services and natural supports
- Respect and Equality through person-first beliefs and full community participation
- Trust through reliable supports, services, information and resources

For more than 65 years, The Arc has been the voice for children and adults with intellectual and/or developmental disabilities (I/DD) throughout the United States. The 1950s were a time when most children with disabilities were ignored by society, and often institutionalized. Parents of these very special kids got organized, formed The Arc in our area and began advocating to keep their children at home, send them to public school, and to educate the community about what it means to have a disability. Arc families also took the lead on developing advocacy and awareness while supporting their own loved ones. Thus was born the largest grassroots movement to promote the rights of people with intellectual and developmental disabilities.

The Arc of the Triangle offers a variety of programs and services to fit the needs of children and adults with disabilities in the Triangle area. Services range from Supported Employment, Community Based Supports and Services, and community programs and events. These are all offered across the Triangle including Durham, Orange and Wake and some surrounding counties. The Arc of the Triangle's method for service delivery is one based on building person-centered plans and nurturing inclusive environments while providing the specialized services children and adults with I/DD need to be successful in their communities.

The Arc of the Triangle partners with other community agencies. Our philosophy is that we reach more individuals and support more families through shared resources and combined efforts. These partnerships include our local school systems, other I/DD Providers, healthcare professionals, volunteers and more.

The Arc of the Triangle team is made up of caring, passionate, dedicated employees providing services throughout the Triangle. Our team goes to work every day knowing that they make a difference in the lives of children and adults with I/DD. (03/21)

## **INTRODUCTION**

This handbook is intended to provide an overview of The Arc's employment policies and procedures. Policies and procedures may be modified at any time with or without prior notice so you will see revision dates listed at the end of each section of the handbook.

This handbook cannot cover every situation that may arise so employees are encouraged to contact their supervisor or Human Resources (HR) with any questions. (01/17)

## **EMPLOYMENT**

The Arc of the Triangle is committed to providing equal employment opportunities for all qualified candidates without regard to age, disability, gender, gender identity, genetic information, national origin, race, religion, sexual orientation, veteran status or any other characteristic protected by law. (01/18)

### **BACKGROUND SCREENING**

In order to ensure potential employees are properly qualified and to maintain a safe and productive work environment, it is our policy to conduct a pre-employment background screening. This background screening may include verification of information on the applicant's resume or application form, reference checks, criminal background check, driving record check, health care registry check, sex offender registry check, and drug testing. The Arc's policy is to repeat full background checks every three years and reserves the right to conduct a background check at any time.

Background screening is conducted in accordance with the Fair Credit Reporting Act and any applicable laws and regulations. Reports are kept confidential and are only viewed by individuals directly involved in the hiring process. (03/21)

### **EMPLOYEE CLASSIFICATIONS**

Employees are designated as either exempt or nonexempt per state and federal law.

Exempt – Employees are designated as exempt from overtime pay if they meet specific criteria established by the Department of Labor. These employees are typically managers and professionals and The Arc expects they will work the hours required to get the job done even if that means occasionally working more than 40 hours per week.

Nonexempt – Employees are designated as nonexempt meaning they are eligible for overtime pay based on the criteria established by the Department of Labor. Prior management approval is required for any overtime hours.

Additionally employees are classified based on status and benefits eligibility as described below:

#### Full-Time Staff -

Full-Time office staff are typically scheduled to work 40 hours per week and are based in the office. Generally these employees are eligible for the full benefits package, subject to the terms and conditions of each benefits program.

Other full-Time staff are typically scheduled to work 40 hours per week and are based in the field. In accordance with the ACA, these employees are eligible for medical insurance after 1 year of continuous full-time employment.

Part-Time Staff – Part-Time staff are typically scheduled for less than 30 hours per week and are not eligible for benefits. (1/18)

## **STANDARD WORK HOURS**

Full-time office staff are required to work at least an eight hour day with a ½ hour unpaid lunch break between the hours of 8:00 am – 6:00 pm. Regular schedule to be determined with one's supervisor.

In the event of an emergency or inclement weather, full-time office staff that are able to are expected to work from home. If unable to work from home, sick hours should be used. With the approval of their supervisor vacation time may be used. (01/18)

## **BREAK TIME FOR NURSING MOTHERS**

Nursing mothers are allowed break time to express milk as needed for up to one year after the birth of a child. The Arc will provide a private space for this purpose as needed. Please contact HR for details. (01/17)

## **ATTENDANCE AND PUNCTUALITY**

The Arc provides vital services which directly impact the health and safety of the individuals we serve. As a result our employees are expected to commit to reliable and punctual attendance.

If an employee needs to take time off they must submit the request to their immediate supervisor for approval at least 2 weeks in advance. In case of emergency or illness employees are expected to communicate\* with their immediate supervisor prior to the start of their shift. Any absence of 3 or more days may require a doctor's note.

Patterns of absenteeism or tardiness will result in correction action. Absences due to illnesses or injuries that qualify under the Family and Medical Leave Act (FMLA) will not be counted against an employee's attendance record. Medical documentation within the guidelines of the FMLA may be required in these instances.

Not reporting to work and not calling to report the absence is a *no-call/no-show* and is a serious infraction. The first instance will result in a corrective action. Additional instances may result in termination. A *no call/no show* lasting three days will be considered job abandonment and will be deemed an employee's voluntary resignation of employment.

Not responding to attempts at communication (electronic, voice, or mail) from supervisor or management after 1 week will be deemed an employee's voluntary resignation of employment. (01/18)

## **SUPPORT PROFESSIONALS ONLY:**

Not working any shift for a period of 30 days may result in voluntary termination. (10/19)

\*Staff and supervisor will determine the best communication method. (01/18)

## **PERFORMANCE MANAGEMENT**

The foundation of The Arc's performance management program is communication. This communication will include informal coaching which may be delivered in person, by phone or via email throughout the year. Though supervisors are required to provide feedback both positive and constructive, employees are encouraged to initiate these conversations themselves whenever they have a question or want feedback on their performance.

Written performance appraisals will be conducted 90 days from date of hire or from transfer into a new position with The Arc. Additionally, formal performance evaluations will be conducted annually.

These written performance evaluations will include the employee's self-evaluation, the supervisor's evaluation and goal-setting. Written performance evaluations will be utilized in determining job performance. (01/18)

### **CORRECTIVE ACTION**

Employees are expected to comply with company policies & procedures and perform their job to the best of their ability.

The Arc utilizes a correction action process to address issues such as poor work performance, violation of company policies & procedures, or misconduct. Our approach is consistent with organizational values, HR best practices and employment laws. Our hope is that the corrective action process will improve performance or prevent future violations.

Corrective action steps can include Verbal Warnings, Written Warnings, Performance Improvement Plans, and Suspension with or without pay. The Arc reserves the right to combine or skip steps in this process depending on the nature and the severity of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching and/or training, the employee's work record, and the impact the conduct and performance issues have on our organization. Termination may result either from a very serious offense or from a failure of the corrective action process to improve performance.

During an investigation, an employee may be suspended with or without pay until the matter is resolved. (01/18)

### **PERSONNEL RECORDS**

Personnel records are maintained by the Human Resources (HR) department and are considered confidential. Managers and supervisors may only have access to information in the personnel records on a need-to-know basis. Employees can contact HR to request copies of information in their personnel record.

Employees are responsible for notifying HR of any change of name, address, contact info, marital or tax status or any other relevant information which might impact payroll, benefits, or personnel management. (01/17)

### **SEPARATION OF EMPLOYMENT**

Employment with The Arc of the Triangle is at will. This means employment is for an indefinite period of time and it is subject to termination by you or The Arc of the Triangle, with or without cause, with or without notice, and at any time. If an employee decides to resign, The Arc requests a two week written notice, though 30 days is preferred, in order to allow time for The Arc to find a suitable replacement and to provide a period of transition for the participant if applicable. Vacation and sick leave may not be used after the employee has given notice. (06/20)

### **RETURN OF COMPANY PROPERTY**

Employees are required to return all company property including computers, cell phones, keys, and business documents to their supervisor or the HR Generalist at the time their employment ends. (02/18)

### **BENEFITS**

Information regarding applicable benefits programs including health insurance, life insurance, and retirement savings will be provided once an employee gives notice. Health insurance will terminate on the last day of the month that employment ends. Employees will be responsible for payment of

premiums through the end of the month. Information about COBRA (continued health coverage) will be provided once benefits have terminated.

Sick Leave and Floating Holidays are forfeited when an employee leaves The Arc. However, accrued vacation leave will be paid out in the final paycheck up to 40 hours, unless the employee was terminated for cause as determined by The Arc. Pay for Paid holidays is also forfeited if the holiday falls during the two week notice period. (11/21)

## **EXIT INTERVIEWS**

To assist in our recruitment and retention efforts, a confidential exit interview or electronic survey may be conducted with employees who leave The Arc. We appreciate your feedback and will use the data to ensure workplace standards are maintained and improved as needed. (03/21)

## **REHIRE**

Former employees who left The Arc in good standing and are classified as eligible for rehire may apply to be rehired. Rehires must be approved by HR and the department director. Rehires may be required to go through the same procedures as that of a new hire. (03/21)

## **WORKPLACE EXPECTATIONS**

### **STANDARDS OF CONDUCT**

The Arc has a strong commitment to high ethical standards and full compliance with laws, regulations, and policies. Our employees are expected to conduct themselves in an ethical, professional, and responsible manner that reflects the values of the agency. (01/17)

### **EQUAL EMPLOYMENT OPPORTUNITY**

The Arc complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, lay-off, leaves of absence, compensation and training.

The Arc expressly prohibits any form of harassment based on age, disability, gender, gender identity, genetic information, national origin, race, religion, sexual orientation, veteran status or any other characteristic protected by law. (01/18)

### **ANTI-HARASSMENT & DISCRIMINATION**

The Arc is committed to a work environment in which all individuals are treated with courtesy, dignity, and respect. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, The Arc expects that employees will conduct themselves in a professional manner free of bias, prejudice and harassment.

In order to ensure a respectful, professional workplace The Arc requires reporting of all perceived incidents of discrimination or harassment. Reports may be made to the supervisor, department director or HR. It is the policy of The Arc to promptly, thoroughly and confidentially investigate such reports. The Arc prohibits retaliation against any individual reporting discrimination or harassment or participating in an investigation of such reports. Our Harassment policy extends to employees that are working in the community as well as the office environment. (01/18)

## **DEFINING HARASSMENT**

Harassment on the basis of any protected characteristic is strictly prohibited. That includes verbal, written, or physical conduct which demeans, threatens or shows hostility toward an individual because of any characteristic protected by law, that interferes with an individual's work performance or opportunities, or that creates an intimidating, hostile or offensive work environment.

Sexual harassment is:

- any unwelcome sexual advance
- request for sexual favor which would imply favored work status, promotion, or raise
- other speech/conduct of a sexual nature that interferes with an individual's work performance or opportunities, or that creates an intimidating, hostile or offensive work environment.
  - Examples may include but are not limited to sexual jokes, sexually suggestive images, obscene gestures, sexual commentary about an individual, or unwanted sexual advances. (01/18)

## **SUPERVISOR'S RESPONSIBILITIES**

All supervisors play a role in maintaining a work environment that is free from harassment and discrimination. Supervisor's responsibilities include:

- Leading by example and being attentive to the quality of the work environment
- Encouraging employees to report any violations of this policy before the harassment becomes severe or pervasive
- Informing HR of any inappropriate behavior so it can be investigated and addressed promptly (01/17)

## **AMERICANS WITH DISABILITIES ACT (ADA) AND THE ADA AMENDMENTS ACT (ADAAA)**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed, provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of The Arc to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to The Arc. Contact HR if you have any questions, or to request an accommodation. (01/17)

## **ABUSE, NEGLECT, MOLESTATION, AND EXPLOITATION PREVENTION**

The Arc of the Triangle (The Arc) prohibits the use of any kind of abuse, neglect, mistreatment and exploitation (A/N/M/E). The Arc's staff will make every effort to protect the health, safety, and well-being of the participants receiving its services or supports. When abuse is suspected, reported or observed, Arc employees or volunteers will report and immediately do what is necessary to protect the person from any additional harm. When The Arc learns of past A/N/M/E, services/supports will be offered to assist with the trauma.

Any employee or volunteer of The Arc who violates this policy will be discharged, reported to the proper authorities, and prosecuted to the fullest extent of the law. Sexual abuse, molestation, neglect, misconduct/maltreatment and exploitation are a crime, and as mandated reporters, any person associated with this organization who fails to report such activity will be discharged, reported to the proper authority, and prosecuted to the fullest extent of the law.

It is the expressed policy of this organization that staff and volunteers shall not engage in sexually oriented activity, including sexual conversation with participants. Staff and volunteers shall not develop sexual and/or intimate social relationships with participants, or family members, during and following services provided to such participant and their families by the organization. Staff and volunteers shall not engage in non-erotic activities for which the true intended result is sexual arousal and/or gratification. (03/21)

## **CONFIDENTIALITY**

Due to the nature of our business, many Arc employees have access to proprietary and confidential information including participant specific information. Any such information – whether verbal, written, or electronic – is considered “privileged” and should be maintained in a way that ensures privacy and safety. Work-related matters and/or participant information should not be discussed in open areas or outside of work-related purposes.

Passwords to our online documentation systems should not be shared with others and all work-related reporting and other matters should be conducted as privately as possible. All hard copies of confidential information should be maintained in secure offices or file cabinets.

All Arc employees sign a Confidentiality Agreement and HIPAA notice. Infractions related to divulging or disclosing confidential information or protected health information (PHI) may result in corrective action up to and including termination of employment as well as state and federal penalties. (01/17)

## **WHISTLEBLOWER POLICY**

If any employee reasonably believes that some policy, practice, or activity of The Arc of the Triangle is in violation of law, or a clear mandate or public policy, a written complaint must be filed by that employee with the Executive Director or the Board President.

The Arc of the Triangle will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of the agency, or of an employee of another agency, or of another individual or entity with whom The Arc of the Triangle has a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate or public policy.

The Arc of the Triangle will also not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of the agency that the employee reasonably believes is in violation of a law, or a rule or regulation mandated pursuant to law, or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or

protection of the environment.

An employee is protected from retaliation only if s/he brings the alleged unlawful activity, policy or practice to the attention of The Arc of the Triangle and provides the agency with a reasonable opportunity to investigate and correct the alleged unlawful activity. (1/18)

### **COMPLAINTS & SUGGESTIONS**

Any employee who feels that s/he is not receiving fair treatment is encouraged to use the following process:

1. The first step is for the employee to meet with HR to discuss their concerns. HR may facilitate a meeting between the parties involved.
2. If the employee is not in agreement with the outcome s/he may request a meeting with the Executive Director to discuss the issue. If the employee is still not in agreement with the outcome the next step would be to make a formal complaint in writing to the Executive Director. The Executive Director will respond in writing within 10 working days.
3. If the issue involves the HR Generalist, the employee is encouraged to meet with the executive director.
4. If the issue involves the Executive Director, the employee may address the formal complaint to the Executive Committee of the Board of Directors. HR will provide the employee with the contact information for the Executive Committee. The Executive Committee will respond in writing within 10 working days.

Informal complaints or suggestions can be shared with your supervisor or by leaving an anonymous summary in the Comment Box in either office. (01/18)

### **CONFLICT OF INTEREST**

The Arc of the Triangle strives to prevent the personal interests of employees from 1) interfering with the performance of their duties to The Arc and 2) resulting in personal, financial, professional and/or political gain.

For purposes of the implementation of this policy, a conflict of interest shall be defined as any matter in which an employee is employed or serves on a governing board of any other organization or company that is in conflict either directly or indirectly within their position at The Arc of The Triangle.

Conflict of Interest also includes nepotism and self-dealing. Nepotism is the practice of employing or conducting business with family or friends. Self-dealing is prioritizing business matters that are in the best interest of the employee rather than The Arc.

No employee shall at any time take any action which will result in a conflict of interest or the appearance of a conflict of interest.

Employees are expected to act in the best interest of The Arc and the individuals and families we serve at all times. Employees must avoid any relationship or activity that might impact or even appear to impact their ability to make fair and objective decisions. Company property, resources, or information gathered in the course of performing your work may not be used for personal gain.

Any employee who becomes aware of a potential conflict of interest should discuss the issue with their supervisor or HR before any action is taken.

Arc staff may not:

- accept gifts, discounts, or services valued at more than \$50 from a participant/family, competitor, or other stakeholder unless equally available to all employees
- work for another business entity while they are working for (on the clock) or providing a 24-hour service such as Supported Living (SL) or Alternative Family Living (AFL)\* and being compensated by The Arc of the Triangle.
- Work with more than one participant at a time unless you are providing a sanctioned group service.
- work for a competing provider without approval from the Executive Director.
- hire or supervise a family member or closely related person
- solicit clients for a personal or family business through The Arc's participants, families, or other business contacts
- Arc of the Triangle Supervisors, Managers, or Directors may not work for a competitor in addition to their employment with The Arc.

\* Staff providing SL or AFL services are required to report any other employment to ensure backup supports are in place when working and/or to ensure other work is not in conflict with AFL responsibilities or Medicaid rules. (01/22)

## **VIDEO, WEB, AND TELECONFERENCING**

The Arc has established the following guidelines related to meeting with both Arc staff and the public using electronic means including video meeting services such as Zoom® or WebEx® and teleconferencing. Arc staff will treat all video conferences as though they are being held in person in regards to:

- Visual (be seen)
  - Cameras will be turned on.
  - Sit in an area with proper lighting, ensuring no bright lighting or distracting backgrounds.
  - Sit centered in your screen, so your whole head is visible.
  - Do not use decorative backgrounds.
  - Follow The Arc's Attire and Grooming policy.
  - Refrain from eating.
- Sound (also applies to teleconferencing)
  - Keep microphone/phone muted unless speaking.
  - Keep background noise to a minimum.
- Professionalism
  - Do not do other work while meeting, unless related to the meeting (note taking etc.)
  - Look at the camera/screen. Be attentive and responsive.
  - If it is necessary to take excuse yourself let the others attendees know by use of chat or a quick interruption. (06/20)

## **ELECTRONIC COMMUNICATIONS**

The Arc has established the following guidelines related to electronic communications including email and voicemail, internet use, and the use of company equipment including computers, telephones, and cell phones.

- All communication is subject to The Arc's policies including those related to confidentiality and respectful workplace conduct. Accessing, sending or receiving discriminatory, harassing, or offensive material is strictly prohibited.

- Electronic communications including email, voicemail, and internet use conducted via The Arc's network or using The Arc's equipment are the property of The Arc. Employees should have no expectation of privacy and understand that all electronic communication and equipment may be monitored by The Arc at any time.
- Company equipment including computers and phones are business tools to be used for business purposes. Limited personal use is allowed as long as it doesn't violate company policy, reflect poorly on The Arc, or interfere with the employee's work.
- Inappropriate use of company equipment or electronic communications may result in corrective action up to and including termination of employment.

Personal computers, cell phones and tablets may not be used to receive and or send company email or to access The Arc's online email provider. (01/18)

## **SOCIAL MEDIA**

The Arc's policies including those related to confidentiality and respectful workplace conduct apply to employee use of social media in all its forms.

- Employees should not post to any social media during the work day unless on a break.
- Employees should not post **about their work** at The Arc during their workday, even if on a break.
- Employees should not post confidential, sensitive or proprietary information, or negative/disparaging remarks about The Arc, its employees, or the individuals and families we serve.
- If an employee is identified as employed by The Arc on social media then the following disclaimer must be utilized: "The opinions expressed are my own and do not necessarily represent the views of The Arc" when posting or sharing potentially controversial topics related to the I/DD community that The Arc may potentially oppose.
- Employees should not post photos of participant or their families on personal social media accounts.
- Employees should not represent yourself as speaking on behalf of The Arc unless expressly authorized to do so by the executive director. (06/20)

## **SOLICITATION AND DISTRIBUTION OF MATERIALS**

The Arc prohibits solicitation and distribution of materials of any kind on company property. The only exception is charitable or community activities supported by The Arc.

- Non-employees may not solicit employees or distribute materials on company premises.
- Employees may not solicit other employees or the individuals/families we serve or distribute materials during work time or by utilizing company equipment. (01/17)

## **ATTIRE AND GROOMING – ALL STAFF**

The Arc's employees are expected to be well-groomed and dressed appropriately while on the job. Clothing and accessories must be consistent with the standards for the work environment and must be appropriate to the type of work being performed. Staff is asked to be aware of potential allergies to perfumes, lotions, etc. You may have to refrain from wearing scents.

Inappropriate dress includes:

- low-cut or revealing clothing including crop tops and tank tops
- skirts or shorts that expose more than half the thigh
- torn or stained clothes including ripped jeans or cut-offs
- suggestive or potentially offensive graphics or logos
- suggestive or potentially offensive body art must be covered
- closed-toe, non-skid shoes are required unless approved by supervisor
- medical scrubs

If you have any questions about appropriate dress, please talk to your supervisor. Management, in conjunction with participants and families, reserves the right to determine appropriateness. If dressed inappropriately employees may be asked to return home and change their clothing before resuming work. (11/17)

## **ATTIRE AND GROOMING IN THE OFFICE**

The Arc strives to maintain a professional office atmosphere appropriate for the participants, families, and colleagues who visit our offices. The dress code for office staff is a step above the basic attire and grooming standards which apply to all staff of The Arc. The office staff is expected to maintain at least a 'business casual' standard. Shoes must be worn at all times.

Inappropriate items include:

- shorts, t-shirts with graphics or logos\*, exercise wear, flip-flops, leggings not covered by a long tunic or dress

\*Exception t-shirts designed and distributed by The Arc. These may be worn on Friday.

If you have any questions about appropriate dress, please talk to Human Resources.

## **ATTIRE AND GROOMING IN THE COMMUNITY**

Support professionals and job coaches attire will often mirror that of their participant's when out in the community. Example: when a participant is working out at the YMCA then shorts and a t-shirt are appropriate. While volunteering at a library, pants and a shirt are better suited.

Job coaches are to follow the dress code of the job site. Your supervisor will assist you in deciding appropriate attire. Both you and the participant should be dressed appropriately for the environment. (03/21)

## **INCLEMENT WEATHER – Office Staff Only**

When the office is closed due to inclement weather or utility outage, you will be expected to work from home. When bad weather or other incidents are predicted, please take steps to prepare yourself to work from home.

- If you cannot work from home due to childcare responsibilities or power outages, you may use sick time.
- If you would like to take the day off and have time available, you may use vacation time.
- Any use of paid time off must be approved by your supervisor (03/21)

## WORKPLACE SAFETY

The Arc is committed to maintaining a safe and productive work environment in partnership with our employees. It is The Arc's responsibility to establish and enforce policies and procedures that comply with rules, regulations, and best practices related to safety. It is the employee's responsibility to follow these policies and procedures, report any potential safety hazards, and promote the safety of their co-workers and the individuals we serve.

Employees are required to report any injuries to their supervisor or Human Resources immediately. Job-related incidents should be reported to their supervisor immediately or within 48 hours even if they don't result in an injury so that we can take proactive steps to prevent future injuries. Failure to follow safety-related policies and procedures may lead to corrective action up to and including termination of employment.

### **THE USE OF PERSONAL PROTECTIVE EQUIPMENT [PPE]**

The Arc of the Triangle requires all employees to take steps to prevent any type of viral or contagion spread. The Arc will follow guidelines set by the CDC and the State of North Carolina in regards to use of PPE and will be communicated to all employees.

The Arc of the Triangle will provide PPE in the form of face coverings, disposable gloves and hand sanitizer as part of the First Aid Kit distributed upon hire. It is the employee's responsibility to request supplies as needed.

For Support Professionals and Job Coaches: Our participants may require modifications to these protocols based on their disability and/or medical conditions. It is the responsibility of each employee to know how to support each participant. These individual protocols can be found in the Participant Record or by asking your supervisor. There will be times when you will be required to wear face coverings while working. Failure to do so will result in corrective action or termination.

(03/21)

### **DRIVING FOR WORK/TRANSPORTING PARTICIPANTS**

When driving for job-related purposes, employees are required to follow all traffic laws including the prohibition against texting while driving. Additionally employees are encouraged to use a hands-free device if making phone calls while driving.

All employees will maintain automobile insurance at the minimum required by the state of North Carolina. We encourage all employees to carry more coverage for their protection as well as their passengers.

All employees must report any citations or accidents while working within 48 hours to their supervisor. Accidents that occur while not working must be reported if they result in injury or the employee is given a citation. Failure to do so may result in corrective action up to and including termination. (01/18)

### **SMOKE, VAPE, AND DRUG-FREE WORKPLACE**

The Arc's commitment to safety for both employees and the individuals we serve necessitates a smoke-free and drug-free workplace. Therefore The Arc strongly encourages any employee who feels s/he may have an alcohol or drug problem to voluntarily seek and accept help before it impacts their work or the health and safety of the individuals we support. The Arc will assist and support employees who voluntarily seek help before becoming subject to corrective action and/or termination under this or other policies.

Use of tobacco/vaping products, alcohol, or illegal substances while working is strictly prohibited. Possessing, buying, selling or distributing an illegal substance or paraphernalia during work hours or on work property is strictly prohibited. Use of any substance (legal or illegal) outside of work that negatively impacts the employee's ability to safely and effectively perform the job is also prohibited. Violation of this policy will result in corrective action up to and including termination of employment.

The Arc reserves the right to require the following drug tests:

- Pre-employment
- Reasonable suspicion
- Random
- Post-accident/Post-Injury (if reasonable possibility it was a contributing factor)

Refusal to comply with the drug testing policy, or a positive result on a drug test will be grounds for termination of employment.

The Arc reserves the right to inspect the premises for drugs or other illegal contraband with probable cause. This includes the inspection of packages, handbags, briefcases, etc. that are brought onto our property and the offices, desks, and work spaces of our employees. Employees should have no expectation of privacy when using company property including offices, desks, and computers. (01/19)

### **WORKPLACE VIOLENCE PREVENTION**

All employees, participants, family members, and members of the community must be treated with courtesy, dignity and respect at all times. Employees are expected to refrain from conduct that may be considered dangerous or threatening to others. Conduct that threatens, intimidates or coerces another person is prohibited. Weapons of any kind are prohibited on The Arc premises or during work hours even if the individual has a permit to carry a weapon.

It is the responsibility of all employees to be alert to suspicious workplace activity and immediately report such activity to their supervisor, department or executive director or HR. The Arc will promptly investigate all reports while doing everything possible to protect the identity of the individual making the report.

Employees should promptly inform HR of any protective or restraining order that lists the workplace as a protected area. The Arc is committed to supporting victims of intimate partner violence including making referrals for services and working with the employee regarding necessary time off. Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to corrective action up to and including termination of employment. (01/18)

### **WORKERS' COMPENSATION**

This company is covered under state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their supervisor and/or HR even if medical attention is not necessary. Failure to do so may result in denial of workers' compensation benefits and possible corrective action.

- Emergency treatment does not need pre-authorization. Please proceed to the nearest emergency facility. The employee's supervisor or HR should be notified of the incident as soon as possible. Follow-up care should follow standard pre-authorization procedures.
- Non-emergency treatment needs pre-authorization which will be arranged by the supervisor and HR once the incident is reported. Then the employee will be referred to a Worker's

Compensation network provider. All follow-up care should follow standard pre-authorization procedures. (01/18)

## **COMPENSATION**

### **PAYROLL**

Employees are paid every two weeks on Friday.

Direct deposit is required and electronic pay stubs are accessible through our payroll provider's web-based system. (07/17)

### **TIME REPORTING**

Employees are responsible for accurately recording time worked each pay period. Falsifying or tampering with time records may result in corrective action up to and including termination of employment.

Office employees are paid based on electronic submission to their supervisor for approval within two days of the end of the pay period. Field employees are paid based on their entries in the electronic medical records system where they document the work they do with our participants. (07/17)

### **OVERTIME PAY**

Nonexempt employees are paid time and one half for any hours worked in excess of 40 hours per workweek (Sunday - Saturday). Only actual hours worked (excluding vacation, sick, holidays) count toward hours worked for overtime calculations. Employees who anticipate the need for overtime must notify their supervisor in advance and obtain management approval before working over 40 hours per workweek. (07/17)

### **WITHHOLDING AND GARNISHMENTS**

The Arc is obligated by federal and state laws to deduct or garnish wages when notice is received about child support, unpaid student loans, collections, or unpaid/overdue taxes. Deductions will continue until The Arc receives a release or an amendment notice. (01/17)

### **COMPENSATORY TIME OFF POLICY**

The Arc of the Triangle permits exempt employees who work more hours than regularly scheduled to receive compensatory time off on a pro-rata basis.

A supervisor may choose to grant compensatory time off to exempt employees who are required to work in excess of 40 hours per week for shift filling, special projects, meetings, events or during weekends or any normally scheduled time off. Compensatory time will be granted on an hour-for-hour basis.

All compensatory time earned by exempt employees in any work week must be taken during the two-week pay period following the end of the pay period during which the compensatory time was earned. Employees cannot accrue compensatory hours in excess of 16 in a two-week period.

#### **Examples of when Comp Time will be awarded**

***(For the purposes of this- these examples are all falling outside of normal business hours which are 8:30am-5:30pm or on Arc holidays)***

- Employment Specialists or IS Supervisors job coaching or filling a Support Professional's shift.
- Community Program/Development staff working at an event in the community.
- Staff being required to attend an Arc event (example- Annual Meeting and Arc Awards).

- Staff required to teach a training, C&I, etc.

Supervisors may make exceptions to these situations with approval from the executive director.

**EXPENSE REIMBURSEMENT**

All business expenses that will result in reimbursement must be **pre-approved** by the Executive Director. Employees will be reimbursed for reasonable and necessary job-related expenses. This includes mileage when traveling to meetings, the purchase of supplies, and costs associated with attending seminars and conferences.

Employees must submit an approved expense reimbursement form with all receipts to the finance manager in order to receive reimbursement. (01/18)

**TIME OFF**

The Arc strives to promote a healthy balance between work and personal life and therefore encourages employees to partner with their supervisor to schedule their available time off throughout the year. Employees must submit a time off request electronically for approval at least two weeks in advance. This time must be approved by their supervisor.

**VACATION**

Full-time office staff begin accruing vacation after 90 days of full-time employment. Accrual rates are based on the employee’s length of service as described below:

<b>90+ days of service</b>	<b>2+ years of service</b>	<b>5+ years of service</b>	<b>10+ years of service</b>
3.076 hrs/pay period	4.31 hrs/pay period	5.23 hrs/pay period	6.15 hrs/pay period
10 days annually	14 days annually	17 days annually	20 days annually

Employees are encouraged to use their vacation time each year however employees are allowed to carry over up to 40 hours of vacation time each year. If the employee has more than 40 hours of vacation accrued at the end of the fiscal year (June 30) those hours will be forfeited. (01/18)

**SICK LEAVE**

Full-time office staff begin accruing sick leave after 90 days of full-time employment at a rate of 4 hours per pay period (13 days annually). Sick leave may be used for an employee’s personal illness and health care appointments. Sick leave may also be used for personal illness and health care appointments of an employee’s immediate family or for maternity/paternity leave. Any absence of 3 or more days requires a doctor’s note or comparable documentation.

Employees may carry over up to 40 hours of sick leave each year. If the employee has more than 40 hours of sick leave accrued at the end of the fiscal year those hours will be forfeited. (01/18)

**SHARED SICK LEAVE PROGRAM**

The Arc of the Triangle recognizes that employees may have a family emergency or a personal crisis that causes a severe impact to them resulting in a need for additional time off in excess of their available Vacation and Sick Leave. To address this need, all employees who are eligible for Sick Leave may be allowed to donate his or her excess accrued Sick Leave.

Voluntary Sick Leave donations are collected in a shared Leave pool from which Leave will be distributed to recipients who have a personal or family emergency that meets the requirements of the program. *Leave donations cannot be directed to a specific recipient by the donor.* Regular, Full-Time Employees who have worked for The Arc of the Triangle for at least 12 months are eligible to donate his or her excess Personal/Sick Leave or request Leave from the shared Leave pool. Temporary, part-time and occasional employees are not eligible to participate in the program.

### **Personal/Sick Leave Donations**

Employees who donate Personal/Sick Leave must have sufficient hours in their Personal/Sick Leave balance and will not be permitted to donate more than 50% of their current leave balance. Employees cannot make donations from future, unaccrued Personal/Sick Leave. The following requirements apply to Personal/Sick Leave donations:

- a) Minimum donation 4 hours
- b) Maximum donation 40 hours, or no more than 50% of the employee's current balance.
- c) Employees who are currently on an approved leave of absence cannot donate Personal/Sick Leave.

Employees who wish to donate Personal/Sick Leave must complete a ***Shared Personal/Sick Leave Donation Form*** and return it to Human Resources. Sick Leave donations must be approved by the Executive Director after the donor's available balance has been confirmed with Human Resources.

### **Requesting Personal/Sick Leave from the Shared Personal/Sick Leave Program**

Employees who would like to request Leave under this program must have a situation that meets the following criteria:

**Family Health Related Emergency:** Critical or catastrophic illness or injury of the employee or the employee's Immediate Family Member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave, apart from this leave sharing program. Or

**Other Personal Crisis:** A major disaster that causes severe hardship to the employee or to an Immediate Family Member of the employee (as defined above) that requires the employee to be absent from work. This may include disasters that impact the employee's primary residence such as a fire or severe storm.

For purposes of this Program, "Immediate Family Member" is defined as spouse, domestic partner, child, parent or other relationship in which the employee is the legal guardian or sole caretaker.

Employees may be eligible to receive Leave under this program only after their request has been approved and all other paid leave available to the employee has been exhausted.

Employees who would like to request Personal/Sick Leave under the Shared Leave Program must complete a ***Shared Sick Leave Request Form*** and submit it, along with any applicable documentation, to Human Resources. (08/17)

## **HOLIDAYS**

Full-time office staff are eligible to receive holiday pay upon acceptance of full-time employment. The Arc provides nine paid holidays (listed below). Should one of these holidays fall on a weekend, the holiday will be observed on the nearest work day.

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

The Arc also provides five floating holidays which may be used any time during the fiscal year with prior approval of the employee's supervisor. (1/18)

## **LEAVES OF ABSENCE**

There are several options for qualified employees to request a leave of absence. Requests should be made in writing to the employee's supervisor and HR with as much advance notice as possible. HR will meet with the employee to review the expectations and requirements related to the leave and answer any questions the employee may have.

Note - The Arc requires that employees utilize all available paid time off before taking unpaid leave. Also, employees are not eligible for holiday pay while on leave. (01/17)

## **FMLA LEAVE**

The Family Medical Leave Act (FMLA) entitles eligible employees to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage (if applicable). Employees are responsible for making premium payments to The Arc each pay period while on leave to ensure the continuation of any applicable benefits.

To qualify for FMLA, employees must have worked for The Arc for at least 12 months as of the date of leave and have worked at least 1,250 hours during that time.

Eligible employees are entitled to up to 12 weeks of leave in a rolling 12 month period for:

- the birth of a child and to care for the newborn child within one year of birth;
- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the employee's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of his or her job;
- any qualifying exigency for an employee's spouse, child, or parent who is on "covered active duty;"

Employees may be eligible for Military Caregiver Leave which allows up to twenty-six weeks of leave during a rolling 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, child, parent, or next of kin.

Any employee failing to return to work after the leave expiration date will be considered to have voluntarily resigned. The above is a general overview of the FMLA provision. Please see HR for more details. (01/17)

### **PERSONAL LEAVE**

All full time and part time office employees who do not meet FMLA requirements or who wish to take a leave for other personal reasons may request a personal leave of absence if they have been employed at least six months. The maximum personal leave that will be granted is 30 days per year.

All support staff who do not meet FMLA requirements or who wish to take a leave for other personal reasons may request a personal leave of absence if they have been employed at least six months. The length of personal leave will be determined on a case by case basis.

Any employee failing to return to work after the leave expiration date will be considered to have voluntarily resigned. (08/17)

### **RETURNING TO WORK**

Employees returning from FMLA leave or personal leave for medical issues must present a fitness-for-duty notice from a health care provider certifying that the employee is able to perform all essential functions of the job. (01/17)

### **BEREAVEMENT LEAVE**

An employee who wishes to take time off due to the death of a family member should notify his or her supervisor immediately. Bereavement leave will be granted unless there are unusual business needs or emergency staffing issues per the following schedule:

- Up to 3 days paid leave in the event of the death of the employee's:
  - spouse/domestic partner
  - parent
  - child,
  - sibling
  - employee's spouse/domestic partner's parent or child
- One day paid leave in the event of the death of the employee's:
  - grandparent
  - grandchild
  - aunt, uncle or cousin
  - employee's spouse/domestic partner's sibling
  - child-in-law
  - Step-sibling or parent

Proof of death must be provided to Human Resources or your supervisor within 5 business days of the end of the bereavement leave. You may provide a copy of the death certificate, funeral program or mass card.

For part-time staff average daily hours are calculated by looking at total hours worked per week for the last 90 days, finding the average per week, divided by 5 (days a work week).

- *Example: Average hours per week is 20. Average hours per day is 4. The employee would get paid for 4 hours at their Rate 1 per day of bereavement leave.* (03/21)

## **JURY DUTY LEAVE**

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury, employees must notify their supervisor and provide a copy of the jury summons.

Full-time office staff are eligible for up to 5 days of paid jury duty leave per year. In accordance with state law, no employee will be discharged or demoted due to serving on a jury. (01/17)

## **BENEFITS**

### **HEALTH INSURANCE**

Full-time office staff are eligible for medical, dental, and vision coverage on the 1<sup>st</sup> of the month following 60 days of full-time employment. Full-time office staff's legal dependents are eligible for coverage, see HR for more information. Employees have the option of making changes to coverage during the open enrollment period each year before coverage renews on October 1<sup>st</sup> or any time during the year if the employee has a qualifying event. COBRA health insurance continuation is available when employees leave The Arc or if the employee's benefits eligibility status changes. (01/18)

### **SHORT-TERM & LONG-TERM DISABILITY AND LIFE INSURANCE**

Full-time office staff are eligible for a Short-Term Disability (STD), Long-Term Disability (LTD) and Life Insurance package which is provided free of charge by The Arc. Eligible employees also have the option of paying for additional voluntary life insurance coverage. (01/17)

### **403(b) RETIREMENT PLAN**

Full-time staff are eligible to begin contributing to the 403(b) upon hire. The company match begins after one year of full-time employment for full time office staff. (03/18)

### **SAME-SEX AND DOMESTIC PARTNERS**

The Arc recognizes same-sex and domestic partners in accordance with applicable state and federal laws and strives to ensure that our benefits programs reflect our commitment to equal employment opportunity and a respectful workplace. (01/17)

Contact HR for more detailed information regarding the benefits programs including summary plan descriptions.

## **EMPLOYEE HANDBOOK ACKNOWLEDGMENT**

The purpose of this handbook is to provide information related to policies and procedures for employees of The Arc of the Triangle. The Arc reserves the right to revise the handbook at any time without prior notice. This handbook cannot cover every possible scenario that might arise in the course of your employment so please contact Human Resources if you have any specific questions related to policies or procedures.

Nothing in this manual alters the fact that all employees of this company are employed "at will". Employment may be terminated with or without cause or notice at the will of either the employee or the company. Neither this handbook nor any other company document creates a contract or guarantee of employment.

By signing below, I acknowledge that I have received a copy of the Employee Handbook and understand that it is my responsibility to read and comply with the policies and procedures contained in the handbook. I also understand that I should consult my supervisor or Human Resources regarding any questions I may have or any section that may be unclear within two weeks of starting employment.

Employee Signature:	Date:
Print Name:	
Date Received by HR	