

EMPLOYEE MANUAL

**Effective:**

**April 25, 2022**

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**Welcome to Hope Network!**

We would like to congratulate you on your decision to join an outstanding and committed team of direct support, clinical, administrative, and leadership professionals at Hope Network.

The Employee Manual is intended to provide you with information regarding performance and behavior expectations and practices at Hope Network. It is not intended to provide all the information and detail you may need to adhere to the policies and procedures of Hope Network.

As an employee, you should take time to read it and ask questions if you need more information.

As with any printed material, the information contained in the Employee Manual may be revised from time to time. Bulletin boards, communication logs, publications, and the One Site Intranet provide a steady stream of information that will help you stay informed of updates.

Your role at Hope Network is important and challenging. Teamwork is the key to our future. How we work together will determine, to a large extent, our success as an organization.

We welcome you and appreciate your contribution to Hope Network and the individuals we serve!!

*Hope Network Leadership Team*

INTRODUCTION

## 1.1 Purpose of the Employee Manual:

An Employee Manual provides answers to many questions about Hope Network practices, including administrative and personnel policies, conditions of employment, compensation, benefits and other policies that will apply during your employment.

The Employee Manual can be updated at any time by Hope Network with or without prior notice. Employees of Hope Network are responsible for knowing and adhering to the contents of the manual, as well as changes or additions to policies and procedures as they are communicated.

This Manual and the policies set forth are not an employment contract nor are they an agreement, expressed or implied, and are not intended to create contractual obligations of any kind. No representative of Hope Network, other than the President and CEO, has the authority to enter into an agreement with an employee that is contrary to the foregoing, except through a written agreement that is signed by the President and CEO. No other officers or representatives of Hope Network have such authority, nor do they have authority to make agreements inconsistent with the contents of this Manual.

Questions regarding the contents of this Employee Manual should be discussed with your supervisor or the designated Human Resources Business Partner or Generalist.

This revised Hope Network Employee Manual is effective **April 25, 2022** and supersedes all other Employee Manual versions previously presented verbally or in writing.

We ask that you complete the accompanying Receipt of Employee Manual Acknowledgement Form indicating receipt of this Manual and return the signed copy to the Human Resources Department.

## 1.2 History:

Hope Network is a non-profit organization inspired by Christian service, founded in 1963 to provide a greater level of independence through Specialty Health and Community Services for individuals with disabilities and/or disadvantages.  Hope Network offers a broad continuum of care in several areas of expertise—the treatment of brain and spinal cord injuries, mental illness, addiction recovery, and developmental disabilities. In addition, Hope Network provides specialized transportation and residential services, as well as job training and placement, and other services. Hope Network cares for the whole person, addressing the social, mental, physical, emotional, and spiritual needs of the person served.

1.3 Mission:

**“**In Christian service, Hope Network empowers people to overcome challenges to achieve their highest level of independence.”

## 1.4 Values:

##### ***The People We Serve***

We serve each person individually, competently, with dignity and compassion. We support personal choice and encourage individuals to achieve their maximum abilities and outcomes.

##### ***Our Employees***

We are committed to employing the best people and giving them the tools and resources to succeed. We hire, train and develop employees to attain their highest potential within a safe work environment.

##### ***Integrity***

We do everything with uncompromising ethical principles, honesty and accountability to our mission.

##### ***Teamwork***

We are “One Hope Network.” We communicate openly and work together to achieve personal and organizational goals. We collaborate with external resources to maximize services and efficiencies.

##### ***Innovation***

We are advocates of change and continuous improvement. We challenge our employees to seek new ideas, which could evolve into value-added services for our consumers. We make bold moves from well-informed decisions.

##### ***Stewardship of Resources***

We are accountable to all of our stakeholders for the best use of resources. We will manage our financial health to meet current needs and to invest for the future.

## 1.5 Christian Service:

As an organization rooted in Christian service, we hold God as sovereign and are inspired by the values and beliefs that teach us to be caring, compassionate, respectful, and inclusive.  We focus on each person’s inherent gifts and abilities and believe all people are created in the image and likeness of God, for his glory.

Like Jesus, we are here to serve one another in love inspired by the Holy Spirit.  We hold the following to be essential in how we carry out our mission:  Hope Network and its employees will be truthful, caring, honest, giving, serving, compassionate, and selfless.

We will care for the whole person including addressing the spiritual needs of consumers and employees who seek assistance.

## 1.6 Employee Relations Philosophy:

Hope Network is a non-profit organization that is founded upon Christian principles. The care and services provided to persons served, their families, and communities in which they live are reflections of us. We recognize the importance of developing and maintaining a positive and professional work environment that is built upon mutual trust and respect.

All employees of Hope Network are expected to demonstrate competence and expertise within their job classification and to promote teamwork that will enhance our ability to provide holistic services.

Employees are recruited, hired, trained, and offered continuing employment according to the needs of Hope Network and persons served. No guarantees are made to the length of employment, availability of work, conditions of on-going employment, wage levels, or fringe benefits.

Employees are given regular, timely, and objective feedback of their work performance. Employees are compensated for work performed on behalf of Hope Network through a competitive total rewards strategy.

All employees are encouraged to participate in surveys and meetings when scheduled in order to give constructive input to the decisions of Hope Network.

We appreciate the opportunity to work with our employees to resolve issues and to facilitate a professional and caring environment. We encourage employees to work directly with their supervisor when a question or concern arises. We recognize that this may not always be possible; it is in these circumstances that Human Resources stands ready to provide support.

EMPLOYMENT

## 2.1 Equal Employment Opportunity:

It is the philosophy and policy of Hope Network to provide equal opportunities to employees, applicants for employment, volunteer Board of Trustee members, and other volunteers, including interns. All aspects of employment, including but not limited to recruitment, hiring, promotions, transfers, compensation, benefits, discipline, training, and educational opportunities will be made on the basis of individual abilities and qualifications without regard to race, color, religion, gender, age, national origin, veteran status, marital status, height, weight, handicap, sexual orientation, or any other legally protected category. This includes the hiring and assigning of employees to persons served. While Hope Network believes in persons served having choice of providers, such choice must be exercised within the parameters of state and federal law. An employee’s protected characteristic will only be considered when it constitutes a bona fide occupational qualification.

Employment opportunities with Hope Network are based upon the individual’s ability to do the job. Hope Network will make reasonable accommodations when necessary to aid the employee and the advancements of individuals with disabilities who are otherwise qualified to perform the essential job functions with or without reasonable accommodations.

A qualified employee with a disability should provide their supervisor a written request for an accommodation if needed to perform the tasks of the job more effectively. Under Michigan law, an employee needing accommodation must request such accommodation in writing within 182 days of the employee discovering the need for the accommodation. Requests for an accommodation will be facilitated by Human Resources. Accommodation request outcomes will be based upon the essential job functions and whether the employee can perform the job with or without accommodations without causing undue hardship to Hope Network.

Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring such issue(s) to the attention of their supervisor, Human Resources Business Partner, or any other representative of management. Employees can raise concerns and make reports without fear of retaliation.

## 2.2 Employment-At-Will:

For all Hope Network employees, continued employment is not guaranteed. Each employee is an at-will employee. This means that an employee may leave employment at any time, with or without cause, and with or without prior notice – although Hope Network does request that proper notice be given when possible. Likewise, Hope Network may discharge an employee at any time, with or without cause, and with or without prior notice.

No representative of Hope Network, other than the President and CEO has the authority to enter into an agreement for any specified period of time or to make any agreement contrary to the foregoing. Further, any such offer of employment other than at-will status must be in writing and signed by the President and CEO.

## 2.3 Inclusion and Diversity Statement:

Hope Network recognizes that a diverse and talented workforce is a key competitive advantage. As a service organization, our success reflects the quality and skill of our employees. We believe that a diverse employment population promotes inclusion, innovation, growth, and continued success.

At Hope Network, diversity means differences—that make each of us unique. This includes tangible differences such as age, gender, ethnicity, physical disability and appearance as well as underlying differences such as beliefs, ways of thinking and acting.

Inclusion means understanding, valuing, and respecting workplace diversity, so that no employee is excluded from the workplace or the opportunity to develop skills and talents consistent with our values and strategic objectives.

We are committed to attracting, developing, and retainingtalented people and supporting them to achieve their highest potential. Our employees should reflect the diversity within the communities we serve.

Hope Network’s diversity and inclusion efforts will only be a success if they are recognized and supported by everyone. In this way, diversity and inclusion will strengthen Hope Network’s competitive advantage and ensure continued growth and success.

## 2.4 Employment Applications:

Applicants seeking employment with Hope Network are expected to provide complete and accurate information regarding their background, employment history, credentials, and qualifications for employment. Hope Network relies upon the accuracy of the information contained within the employment application, as well as the accuracy of other information and/or data that are presented either verbally or in writing, throughout the recruitment process and the employment relationship. Any misrepresentation or falsification of information/data may result in the individual no longer being considered for employment, or if employed, the termination of employment regardless of the time elapsed before the discovery.

Applicants expressing an interest in working at certain specialty programs may be required to submit documentation from the Michigan Department of Health and Human Services stating that he or she has not been named in a central registry case as a perpetrator of abuse or neglect. If an applicant has worked outside of the state of Michigan, the other state(s) central registry documentation will also need to be submitted.

Hope Network may also investigate a candidate for employment or an employee’s background, employment history, credentials, and qualifications at any time during the employment relationship.

## 2.5 Licensure, Registration & Certification:

For positions at Hope Network that require proof of licensure, registration, or certification, candidates will be required to present original documents as evidence prior to employment. Employees with positions that require the individual to maintain licensure, registration, or certification, and to meet continuing education requirements are responsible for maintaining and providing a current or updated document when required or prior to the date of expiration. All licenses, registrations, and certifications will be confirmed with the governing body of issuance on an annual basis that is consistent with the [***Recruitment, Selection, and Onboarding Policy (P.-004.N),***](https://one.hopenetwork.org/policies/Policies/Recruitment%20Selection%20and%20Onboarding%20(P-004.N).docx) ***and*** [***Privileging Policy (P.-023.N).***](https://one.hopenetwork.org/policies/Policies/Privileging%20(P-023.N).docx)

## 2.6 Personnel Record & Changes in Employee Information:

Hope Network establishes and maintains personnel records for each employee. The personnel record includes information such as the application for employment, social security number, resume, credentials, performance reviews, disciplinary actions, wage and benefit data, records of training, and any other information related to the employee’s employment.

Employees are required to keep their personnel records updated by reporting changes to their name, address, telephone number, marital status, beneficiary designation, dependents, emergency contact information, licenses, registrations, certifications, and educational achievements. Employees should submit changes to Human Resources by completing the [***My Personal Information Change Form***](https://forms.hopenetwork.org/talentmgmt/my-personal-information-change-form.aspx).

The personnel record is the property of Hope Network and held in strict confidence. Access to information is restricted to Human Resources, designated investigators, or supervisors on a need to know basis.

In accordance with the Bullard-Plawecki Right to Know Act, all employees have the right to review the contents of their personnel file by submitting a written request to Human Resources that is consistent with Hope Network’s[***Confidentiality & Release of Personnel Records – Bullard Plawecki Employee Right- To- Know Act Policy (P.027.N)***](https://one.hopenetwork.org/policies/Policies/Confidentiality%20and%20Release%20of%20Personnel%20Records%20-%20Bullard-Plawecki%20Employee%20Right%20to%20Know%20Act%20(P-027.N).docx)***.*** Once the request has been received, a member of Human Resources will contact the employee to arrange a date and time that is within a reasonable time frame and within normal business hours. The file will be reviewed with a member of Human Resources.

## 2.7 Employment Classifications:

Hope Network complies with the requirements for all employees as set forth in applicable wage and hour laws. If any employee believes that their wage has been improperly reduced, they should immediately report their concern to a member of Human Resources. Once the concern has been reported, it will be promptly investigated. If an improper reduction has occurred, the employee will be reimbursed.

***Exempt*** (Salaried) employees are paid on a salaried basis and are not entitled to overtime payments. Salaried (exempt) employees that perform any work within a day of less than 8 hours are paid for the entire day. PTO should be submitted in 8-hour increments.

***Non-exempt*** (Hourly) employees are paid on an hourly basis and are entitled to overtime payments after completing forty (40) hours worked in a defined work week. Please understand that all overtime must be pre-approved by your supervisor.

***On-Call or Resource*** employees who are hired to work on an as-needed basis. On-call or Resource employees are not eligible to participate in Hope Network’s employee benefits program, with the exception of those benefits that are required by law. ***(If an employee moves to On-Call or Resource status for less than 6 months, they will keep their years of service credit. If an employee moves to On-Call for greater than 6 months, their accrual date will reset.)***

***Temporary employees*** are hired to work for a specified period of time, an interim basis, or to supplement the workforce. Temporary employees are not eligible to participate in Hope Network’s employee benefit program, with the exception of those benefits required by law.

***Dual Employment:*** Employment across two or more services lines must be approved by affected Executive Leaders/HR Business Partners. If approved, agreement and coordination of benefits must occur with Human Resources, Accounting, and Payroll.

***Standard Hours***

If an employee is consistently working more than their standard hours, over a three-month period, the supervisor should review their status and submit an employee change form, as appropriate.

## 2.8 Placement of Temporary Employment Agency Personnel:

Hope Network at times may engage the services of a temporary placement agency to assure the needs of business operations or persons served are met. Although temporary agency personnel are not employees of Hope Network they are expected to know and follow work place rules, behavior expectations, and customer service agreements. Further, such individuals are required to comply with Hope Network’s policies, procedures, and practices while placed with us. Temporary agency personnel who have been granted access to Hope Network’s technology systems are expected to access an electronic copy of the [employee manual](https://one.hopenetwork.org/dept/hr/Employee%20Manual/Hope%20Network%20Employee%20Manual%20Final%20-%20Effective%2004.19.2021.pdf) available on the [***One Site***](https://one.hopenetwork.org/OtherPages/Welcome.aspx).

## 2.9 Employment Verification:

All external requests for employment verification must be referred to Hope Network’s employment verification provider, “***The Work Number***”, which may be reached at 1-800-367-5690 or [***www.theworknumber.com***](https://one.hopenetwork.org/dept/hr/benefits/EmploymentIncomeVerification/The%20Work%20Number%20-%20Employment%20and%20Income%20Verification%20Process.docx). (Hope Network Employer Code = 25632)

“The Work Number” will confirm the following information: date of hire, date of termination, position title, and status of employment (full-time/part-time).

Employment verification that is required to be on Hope Network letterhead needs to be processed by the Payroll Department.

## 2.10 Career Opportunities:

First consideration for open positions will be given to current employees who complete the internal application process, are in good standing (no active formal disciplines on file), and who meet the qualifications required for the position. An external search for qualified candidates may be conducted simultaneously. Internal candidates’ past performance will be considered in determining transfer eligibility.

New employees should expect to work in their positions for at least six (6) months before requesting a transfer or promotion; exceptions must be approved by the Human Resources Business Partner and will be made based on business/program needs.

## 2.11 Onboarding:

Hope Network is committed to providing all employees with a comprehensive orientation, training, and onboarding experience. The first ninety to one-hundred-twenty (90 - 120) days of employment is considered an orientation period; newly hired Hope Network employees can expect to receive information, support, coaching, and feedback from their supervisor as well as on the job training and support from co-workers. This focused support/compliance training will help the employee to become acquainted with Hope Network’s culture, policies and procedures, and better understand job roles, responsibilities, compliance regulations, and performance expectations to promote better relationships and increased job satisfaction.

## 2.12 Performance Reviews:

All employees of Hope Network will expect to receive a performance evaluation annually. Employees working at a Children’s Services Programs or the Center for Autism programs can expect to receive a performance review upon the completion of their first ninety (90) days of employment, then annually thereafter. The performance evaluation is a communication method for the supervisor and the employee to discuss performance, developmental needs, professional growth opportunities, and to establish performance goals. The review measures the employee’s results against the expectation for the position. The performance evaluation will be retained in the employee’s personnel record. All employees will be provided with a copy of the performance evaluation and job description at the time of the evaluation.

If the employee disagrees with the evaluation, *both the supervisor and the employee must acknowledge the evaluation document.* Signing or acknowledging the document does not mean there is agreement regarding the content of the performance evaluation; it indicates the evaluation conversation occurred. Employees may submit a written, signed response to the evaluation that will be attached to the original document and placed in their personnel record that is consistent with Hope Network’s[***Confidentiality & Release of Personnel Records – Bullard Plawecki Employee Right- To- Know Act Policy (P.027.N)***.](https://one.hopenetwork.org/policies/Policies/Confidentiality%20and%20Release%20of%20Personnel%20Records%20-%20Bullard-Plawecki%20Employee%20Right%20to%20Know%20Act%20(P-027.N).docx)

Employees who receive a promotion and/or pay adjustment that results in a five percent (5%) or more increase will have their annual review date adjusted to be consistent with the date of the pay change. An employee’s evaluation date will not be affected by transferring internally, or receiving a promotion and/or pay adjustment that is less than five percent (5%).

## 2.13 Outside Employment/Conflict of Interest:

An employee may hold a job with another organization as long as he/she satisfactorily performs his/her job duties and responsibilities with Hope Network. All employees will be held to the same performance standards and will be subject to the scheduling needs of Hope Network, regardless of any existing outside work requirements. Hope Network’s work requirements, including mandatory overtime, must take precedence over any secondary employment. Refer to the [***Conflict of Interest and Disclosure Requirements Policy (P-007.N)***.](https://one.hopenetwork.org/policies/Policies/Conflict%20of%20Interest%20and%20Disclosure%20Requirements%20(P-007.N).docx)

## 2.14 Termination of Employment:

The termination of employment with Hope Network may occur through resignation or involuntary termination. *Resignation* is a voluntary termination that is initiated by the employee; *termination* is an involuntary termination initiated by the organization. Employees intending to resign should notify their supervisor in writing or complete [***The Electronic*** ***Resignation Form***](https://forms.hopenetwork.org/hr/resignation-form.aspx) located in the forms section of the One Site; a 14-calendar day notice is requested for non-exempt/hourly employees and a 21-calendar day notice is requested for exempt/salaried employees. PTO policy provisions related to resignations/terminations include, but are not limited to:

* Once notice has been provided, PTO **cannot** be used during the notice period, even if prior approved.
* Failure to provide the requested notice or to fulfill the obligations of their resignation will result in a forfeiture of ALL unused and accrued PTO hours by the employee.
* With proper notice, and 12 months of continuous service, employees will be eligible to receive a payout of up to 80 hours for earned/unused PTO.
* Involuntarily terminations will result in a forfeiture of ALL unused and accrued PTO.

Hope Network values feedback from all staff, including those leaving the organization. Employees who would like to meet with a member of Human Resources upon termination of their employment are encouraged to contact their Human Resources Business Partner or Generalist to facilitate the exit interview process.

***Employees who resign or terminate their employment are required to return all company property, including but not limited to I.D. badges, keys, computer equipment, employee manuals, proprietary documents, electronic devices, laptops, tablets, cellular phones, credit cards, uniforms, and any other property or materials issued to them in their possession or control immediately upon request or upon termination of employment to their supervisor and/or designee.***

The employee’s last paycheck will be available to them on the next regularly scheduled pay date following the termination of employment. Because PTO is paid on a separate live check, employees should expect to receive, if eligible, their PTO payout 2 weeks following their last paycheck. All employee benefits cease at midnight on the last day actually worked. Continuation of elected medical, dental, and vision insurances after termination of employment can be achieved through COBRA.

Due to safety concerns, once termination of employment has occurred, please do not contact or visit any facility owned or operated by Hope Network, with the exception of the Corporate Office.

## 2.15 Involuntary Layoffs and Reduction in Force

Depending on business necessity, Hope Network reserves the right to limit or eliminate work as outlined below.

**Involuntary Layoff** – refers to termination of employment due to a business disruption with no guarantee of returning to original status or active work at Hope Network.

* It may become necessary at any time to implement involuntary layoffs.
* Hope Network employees who are involuntarily terminated will not be eligible for the PTO payout. All hours will be forfeited.
* Employees involuntarily laid off due to an unfavorable business impact, who are recalled (rehired) to active work duties in the same role, within six months of the start of the layoff, will resume prior service credits and PTO accrual rates.
* Continuation of elected medical, dental, and vision insurances after termination of employment can be achieved through COBRA. See the [Employee Exit Information Sheet](https://one.hopenetwork.org/dept/hr/Managers%20Toolbox/Employee%20Exit%20Information.docx).

**Reduction in Force (RIF)** – reduction in force refers to permanent termination of employment. This is a physical reduction in staff headcount, not a reduction in hours worked by staff.

* It may become necessary at any time, to implement involuntary permanent workforce reductions.
* This “Reduction in Force” will be considered an involuntary termination.
* Hope Network employees who are involuntarily terminated will not be eligible for the PTO payout. All hours will be forfeited.
* Continuation of elected medical, dental, and vision insurances after termination of employment can be achieved through COBRA. See the [Employee Exit Information Sheet](https://one.hopenetwork.org/dept/hr/Managers%20Toolbox/Employee%20Exit%20Information.docx).

\*If an employee in a direct care, clinical, or other essential role takes unpaid leave or unapproved PTO, where it has not been requested, except as regulated by FMLA, their employment and benefits may be terminated. If an employee facing layoff refuses alternate job arrangements/placement or reassignment of duties during the layoff period, their employment and benefits may be terminated.

## 2.16 Rehiring Former Employees:

Employees who have been terminated involuntarily (excluding layoffs) may re-apply after one year following the date of termination. There may be circumstances when former employees are ineligible for rehire.

An individual who terminates employment **voluntarily** with proper notice or is laid-off due to staff reductions and is in good standing at the time of termination may seek re-employment with Hope Network. Re-employment will be based upon the needs of the organization in relation to the skills and qualifications of the former employee. A former employee shall assume the status of a new hire but will receive prior service credits as it relates to their network date of hire if they return to Hope Network within six (6) months of leaving the organization. If the employee is rehired into the same role within the six (6) month time frame, returning wage and PTO accrual rate will remain the same.

## 2.17 Employment of individuals with Criminal Background:

An applicant’s criminal record does not automatically disqualify them from employment or continued employment. However, based on licensing requirements and regulatory requirements, Hope Network may not be able to hire or retain individuals in particular positions with certain criminal backgrounds.

In order to determine an employee’s qualifications for particular positions on an ongoing basis, all employees are required to disclose ***any*** criminal convictions or ***felony charges pending*** that occur during their employment within one (1) business day.

Further, employees whose job requires them to drive and/or transport persons served are also required to disclose moving violations as well as any violations that could affect their ability to legally drive for Hope Network within one (1) business day of the violation by using the [***Criminal Conviction and Driving Offense Disclosure Form***](https://one.hopenetwork.org/forms/HR%20Forms/Criminal%20Conviction%20and%20Driving%20Offense%20Disclosure.docx). Human Resources confirms eligibility annually and receives Motor Vehicle Report (MVR) notifications of any new violations.

EMPLOYEE RELATIONS

## 3.1 Behavioral Expectations and Commitments:

## 

These statements outline the behavioral expectations and commitments that all Hope Network employees are expected to follow in support of the mission, vision and values, the people we serve, our employees, integrity, teamwork, innovation, and stewardship.

* ***We expect*** *excellence in every employee’s work* ***and are committed******to*** *exceeding performance measures to provide the highest quality services while also being effective stewards of our resources.*
* ***We expect*** *every Hope Network employee to project a positive and professional image in their attitudes and behavior, holding people accountable for treating persons served and co­-workers with dignity and respect, and embracing diversity and inclusion.*
* ***We expect*** *open communications within the organization,* ***and are committed******to*** *a visible leadership presence and to assuring that our communications have been fully and accurately conveyed.*
* ***We expect*** *that all Hope Network employees will take responsibility for their professional growth and development* ***and are committed to*** *providing all employees with the time, tools, education, and training that they need to be successful in their jobs.*
* ***We expect*** *Hope Network employees to make efficient and productive use of their time,* ***and we are committed to*** *staying focused on key priorities, avoiding unnecessary meetings and assignments, planning our work to reduce stress levels for support staff, as well as being on time and fully prepared for, attentive and courteous during meetings.*
* ***We expect*** *every Hope Network employee to act with integrity, and are committed to a zero tolerance policy for dishonesty, abusive or unethical behavior, unlawful harassment, fraud, discrimination, and theft. We are committed to creating a safe environment where employees can report problems without fear of retaliation. We recognize that each of us has the need to be heard, and accept the reality that being heard does not mean that our recommendations or ideas will be implemented or followed.*

## 3.2 Customer Service Expectations:

***BE INFORMED:***

It is important to know and understand the roles and responsibilities of each team member. A good resource is the [***One Hope Intranet Site (“One Site”)***](https://one.hopenetwork.org/OtherPages/Welcome.aspx) which contains the ***“Faces and Functions”*** page of many departments.

***BE PROFESSIONAL:***

In order to present ourselves as professionals it is expected that each HN employee do the following:

* ***Be Welcoming*** *–**greet colleagues warmly.*
* ***Listen*** – *acknowledge the person you are speaking with; seek to fully understand the question or request; offer assurance.*
* ***Be Responsive*** – *demonstrate your willingness to help; if you can’t help someone then direct the person to the best person you believe can help them.*
* ***Collaborate*** – *work together and create solutions while avoiding finger pointing.*
* ***Educate*** – *if you know and understand something, seek others to teach and inform.*
* ***Serve*** – *view an interruption as an opportunity to serve.*

***BE TIMELY:***

Because Hope Network is a fast paced environment, timely communication can be a challenge. However communicating in a timely manner is essential. Solutions for timely communication include:

* ***Respond*** *-* *to email messages and voicemails within the same business day whenever possible and by close of business each week.*
* ***Notify*** *- when on PTO, if you are out of the office, or have a heavily scheduled week, use your Outlook out of office assistant; letting others know when they may expect to hear from you.*

***BE POLITE AND EFFICIENT:***

Above all else how we communicate is important. Communication in all forms is one way we deliver service to each other. Here are some helpful guidelines for better email, telephone, and meeting etiquette:

***EMAIL ETIQUETTE:***

* **E-mail isn't private** – E-mail messages are considered Hope Network property and can be retrieved, examined, and used in a court of law. Never put in an e-mail message anything that you wouldn't put on a postcard. E-mail can be forwarded and printed, so unintended audiences may see what you've written.
* All e-mail containing **Protected Health** or **Confidential Information** sent outside of Hope Network **must be encrypted**.
* Be **professional** – Your e-mail message reflects the organization, so spelling, grammar, and punctuation rules apply. Avoid using chat/texting acronyms or emoticons (smileys) as they can easily be misinterpreted.
* Be **concise** – Keep messages brief and to the point. Concentrate on one subject per message whenever possible.
* Check **file size** – Attaching or inserting large images or files reduces system performance.
* Use **sentence case** – USING ALL CAPS implies shouting. Using all lowercase looks lazy.
* **Cc and Bcc** – Use appropriately. Bcc when sending to a large distribution list, so recipients won’t have to see a long list of names. Copy only people who are directly impacted or involved.
* **Group E-mail** – Send group emails only when it is useful to every recipient.
* Use the **Subject field** to indicate content and purpose.
* Use a **signature line** that includes contact information with recipients who do not know you.
* Use **standard fonts and formatting** – Unique themes, stationary, philosophical and political phrases, and unapproved images must not be used in the e-mail template. Not everyone outside HN uses an e-mail program that can display all colors, symbols, and graphics.
* **Summarize** – Take a moment to summarize the message string for new recipients.

***PHONE ETIQUETTE:***

* ***Smile*** *– people can hear it in your voice, be polite and speak clearly.*
* ***Please Hold*** *– ask permission to put someone on hold.*
* ***Identify yourself*** *– when calling someone, tell them who you are and why you are calling.*
* ***Identify others*** *– Let others know who is in the room or on a conference call.*
* ***Leave a message*** *– when reaching voice mail, leave a message. Speak clearly and slowly and leave your name, phone number, and the reason for your call. Let the person know the best time to return your call.*
* ***Shorter is better*** *– keep your messages brief and to the point.*

***MEETING ETIQUETTE:***

* ***Necessity*** *– make sure the meeting is necessary to move a project forward.*
* ***Objective*** *– have a clear objective for the meeting, a prepared agenda and outline.*
* ***Invitations*** *– if you are invited to a meeting respond promptly as to your availability.*
* ***On Time*** *– be punctual. If you know in advance you will be late let the meeting organizer know. If you are late, enter the meeting quietly, take your seat with minimal interruption, listen.*
* ***Audio/Video conferences*** *–* *one person should speak at a time. Make sure remote participants are able to see content handed out or presented at the meeting.*
* ***Solution Focused*** *– if the purpose of the meeting is to problem solve, bring your solution to the meeting. Stay focused and turn off electronic devices that may distract you.*
* ***Canceling meetings*** *– notify participants of reason and provide further direction.*
* ***Meeting Review*** *&* ***Follow up-*** *save time at the end of the meeting to review action steps and decisions. After the meeting follow up on any action items, resolutions and/or issues that remain open until the next meeting.*

## 3.3 Internal Investigations:

It is the policy of Hope Network to complete internal investigations in a prompt, fair, and consistent manner, and to allow employees the opportunity to respond in a way that is consistent with the[***Investigations Policy (P-025.N)***.](https://one.hopenetwork.org/policies/Policies/Investigations%20(P-025.N).docx) Hope Network will ensure employees receive notification of investigation when appropriate, and they will be required to cooperate with the investigation process. Employees who are asked to provide a written signed statement or to participate in an interview with their supervisor, director, Human Resources, Compliance Officials, Corporate Counsel, or designated Lead Investigators, are to consider these actions as verbal notification. As part of the internal investigation process, employee interviews and/or collection of statements will be scheduled/coordinated by Human Resources, Compliance Officials, Corporate Counsel or designees. The information collected during the investigation will be used to determine the final outcome. Hope Network will maintain confidentiality to the extent possible.

## 3.4 Disciplinary Procedure:

As in any organization, a code of conduct is necessary to establish and maintain a productive, respectful, and fair working environment. Hope Network supports a progressive discipline path when possible to address patterns of inappropriate and unacceptable work performance and behavior.

All employees of Hope Network are required to adhere to certain rules of conduct necessary for the success of business operations. Disruptive acts interfere with the health, safety, and treatment of persons served, visitors, and fellow employees.

The progressive discipline path does not waive the **“*At-Will”*** status. It is to be used as an outline to fairly and consistently apply standard discipline rules to each employee within the organization. Each infraction must be reviewed on a case by case basis depending upon the severity of the incident, employee standing, and tenure. Nothing in the Employee Manual is intended to limit in any way the Organization’s right to terminate employees at any time for any reason, with or without cause, or with or without advance notice.

Hope Network may impose disciplinary action in those instances where management decides it is appropriate. Hope Network reserves the right to terminate employment without advanced notice in circumstances including but not limited to the following: intentional abuse and/or neglect that results in the death of persons served, unlawful harassment, workplace violence, sexual relations with persons served, and any other actions that contribute to or create a hostile work environment.

There is no effective method of predetermining the seriousness or effect of any one violation of the organization’s policies or of making an exhaustive list of all possible violations. The severity of the disciplinary action depends on the nature and frequency of the offense, the seriousness of the infraction or performance/behavior, the employee’s past record, and any other mitigating circumstances. **The discipline path will be decided in collaboration with the Human Resources Business Partner and service line Management.**  Discipline templates can be found on the One Site in the [Manager’s Toolbox](https://one.hopenetwork.org/dept/hr/Managers%20Toolbox/Forms/AllItems.aspx).

Managers, supervisors, and HR representatives *must always* consider the employee’s record when deciding upon what discipline path to apply. Managers and supervisors need to review the personnel record for the previous 12 months from the date of the infraction. If the employment record is clear then follow the appropriate progressive discipline path outlined below. If the record indicates other infractions within the last 12 months, consult with your Human Resources Business Partner.

When the need for verbal coaching and or formal discipline has been identified, it is expected that the discipline is issued as soon as possible. This will help to assure areas of poor performance or lack of understanding are addressed in a timely manner.

***The steps noted below reflect progressive discipline process:***

*Verbal Coaching:* A verbal coaching will be completed when there has been an infraction of a work rule or when unsatisfactory performance occurs. The supervisor will meet with the employee to discuss & document the issue and/or concern. The verbal coaching is given to alert the employee that their behavior or job performance is unacceptable. The verbal coaching gives the employee the opportunity to show improvement. While this is not considered to be formal discipline, management reserves the right to consider the documentation of the issue for any subsequent disciplinary action. As such, all verbal coaching documents will be placed within the personnel record.

*Written Warning:* A written warning will be issued when the infraction or performance issues are too severe or frequent for verbal coaching. A written warning may also occur when the employee has already been coached verbally, but has failed to show acceptable improvement. An employee who is given a written warning is required to sign the document as verification that the written warning was shared and discussed with the employee, consistent with the [***Confidentiality & Release of Personnel Records – Bullard Plawecki Employee Right- To- Know Act Policy (P.027.N)***.](https://one.hopenetwork.org/policies/Policies/Confidentiality%20and%20Release%20of%20Personnel%20Records%20-%20Bullard-Plawecki%20Employee%20Right%20to%20Know%20Act%20(P-027.N).docx)

At the discretion of the employee, written comments may be added to the written warning. The written warning will be placed in the personnel record and it will also prevent the employee from being considered for open positions within the organization for three (3) months.

*Suspension Without Pay:* A report of suspension will be issued where the employee has already received formal discipline or when the severity of the event dictates this action is appropriate. The employee may be given a disciplinary suspension without pay for a specified period of time.

* *When there is a suspension, a written report of suspension will be presented to the employee. An employee who is given a report of suspension is required to sign it as verification that the report was shared with them. Employees who receive a report of suspension may also be required to complete additional trainings that will help them learn how to improve their work performance or change their behavior. The employee may also be required to develop a Performance Improvement Plan. Failure to attend scheduled training classes or completing the Performance Improvement Plan could result in termination of employment.*

*Immediate Suspension:*  An immediate suspension may be used when urgent circumstances make the attendance at work dangerous to the employee or others, when an investigation is needed, or when circumstances seriously impair the employee’s effectiveness on the job.

* *When there is an immediate suspension, the employee will be provided a notice of suspension within 24 hours of the action so they can be prepared for the next step of the process. Failure to attend and/or cooperate with the process will result in termination of employment. If the employee is not onsite they will be contacted via phone and a notice of suspension will be mailed to their home with 24 hours. This notice will also communicate whether the suspension is paid or unpaid.*

At the discretion of the employee, written comments may be added to reports of suspension. The report of suspension will be placed in the personnel record. This suspension will prevent the employee from being considered for open positions within the network for three (3) months unless an investigation finds that the reasons for suspension were unsubstantiated. Exceptions must be approved by the Human Resources Business Partner. Employees who receive a report of suspension (paid or unpaid) cannot pick-up open shifts or use PTO to make up for the hours they miss while on suspension or during the pay-period in which it was served.

*Notice of Termination:*  As noted above, termination of employment may be immediate and without warning based on the facts and circumstances of the situation.

Upon termination of employment, if the employee chooses to dispute the termination, they have five (5) business days to submit a written summary of their disagreement/objection regarding the termination decision, attaching copies of relevant information to the Senior Director of Human Resources that is consistent with Hope Network’s Fair Treatment Process (3.6).

* All disciplinary documents, suspensions, or terminations of employment **must be** reviewed by the Human Resources Business Partner/Generalist **prior** to any action being taken, and under **no circumstances** will employees be suspended or terminated without the knowledge of Human Resources.

The following list of infractions is intended to provide a general list of prohibited conduct and is not intended to be all-inclusive or absolute; it should not be considered to cover all situations that may result in disciplinary action, nor does it limit the right of management to take the appropriate course of action in any specific incident or situation. Hope Network reserves the right to terminate employment at-will, at any time, with or without advance notice and with or without reason.

Key:

* *VC = Verbal Coaching*
* *WW = Written Warning*
* *S-1 = Suspension of one (1) unpaid day*
* *S-3 = Suspension of three (3) unpaid days*
* *FW = Final Warning*
* *T = Termination*

Progressive Path of Discipline

*(up to and including)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Work Behavior Infractions*** | ***1st*** | ***2nd*** | ***3rd*** | ***4th*** |
| Refusal or failure to follow any combination of company policies, procedures and/or standards of conduct/behavioral expectations (including the policies contained within this Employee Manual). | VC | WW | T |  |
| Creating an intimidating or hostile work environment. | T |  |  |  |
| Theft, abuse, or sabotage of company property. | T |  |  |  |
| Intentionally disclosing or misusing confidential, proprietary, or protected health information. See 3.12 Confidentiality. | T |  |  |  |

Key:

* *VC = Verbal Coaching*
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Progressive Path of Discipline

*(up to and including)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Work Behavior Infractions*** | ***1st*** | ***2nd*** | ***3rd*** | ***4th*** |
| Intentionally engaging in discriminatory behavior that is in violation of applicable laws and regulations. | T |  |  |  |
| Being insolent, threatening, or intimidating towards, or assaulting a person served, manager, supervisor, or co-worker. | T |  |  |  |
| Fighting or engaging in threatening or violent behavior, or behaving in a way that could provoke violence among co-workers and/or persons served. | T |  |  |  |
| The intentional abuse or neglect of persons served that results in hospitalization, serious harm and/or death. | T |  |  |  |
| Violation of dress code and/or footwear policy, enforced by supervisor and/or Human Resources Business Partner. | VC | WW | S-1 | T |
| Being in possession of, or the sale of, any alcohol or drug substances (including drug paraphernalia) on Hope Network property. | T |  |  |  |
| Being under the influence of alcohol and/or drugs on company premises, or while conducting business on behalf of the organization, including prescription medications – if it impairs an employee’s ability to perform their responsibilities. Reasonable cause testing should be coordinated with the Human Resources Business Partner. | T |  |  |  |
| Refusal to submit to a drug test or leaving the occupational provider without submitting a urine sample. | T |  |  |  |
| Insubordination; refusal to perform a reasonable directive from a manager or supervisor, verbal or written. | WW | T |  |  |
| Possession of firearms, weapons, or illegal drugs on Hope Network property. | T |  |  |  |
| Being uncooperative during internal/external investigations. | T |  |  |  |
| Intentionally not following reporting guidelines of the organization, the funding agency, or licensing. | S-1 | T |  |  |
| Unauthorized or excessive use of cellular devices that negatively impacts operational efficiencies, costs, job duties, treatment services to persons served, or driving while performing company business. | VC | WW | S-3 | T |

Key:

* *VC = Verbal Coaching*
* *WW = Written Warning*
* *S-1 = Suspension of one (1) unpaid day*
* *S-3 = Suspension of three (3) unpaid days*
* *FW = Final Warning*
* *T = Termination*

Progressive Path of Discipline

*(up to and including)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Work Performance Infractions*** | ***1st*** | ***2nd*** | ***3rd*** | ***4th*** |
| No call-no show: Failure to call and show up for scheduled shift. ***Scheduled shifts include mandatory meetings and required trainings.*** (These occurrences will be reviewed on a case-by-case basis prior to any action being taken). | WW | T |  |  |
| Failure to follow the required call in procedure, including notifying supervisor in a timely manner.  (**Program employees** must communicate with their supervisor 2 hours before shift starts, if going to be absent. **Administrative employees** must communicate with their supervisor 1 hour prior to the start of their shift) | VC | WW | T |  |
| Job Abandonment: Failure to show for three (3) **consecutive** scheduled shifts without supervisor notification. | T |  |  |  |
| Attendance Occurrences: |  |  |  |  |
| **Unscheduled Absences:** | ***1st*** | ***2nd*** | ***3rd*** | ***4th*** |
| Up to four (4) unscheduled absences. | VC - Education to policy, review attendance expectations. | | | |
|  | ***5th*** | ***6th*** | ***7th*** |  |
| More than five (5) unscheduled absences. | WW | FW | T |  |
| **Tardiness:**  2 occurrences of being tardy of more than 7 minutes will result in one (1) absence occurrence. (Align with attendance occurrences above for progression. Every 2 tardy occurrences is one (1) attendance occurrence) | | | | |
|  | ***1st*** | ***2nd*** |  |  |
| **Mandated Programs:** Failure to follow the shift coverage rules within a mandated program. | WW | T |  |  |
|  | | | | |
| *\*\*The six (6) month rolling calendar method will be tracked from the date of the first occurrence of an absence or tardy\*\*.* | | | | |
| *\*\*Please note multiple incidents of absence due to accident and/or illness will count as one absence. For example – employee misses 2 consecutive days, the absence will count as one occurrence*\*\* | | | | |
| *\*\*Hope Network Managers/Supervisors are expected to review the time clock on a regular basis. This will help to ensure attendance/tardy issues are addressed in a timely manner.\*\** | | | | |

Key:

* *VC = Verbal Coaching*
* *WW = Written Warning*
* *S-1 = Suspension of one (1) unpaid day*
* *S-3 = Suspension of three (3) unpaid days*
* *FW = Final Warning*
* *T = Termination*
* *PIP = Performance Improvement Plan*

Progressive Path of Discipline

*(up to and including)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Work Behavior Infractions*** | ***1st*** | ***2nd*** | ***3rd*** | ***4th*** |
| Unsatisfactory job performance. Failure to perform the essential functions and responsibilities of position at a satisfactory level. Includes special projects and assignments. | VC | WW | PIP | T |
| Sleeping or the appearance of sleeping/dozing while on shift. | WW | T |  |  |
| Performing personal business while on shift, without supervisory approval. | WW | T |  |  |
| Falsifying documents related to employment, persons served, or any other organizational document. | T |  |  |  |
| Falsifying time card. | T |  |  |  |
| Substantiated violation of any outside licensed or regulatory agency. (This will be reviewed on a case-by-case basis based on the level of severity. Service line / HR Business Partner must ensure consistent practice when administering discipline) |  |  |  |  |
| Office of Recipient Rights substantiated abuse or neglect of a consumer as identified in the Department of Community Health Mental Health and Substance Abuse Services General Rule, R 300.7035.  **\*\*Minimum of a Written Warning (WW), but could result in a Final Warning (FW), suspension, or termination for the 1st offense.** | Minimum  WW |  |  |  |
| Inappropriately leaving person(s) served unattended that does not result in harm to person (s) served. | FW | T |  |  |
| Leaving work without proper authorization. | WW | T |  |  |
| Not completing shift notes (electronic record within the designated time frame). | WW | FW | T |  |
| Use of obscene/foul language or gestures. | WW | T |  |  |
| Endangering the safety of others, persons served, or your own personal safety. | WW | FW | T |  |
| Unauthorized and/or excessive use of company materials (telephone, vehicle, computer, etc.) for personal use. This includes Skype and content streaming. | WW | FW | T |  |
| **Combination of Infractions** – Two or more infractions/policy violations (separate in nature) within a twelve month period. Will be reviewed on a case-by-case basis by the Human Resources Business Partner. | | | | |
| ***Release of Private/Confidential Information:*** | | | | |
| *HIPAA violations will be reviewed on a case-by-case basis, and any disciplinary action will be measured against whether the infraction was accidental or deliberate.* | | | | |
| *Unauthorized release of confidential information about persons served or employees will be reviewed on a case-by-case basis, and any disciplinary action will be measured against whether the infraction was accidental or deliberate. (Both will require retraining)* | | | | |

## 3.5 Medication Errors:

Only Hope Network employees who have been properly trained and assigned to the task of medication administration may do so. Hope Network employees assigned to the task of medication administration must remember the safety of persons served is vital. When administering medications it is important that employees *consistently practice the “Six (6) Rights” of Medication Administration.* Medication errors are frequently the result of failing to check these “Six Rights”. Giving medications is an act that needs to be done carefully and taken seriously.

The “Six Rights” are:

* **Right Medication**  
  - Is this the medication the provider ordered?
* **Right Dose**  
  - How many milliliters, tablets, or doses are to be given?
* **Right Time**  
  - What time of day should the medication be taken?
* **Right Route**  
  - Should the medication be given by mouth, via feeding tube, or is it an injectable medication?
* **Right Patient**  
  - Is the medication for this patient/consumer or is it for someone else?
* **Right Documentation**

**- Did you complete all the required documentation?**

A medication error is defined as an event that may cause or lead to inappropriate medication use, consumer harm, or risk of harm while the medication is in the control of a Hope Network staff member. Such events may be related to professional practice, health care products, procedures and systems, including prescribing, ordering, failure to order medications before they run out, product labeling, administration, education, monitoring and use. Medication errors will be tracked, utilizing the [Medication Error Tracking & Report Form,](https://one.hopenetwork.org/dept/hr/Managers%20Toolbox/Medication%20Error%20Tracking%20Form%20.dotx) using a six (6) month rolling calendar from the date of the first medication error.

Hope Network employees who incur **three (3)** medication errors as defined above within a six (6) month rolling period will receive a written warning and they may be required to complete formal training in medication administration. Failure to complete the training in a timely manner will result in the termination of employment.

Hope Network employees who incur a **fourth (4th)** medication error as defined above within a six (6) month rolling period will receive a three day unpaid suspension and may be required to complete formal training in medication administration within a timely manner and may be required to successfully complete ten supervised medication passes.

Hope Network employees who incur a **fifth (5th)** medication error as defined above within a six (6) month rolling period or demonstrate a pattern of chronic administration errors will result in termination of employment.

Examples of medication errors include:

* *Medication error that is investigated by the Office of Recipient Rights and* ***substantiated*** *as abuse or neglect as identified in the Department of Community Health Mental Health and Substance Abuse Services General Rule, R 300.7035 will result, at a minimum, as a written warming. Depending on severity, it may result in a demotion, suspension, reassignment, or termination.*
* *Failure to administer prescribed medication(s).*
* *Failure to send medication(s) with person’s served when they leave the program for community outings or a leave of absence.*
* *Administering the wrong medication.*
* *Administering the wrong dose of the medication.*
* *Administering the medication by the wrong route.*
* *Failure to administer the medication at all (unless the patient/consumer has refused the medication)*
* *Administering the medication outside the approved time frame without the permission of the nurse and/or treating physician.*
* *Transcribing and/or charting errors that result in a medication error.*
* *Incorrectly transcribing the medication order on to the Medication Administration Record.*
* *Failure to accurately record the distribution of medication or the application of a treatment.*
* *Failure to initial and/or sign that the medication was administered in the Medication Administration Record (MAR).*
* *Failure to count and record controlled substances at the shift change and/or in accordance with program protocol.*
* *Failure to document in the Medication Administration Record incidents of new or refilled medications.*

***3.6*** ***Fair Treatment Process:***

When an employee has a problem, question or complaint, normally the simplest, quickest, and most satisfactory solution can be reached by discussing the problem with their direct supervisor. When this isn’t possible, the Human Resources Business Partner is available to assist all parties involved in obtaining a successful resolution. When issues arise that do not pertain to employee relations, or that Human Resources cannot resolve, employees can contact a Compliance Official or Corporate Counsel, or use the Fraud and Abuse Hotline (see section 3.8).

It is Hope Network’s policy to ensure that all employees receive fair and equitable treatment. The dispute resolution process has been designed to provide employees with an easily accessible procedure for expressing dissatisfaction and to foster sound employee-supervisor relations through communication and ultimate reconciliation of work related issues and/or concerns.

Employee concerns and problems will be treated with respect. Employees will not be penalized formally or informally, for voicing a complaint, concern, or problem in a reasonable, respectful, and professional manner when following the Fair Treatment Process. Employees who would like to initiate the process for employee relations issues may do so by completing the [***Fair Treatment Process Form***](https://one.hopenetwork.org/forms/HR%20Forms/Fair%20Treatment%20Process%20Form.aspx)and submitting it to the Human Resources Business Partner. Hope Network has zero tolerance for retaliation.

Using the [***Fair Treatment Process Form***](https://one.hopenetwork.org/forms/HR%20Forms/Fair%20Treatment%20Process%20Form.aspx) the employee must submit a written summary of the complaint, attaching copies of relevant information and forward to their Human Resources Business Partner.

*Step One:*

The Human Resources Business Partner will review the information and if necessary will schedule a meeting. The Human Resources Business Partner will issue a formal written response. If the employee is not satisfied with the outcome, they can choose to advance their concern to step two (2) of the Fair Treatment Process*.*

*Step Two:*

The Senior HR Director will review the documentation and if necessary will schedule a meeting and/or consult with necessary resources to make a final determination. The Senior HR Director will issue a formal written response, which will be considered final.

## 3.7 Business Ethics:

Hope Network strives to maintain a successful organization with a reputation for integrity and excellence. This requires our employees to display the highest standards of ethical conduct and personal integrity in all interactions (i.e. persons served, families, guardians, internal and external contacts, and funders). Our continued success is dependent on preserving others’ trust and confidence in us, and our ability to meet their needs.

Employees are cautioned not to take any actions that may obligate Hope Network in a manner not specifically approved. Never make any verbal statement, enter into an agreement or sign or alter any document as an agent or representative of Hope Network without full understanding of the implication of those actions and without specific authority to do so.

Employees must be truthful, honest and accept responsibility for their actions and refuse to accept gifts or favors of any nature of value that might be construed as influencing professional activities.

Hope Network has established an [***Ethical Standards Policy (A-002.N)***](https://one.hopenetwork.org/policies/Policies/Ethical%20Standards%20(A-002.N).docx) and [***Hope Network*** ***Code of Ethics***  ***(A-002.N Attachment A)***.](https://one.hopenetwork.org/policies/Policies/Hope%20Network%20Code%20of%20Ethics%20(A-002.N)%20-%20Attachment%20A.docx) This Code is consistent with Hope Network’s mission, accreditation, and other professional standards. The Code of Ethics sets forth beliefs, ethical principles, and ethical standards to which all personnel aspire and by which their actions can be judged. Ethical behavior should result from the commitment to engage in ethical practices. All employees of Hope Network are expected to adhere to this code. If an employee has knowledge of irregularities that may represent questionable ethics, it should be reported to the appropriate staff member, which may include their direct supervisor, a Compliance official, Corporate Counsel, members of Human Resources or Executive Management, or the Fraud and Abuse Hotline at the toll free number ***(1-866-835-6854)***.

## 3.8 Fraud and Abuse Hotline:

The Fraud and Abuse Hotline serves as a means of reporting suspected financial fraud and abuse or other wrongdoing in our organization. Hope Network encourages employees to first try to resolve any issues through internal communication channels. This may include talking with your supervisor, a member of Human Resources, Compliance, Recipient Rights, Legal, or any member of Management or the Leadership team.

Hope Network understands that employees may not always be comfortable or that it is not always possible to report inappropriate behavior to management. Hope Network has made arrangements with an independent third party to provide employees and persons served with a toll-free number ***(1-866-835-6854)*** to report and remain anonymous. This toll-free number is available twenty four (24) hours a day seven (7) days a week, three hundred sixty five (365) days a year, and allows individuals to report concerns anonymously without fear of recognition or retaliation of any kind. Spanish and other language interpreters are available. Please understand that anonymity may affect Hope Network’s ability to investigate reports if they are unable to obtain pertinent and relevant information.

## 3.9 Attendance and Punctuality:

Hope Network recognizes the need to balance employees’ unforeseen personal and medical situations along with the operational needs of the organization. These guidelines for attendance and tardiness have been established to provide the highest quality services to persons served, team members, guardians, vendors, and funding sources. To this end, Hope Network programs and administrative support groups ***mus***t be adequately staffed during all working hours of operations and Hope Network expects that all employees will ***consistently*** report to work, and start on time. When employees incur an unscheduled absence or are tardy for work, other employees must perform additional duties that create a hardship for both the employee and the organization.

Employees are expected to attend and participate in mandatory staff meetings and trainings as needed and/or required.

To help balance the health care and business needs of Hope Network and the personal needs of the employees, Hope Network practices a no fault attendance policy. This practice assumes that all unscheduled absences and incidents of being tardy are for important reasons; however, when the amount and/or frequency becomes excessive, the attendance or tardiness problem must be addressed through the progressive discipline path, up to and including termination.

***The following types of time off from work will not be considered for corrective action purposes, provided the required reporting requirements have been met.***

* *Bereavement*
* *Approved PTO*
* *Jury duty*
* *Military leave*
* *Family Medical Leave Act (FMLA)*
* *Americans with Disabilities Act (ADA)*
* *Pregnancy Discrimination Act (PDA)*
* *Paid Medical Leave Act (PMLA)*
* *Work-related injury*
* *COVID-19 related quarantines and isolations*

On those occasions when a nonexempt/hourly employee is challenged with unforeseen situations, Hope Network allows a grace period of up to seven (7) minutes after their scheduled start time. For example, if the employee is scheduled to begin work at 8:00 a.m. and they punch in at 8:07 a.m. they are on time. However, if the employee punches in at 8:08, this will be considered tardy.

Employees who are assigned to residential, day treatment and/or work skills programs are expected to contact their supervisor or designee at least two (2) hours before their scheduled shift if they are going to be late or absent. Employees who provide administrative supports services are expected to contact their supervisor or designee at least one (1) hour before the start of their scheduled shift and explain the reason for their tardy and/or absence and when they expect to report for work. Please note, it is the employee’s responsibility to follow-up with their supervisor, if they’ve left a message or sent an email or text, to discuss the reasons for the absence.

Employees who have been approved to take intermittent Family Medical Leave Act (FMLA), and/or other medical related leaves are required to state they are using FMLA, PMLA, PDA, ADA when reporting their tardy and/or absence. Questions regarding Family Medical Leave Act (FMLA), and/or other types of medical leaves and eligibility, should be directed to the Human Resources Disability & LOA Manager. The FMLA requirements can be found in Section 6.1. Failure to follow guidelines while on ANY approved leave of absence will result in disciplinary action up to and including termination.

Employees who are absent for an extended period of time (three days or more) may be required to provide a Physician’s statement regarding the ability to return to work with or without accommodations if covered by one of the mentioned leaves above.

If an employee must leave work before the end of their scheduled shift, they ***must*** notify their supervisor and receive permission. Failure to do so will result in disciplinary action for leaving work without proper authorization.

Hope Network expects employees to make every attempt to schedule appointments before or after their work day; however, management understands there will be times when this is not possible.

Hope Network Managers and Supervisors are expected to review the timecard records of their direct reports on a regular basis; addressing issues related to attendance and punctuality within the appropriate pay period. A Supervisor must be present and/or available by phone at all times when staff are present.

## 3.10 Bulletin Boards:

Hope Network provides bulletin boards for business, operational, and employee related information. Notices not required by law must be approved by the site supervisor before posting and all approved posts must be dated. Unauthorized, inappropriate and/or outdated information will be removed.

## 3.11 Solicitation and Distribution:

In an effort to maintain a professional work environment, employees and non-employees may not solicit, promote, or distribute literature in work areas or while working except as approved by Hope Network. This includes sales and fundraising materials. Due to safety and respect of privacy for persons served, off-duty employees will not be permitted on company property. Non-Hope Network employees are prohibited from interrupting employees who are working.

## 3.12 Confidentiality:

Persons served have the right to expect their personal health care and identifying information, diagnoses, and treatment plans to be kept protected and confidential according to State and Federal Law. Every employee has an obligation to protect this confidence. Information about the persons we serve should never be accessed, disclosed, disseminated, or discussed with others, inside or outside Hope Network – except on a need to know basis for treatment, payment, and operations as regulated by State and Federal Law. For more information, please refer to the [***Health Insurance and Portability and Accountability Policy (A-015.N)***](https://one.hopenetwork.org/policies/Policies/Health%20Insurance%20Portability%20and%20Accountability%20(A-015.N).docx) and the [***Notice of Privacy Practices (A-015.N Att. A)***](https://one.hopenetwork.org/policies/Policies/Notice%20of%20Privacy%20Practices%20(A-015.N)%20-%20Attachment%20A.docx)and[***HIPAA – Covered Entity Status (A-015.N Att. B)***](https://one.hopenetwork.org/policies/Policies/HIPAA-Covered%20Entity%20Status%20(A-015.N)%20-%20Attachment%20B.docx).

In certain cases, information contained in the medical records of persons served can be released only after receiving written authorization in compliance with State and Federal law. All such requests shall be fulfilled by the Hope Network Medical Records Department or by an authorized Service Line representative only. If a request for a release of information is from an attorney, subpoena, or concerns a questionable situation, the employee should forward the request for review to the Legal Department. For more information, please refer to the [***Confidentiality and Release of Information Policy (C-003.N)***](https://one.hopenetwork.org/policies/Policies/Confidentiality%20and%20Release%20of%20Information%20(C-003.N).docx) and the [***Response to Medical Records Requests Policy (C-013.N)***](https://one.hopenetwork.org/policies/Policies/Response%20to%20Medical%20Records%20Requests%20(C-013.N).docx) and associated attachments.

## 3.13 Drug, Alcohol, Marijuana (Including Medical), and Substance Abuse:

Hope Network is committed to maintaining a drug-free workplace. The consumption, sale, possession, or being under the influence of alcoholic beverages, narcotics, controlled substances or drugs on company premises, or while conducting business on behalf of the organization is prohibited and may result in disciplinary actions up to and including immediate termination of employment. This includes prescription medications, if it impairs an employee’s ability to perform their responsibilities. Employees using over-the-counter medications or drugs legally prescribed by a physician that may affect their ability to perform on the job must inform their supervisor or the Human Resources Business Partner.

Hope Network may test for drugs or use of controlled substances for reasonable cause. Refer to the [***Reasonable Cause Testing Checklist***](https://one.hopenetwork.org/dept/hr/Managers%20Toolbox/Reasonable%20Cause%20Testing%20Checklist.docx). All Hope Network Transportation employees must abide by the Department of Transportation Regulations pertaining to drug and alcohol use and testing. Employees who refuse to follow the protocols of the Occupational health provider or who leave the Occupational health provider without submitting a urine sample will be subject to discipline up to and including termination.

Employees are required to sign the[***Consent for Chemical Screening Form***](https://one.hopenetwork.org/dept/hr/TM%20Forms/Consent%20to%20Chemical%20Screening.doc). Refusal to submit to a test will be grounds for disciplinary action up to and including termination.

Employees who voluntarily seek help for a drug and alcohol problem (before being tested or being requested to take a test) will be encouraged to access the Employee Assistance Program (EAP) or enroll in a rehabilitation program. An employee may seek a medical leave of absence while undergoing rehabilitation. Contact the Human Resources FMLA/ADA Team.

After completion of a rehabilitation program, a returning employee must work through the Fit for Duty requirements with the Human Resources FMLA/ADA Team. Employees returning from a rehabilitation program will be required to submit to a random drug and/or alcohol testing for a twelve (12) month period. Any employee who refuses the test or subsequently tests positive will be terminated.

Employees must notify Hope Network of any criminal conviction within one (1) business day of the conviction by using the [***Criminal History and Driving Offense Disclosure Form***](https://one.hopenetwork.org/forms/HR%20Forms/Criminal%20Conviction%20and%20Driving%20Offense%20Disclosure.docx)*.* Law enforcement officials will be notified whenever illegal drugs are found in the possession of an employee on Hope Network premises.

## 3.14 Harassment:

Hope Network intends to provide a work environment that is pleasant, professional, and free from intimidation, bullying, hostility or other offenses that might interfere with work performance. Hope Network prohibits employees from doing anything that threatens harm, intimidates, coerces, retaliates against, or harasses another employee, persons served, vendors, or visitors. Harassment of any sort – verbal, physical, non-verbal – will not be tolerated. Protected categories include: race, color, religion, sex, age, national origin, disability, height, weight, marital status, sexual orientation, veteran status or any other protected status defined by law.

## 3.15 Sexual Harassment:

Sexual harassment may include unwelcomed or unsolicited sexual advances, requests for sexual favors and/or other physical or verbal conduct of a sexual nature when; 1) submission to the conduct is made an explicit or implicit term or condition of employment; 2) submission to or rejection of the conduct is used as the basis for an employment decision affecting the individual; or 3) the conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment may include, but are not limited to:

* *Quid pro quo (this for that)*
* *Explicit sexual propositions*
* *Sexual innuendo*
* *Suggestive comments of a sexual nature*
* *Sexually orientated kidding or teasing*
* *Practical jokes of a sexual nature*
* *Jokes about gender specific traits*
* *Obscene language or gestures*
* *Displays of obscene printed of visual material*
* *Physical contact that includes unwelcome or unsolicited touching and/or intentionally brushing against another person’s body.*

## 3.16 Harassment Reporting and Complaint Procedure:

All Hope Network employees and management staff have a responsibility to keep the work environment free of harassment. It is expected that the employee will notify their supervisor or another member of the management or Human Resources staff immediately of any sexual or other harassment, even if the employee is not sure if the offending behavior is considered to be unlawful.

All reports of harassment are taken seriously and will be promptly investigated. Reports and investigations will be kept confidential to the extent possible, consistent with resolving the matter and taking appropriate corrective action; absolute confidentiality cannot be guaranteed.

Any Hope Network employee found to have sexually or otherwise harassed another employee, persons served, visitors, vendors, funders, or potential referral sources will be subject to severe disciplinary action up to and including termination of employment.

Retaliation for reporting harassment ***will not be tolerated***. No one will be retaliated against regarding employment opportunities, compensation, work assignments, or any other terms and conditions of employment for submitting a report of harassment or for participating in an investigation.

Bad faith claims of harassment will be subject to disciplinary action up to and including termination of employment.

## 3.17 Employment of Relatives and Dating/Romantic Relationships:

Hope Network must assure that the relationships between employees, persons served, and/or members of management do not present a conflict of interest, misplaced judgment, favorable/unfavorable treatment, questionable motives or the perception of the same.

Relatives of employees may be considered for employment with Hope Network provided the relationship is made known. Family members may not report to each other directly nor should they hold roles within the same department or roles that may present a conflict of interest.

Current employees who are aware of and/or develop a romantic (dating) relationship with another employee, applicant, or persons now or previously served are required to disclose the relationship by completing the [***Employment of Relatives and Romantic Relationship Disclosure Form***](https://one.hopenetwork.org/forms/HR%20Forms/Employment%20of%20Relatives%20and%20Dating-Romantic%20Relationships%20of%20Employees%20Disclosure%20Form.aspx)and submitting it to the Human Resources Business Partner.

***For the purposes of this policy “relative” is defined as a spouse, parent, child, sibling, aunt, uncle, cousin, niece, nephew, step relationship, in-law relationship, and anyone who resides in the same household with the employee or is engaged in a romantic relationship.***

## 3.18 Dress Code and Personal Appearance:

It is the goal of Hope Network to provide a professional work environment that is consistent with our mission and values. Employees’ personal appearances contribute greatly to the impression of persons served and our communities. Clothing and uniforms (where provided) should be neat, clean, and appropriate for the environment in which the employee works.

Employees of Hope Network are expected to use good judgment as it relates to their personal appearance and appropriate attire. Should an employee’s personal appearance, clothing, or hygiene be deemed inappropriate by Hope Network management staff, the employee may be required to leave work and return when appropriately dressed. Any time missed for this reason will be without pay. Accordingly, the examples noted below will be considered inappropriate dress or appearance and will not be acceptable:

* *Clothing with lewd or obscene pictures, commercial advertisements (excluding Hope Network wear) are not allowed.*
* *Leggings/Yoga pants must be worn with shirts that ensure full coverage of the bottom areas.*
* *Clothing that is too revealing (above mid-thigh length, low cut tops, extremely tight fitting shirts, or showing midriff or underwear).*
* *Tank tops, mid-drift shirts, and spaghetti string shirts.*
* *Flip flops or other footwear that is unsafe for the environment in which you work.*
* *Excessive jewelry, fragrances, cosmetics.*
* *Unusually long fingernails that could result in injury to persons served or create difficulties when working.*
* *Hats or any other head dressings (employees who are seeking a medical or religious accommodation are required to contact their Human Resources Business Partner).*

All employees are expected to maintain good personal hygiene. Strong odors must be controlled: this includes tobacco, perfumes, after shaves, and scented lotions. Certain scents can cause allergic reactions in some individuals. Therefore the use of these products must be avoided when working with individuals served and co-workers.

Excessive tattoos and body piercings that could be offensive or that will distract from a professional appearance are prohibited in the work place unless they are covered.

Employees working in an administrative/professional business environment, are expected to dress in appropriate business/business casual attire.

Employees who have questions regarding this policy are expected to consult with their direct supervisor or Human Resources staff.

## 3.19 Footwear Policy:

Hope Network employees are expected to wear proper footwear that will prevent slips, trips, and falls and provide protection from harmful heavy objects when appropriate. Employees who perform direct treatment services (specialized residential, out-patient, vocational training programs and day programs) **are required** to wear shoes with closed or strapped backs and closed toe shoes. Employees who perform manufacturing assignments **are required** to wear footwear with appropriate treads. All other employees must wear footwear that is appropriate to their job category and work environment. Employees who have questions regarding this policy should consult with their direct supervisor.

***3.20 Tobacco Use:***

In support of the health and safety of our employees, visitors, volunteers/interns, contractors, and other guests, Tobacco use is prohibited on Hope Network property. Tobacco use by employees **in** Hope Network owned and leased buildings, and **on the grounds** of Hope Network buildings, parking lots and ramps (including inside personal and Hope Network vehicles) is prohibited.

In achieving this goal, we recognize the cultural and behavioral shifts that will need to be addressed. Blue Care Network members can contact the Human Resources Benefits Department at 616-726-5150 for assistance with available resources and tools. Employees can also find documents about resources to help them become tobacco free on the [***One Site***](https://one.hopenetwork.org/dept/hr/wellness/Wellness%20Information/Forms/AllItems.aspx).

Staff members may not use tobacco products at any time during their work shift, including during lunch if on company property. This policy does not include persons served when they are outside their homes or when smoking huts are available to them outside at Hope Network day programs.

For additional information, please review the ***[Tobacco Free Workplace Policy (P-019.N)](https://one.hopenetwork.org/policies/Policies/Tobacco%20Free%20Workplace%20(P-019.N).docx)***

## 3.21 Workplace Violence Prevention:

Hope Network is committed to preventing workplace violence and to maintaining a safe work environment. Hope Network prohibits any language or actions by employees that could create an intimidating or threatening effect on another employee, persons served, funding partners, vendors, or visitors, including bullying. Pease refer to the [***Workplace Violence Policy (P.028.N)***.](https://one.hopenetwork.org/policies/Policies/Workplace%20Violence%20Policy%20(P-028.N).docx)

Workplace Violence training will be conducted upon hire during New Hire Orientation and on an annual basis. This training is conducted to help minimize workplace violence and to help employees identify and report on situations that are likely to result in workplace violence.

Hope Network prohibits the possession of weapons (firearms, knives, etc.), explosives, and other dangerous or hazardous devices or substances (mace or pepper spray) on company property. This includes when individuals have obtained a concealed carry weapons permit or Concealed Pistol License (CPL). Behavior that appears erratic, abusive, threatening, or bullying by anyone on Hope Network property should be reported ***immediately*** to a member of management or Human Resources. If in doubt about anyone’s safety due to another person’s strange behavior, or if you suspect that a life threatening situation may arise, do not hesitate to call 911.

It is important that every employee understands there is no such thing as an idle threat. ***Any threatening statement or gesture will be interpreted as intent to carry it out***. Because Hope Network has a zero tolerance policy, employees must refrain from joking, fooling around, or engaging in “horseplay” that could be perceived as threatening.

## 3.22 Breastfeeding:

In 2010 the Fair Labor Standards Act was amended to require employers to provide rest breaks and a private space for employees who are nursing mothers in order to allow them to express breast milk for their nursing children. Hope Network is committed to the health and well-being of those employees and their infant children. Please reference the [***Breastfeeding Policy (P-014.N)***.](https://one.hopenetwork.org/policies/Policies/Breastfeeding%20Policy%20(P-014.N).docx)

COMPENSATION

## 4.1 Pay:

Hope Network wants to recruit, retain, and reward high performing employees and invest in people by offering competitive benefits and pay, learning and development opportunities, and career paths.

Annually, Hope Network conducts a compensation market analysis to determine competitiveness specific to our industry, organizational size, geographic location, and job categories and to facilitate discrimination and equity testing. Each job is valued and fits into a pay band. Placement within the pay band is evaluated annually or as the market supply and demand fluctuate. Hope Network determines new hire pay by evaluating such things as skills and competencies, years of experience, education, and qualifications to do the job. Hope Network rewards employees based on performance – not service credits or any other rigidly defined measures.

Pay systems have been developed with the following objectives:

* *Fairness of pay internally.*
* *Competitive pay levels as compared externally.*
* *To contribute to employee motivation and development.*
* *To contribute to meeting the strategic plans and organizational objectives.*

## 4.2 Wage Increases:

Wages are established and adjusted to maintain a competitive scale with other employers in local markets, to align with the economy, and to recognize and reward employee performance.

Annual salary increases are proposed by the CEO and approved by the Executive Team during the budget development process. Approved increases will become effective on the first day of the pay period.

Out-of-cycle or promotional increases (Salary Review Requests) must be documented on the [electronic ECF form](https://forms.hopenetwork.org/talentmgmt/employee-change-form.aspx) and approved by the Human Resources Business Partner or Service Line Executive Leader if within assigned wage ranges. **Wage increases of 10% or more must be approved by the CEO**. Wage increases of 5% or more will result in an adjustment to the employee’s next performance and pay review date.

Example:

*Employee’s anniversary / next pay review date is June 1st. Employee receives a promotional increase of 5% on November 15th. New employee performance review and next pay review date will be on November 15th of the following year.*

Please note, annual increases are not automatic, nor are they guaranteed, they are awarded based on performance and business conditions.

## 4.3 Pay Day, Direct Deposit, and Pay Cards:

The normal pay period runs fourteen working days from Sunday of the first week to Saturday of the second week; employees receive paychecks every two weeks (except for Hope Network Industries). The employee’s check stub is mailed to the last known address they provided to Hope Network. Employees may elect either to have their pay directly deposited into their bank or credit union, or a pay card that is offered to all employees upon hire.

*PLEASE NOTE: upon (re)hire, the first pay check will be in the form of a live paper check and it is mailed to the home address on file; however, if an employee submit a letter from their bank with the account and routing number or a voided check, it will be directly deposited into their account.*

Employees may change direct deposit accounts at any time by completing the [***Direct Deposit Authorization***](https://one.hopenetwork.org/forms/Payroll%20Forms/Direct%20Deposit%20Authorization.aspx) form. Hope Network *only* offers employees paperless pay stubs accessible by registering and logging into [***My ADP***](https://my.adp.com/static/redbox/login.html) where employees can view, print and save images of their paychecks and W-2 forms twenty-four (24) hours a day, seven (7) days a week. Employees are able to sign-up for this benefit [***Go Green with Hope Network and MyADP***](https://one.hopenetwork.org/dept/IT/How%20Do%20I/Go%20Green%20with%20Hope%20Network%20and%20MyADP%20(formerly%20ADP%20iPay).doc) can access the instructions for registration on the One-Site via the [***Payroll page***](https://one.hopenetwork.org/dept/Payroll/default.aspx).

***4.4 Work Schedules:***

Because Hope Network provides services twenty four (24) hours a day, seven (7) days a week, three hundred sixty five (365) days a year, schedules are developed to meet the unique and specific needs of the program and/or facility and will vary based solely on the needs of persons served.

For those employees who work within administrative services, the typical work day at Hope Network is eight (8) hours, Monday through Friday, not including lunch. The beginning and ending hours of operation vary by site and are based on the operational needs of the facility. Administration office hours generally begin at 8:00 a.m. and end at 5:00 p.m. Employees may occasionally be reassigned and may be required to work overtime based on the operational needs of the organization. With the exception of approved time off, employees are expected to work regularly scheduled hours, arrive on time, be ready to perform their job function and work through their scheduled quitting time. At times, certain positions may qualify for telecommuting opportunities, based on business needs. As these unique situations arise, Hope Network may request/approve for individuals/departments/locations to work remotely. Based on the types of services Hope Network provides, some positions require the employees to be physically present in the workplace, therefore, not all requests to telecommute can be approved. In all situations, if an employee is unable to work their scheduled hours, it is the employee’s responsibility to discuss the issue or concern with their direct supervisor as soon as they become aware of the conflict.

Hope Network employees who are regularly scheduled to work in specialized residential facilities are not allowed to work more than sixteen (16) consecutive hours, with the exception of emergency circumstances, and if the need exists, must follow with a minimum eight (8) hour break.

Hope Network must also restrict non-exempt/hourly employees from beginning the start of their shift more than seven (7) minutes prior to their scheduled start time, unless requested to do so by their direct supervisor. A supervisor must be present and/or accessible by phone at all times when staff are working.

## 4.5 Meal/Break Periods:

Meal periods are based upon the needs of the department and set by the supervisor. Meals/Lunch periods are considered unpaid\* and employees are required to be clocked out and duty free during this time. Any exceptions should be approved by the immediate supervisor.

\*Meal periods for employees working in specialized residential care facilities are considered paid worked time. Employees may not leave the program while on shift to run personal errands or get food.

Hope Network does not have formal break periods during the work day; instead employees may step away from their workstation as needed to remain alert and to tend to personal needs. Employees will be notified if time away from their work is excessive or negatively impacts operational efficiencies or any contractual obligations involving patient care.

## 4.6 Recording Time Worked:

All Hope Network non-exempt/hourly employees are required to utilize the designated time keeping system to accurately record all hours worked, including the beginning and ending of a meal period (see \*note above in section 4.5). At no time should another Hope Network employee punch in or out for another employee or have another employee punch in or out for them. Employees who violate this policy will be terminated.

In cases when the employee fails to accurately record time worked, they are ***required*** to submit the [***My Time Card Change Request Form***](https://one.hopenetwork.org/forms/Payroll%20Forms/My%20Timecard%20Change%20Request%20Form.aspx) or send an email with the needed punch correction and the reason to their direct supervisor so the necessary corrections can be made.

## 4.7 Blended Rate Overtime Pay and Calculations:

From time to time, employees are required to work overtime to meet Hope Network’s operational and/or business needs. Overtime payments apply to all non-exempt/hourly employees. Hope Network employees who **work** over forty (40) hours in any given week, will receive overtime pay for actual hours worked over forty.

Blended overtime payments for hours worked include: regular, shift differential, training, holiday worked and if authorized sleeping shifts. Holiday benefit, jury duty, PTO and bereavement benefit hours do not count towards weekly overtime.

Additionally, when working on a holiday, an employee’s automatic rate will be time and one half. This time and one half rate will be used within the blended overtime calculation.

Employees who receive different rates of pay in a single workweek will have their overtime hours paid using the blended rate. In this calculation method the total weekly compensation is divided by the total number of hours worked as noted by the example below.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Hours Type** | |  | **Hours Worked** |  | **Regular Rate** |  | **Total Regular Earnings** |
|  |  |  |  |  |  |  |  |
| Regular |  |  | 24.00 |  | $11.25 |  | **$282.00** |
| Training |  |  | 8.00 |  | $11.25 |  | **$94.00** |
| Shift |  |  | 8.00 |  | $12.75 |  | **$102.00** |
| Sleep |  |  | 8.00 |  | $9.00 |  | **$ 72.00** |
| Other |  |  |  |  |  |  | **$0.00** |
| Other |  |  |  |  |  |  | **$0.00** |
|  |  |  |  |  |  |  |  |
| **Totals** | |  | **48.00** |  |  |  | **$ 550** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Weighted Overtime Hourly Rate for the Week:** | | | | | |  |  |
|  |  |  |  |  |  |  |  |
|  | Total Regular Earnings, divided by Total Hours Worked, times one and a half. | | | | | | |
|  |  |  |  |  |  |  |  |
|  | **$550.00** | **/** | **48.00** | **x** | **1.5** | **=** | **$17.19** |

***All overtime must be approved by the employee’s supervisor prior to working the overtime shift.***

Hope Network employees who work overtime without prior approval will be paid overtime and will be subject to discipline in accordance with Hope Network’s disciplinary procedures (section 3.3).

## 4.8 After- Hours On-Call Rotation:

To ensure adequate after hours coverage, Hope Network pays on-call compensation to exempt/salaried and non-exempt/hourly professional employees in specific departments and job titles that have been identified and authorized as being part of the after- hours on-call rotation. Employees who are on-call *must be available* to respond from a remote location or by returning to the work location when needed.

Employees who are included in the after-hour on-call rotation will be compensated according to their departmental/budgetary guidelines. As a general rule, after-hours on-call rotation of more than fourteen (14) consecutive days is not encouraged. For those employees who need to participate in the on-call rotation of more than fourteen (14) days, are expected to contact their supervisor for approval. Employees requesting on-call payment are required to complete the [***On-Call Reporting Form***](https://one.hopenetwork.org/forms/Payroll%20Forms/On-Call%20Reporting%20Form.aspx)*,* and submit it to their direct supervisor for approval.

## 4.9 Payroll Deductions:

Payroll deductions are taken against an employee’s gross pay each payday as required for federal, state, and local income taxes, social security taxes, and garnishments. Deductions are calculated as required by law and as modified by deductions claimed on the employees tax form on file with Hope Network. Employees may change income tax withholding levels at any time by completing a new W-4 form.

Hope Network offers programs and benefits beyond those required by law such as medical, dental and vision insurances. Eligible employees may voluntarily authorize additional deductions from their paychecks to cover the costs of their participation in these programs.

Employees should contact Hope Network’s Payroll Department if they have questions concerning any deductions, why they were made, or how they were calculated.

## 4.10 Payroll Deadlines:

|  |  |
| --- | --- |
| **Data Entry Items:** | **Data Entry Deadline:** |
| ·        EE Change Forms | Wednesday, end-of-day, **BEFORE** pay week. |
| ·        My Personal Information Change Form |
| ·        Evaluation Forms |
| ·        Salary Adjustment Forms |
| ·        Termination Forms | Should be submitted immediately and will be processed upon receipt |
| [If you have any questions on the above, please email: HR Data Entry](mailto:HR%20Data%20Entry%20%3cHRDataEntryMbx@hopenetwork.org%3e) | |
| **Payroll Item:** | **Payroll Deadline \*:** |
| ·        Timecards Reviewed and Locked | Noon on **Monday** of pay week |
| ·        Incentive Pay / Payroll Adjustment Forms | End of Day **Monday** of pay week |
| ·        Approved Mileage Forms - on Onsite | Noon on **Tuesday** of pay week |
| ·        Approved On-call Forms - on Onesite |
| ·        Approved PTO Forms - on Onesite |
| [If you have any questions on the above, please email: HNLC Payroll Department](mailto:HNLC%20Payroll%20Department%20%3cHNLCPayrollDepartment@hopenetwork.org%3e) | |

|  |
| --- |
| **For any items above that do NOT meet the above deadlines, they will be included in the payroll following the upcoming, current payroll.** |
| **\* The deadlines may be adjusted/condensed during holiday weeks. Updated deadlines will be given to Supervisors before each holiday.** |

TOTAL REWARDS

Your paycheck is only part of the many benefits available to you as an employee of Hope Network. You may also enjoy a broad range of benefit programs, including health, dental, vision, paid time off, employee assistance, disability, life insurance, retirement savings plan (403b), flexible spending accounts, and access to the employee discount program.

## 5.1 Paid Time-Off/PTO Donations:

The paid time-off (PTO) benefit is designed to provide eligible Hope Network employees flexibility in use of paid time off for vacation, paid medical leave (PMLA), personal business, the observance of religious holidays not currently recognized by Hope Network and sickness. Rather than having a fixed number of days made available to employees for each of the categories, Hope Network has chosen to “pool” all the hours together to allow employees more flexibility in the use of their PTO.

Please see applicable [PTO Policy](https://one.hopenetwork.org/policies/Policies/Hope%20Network%20Paid%20Time-Off%20(PTO)%20Policy%20(P-005.N).docx) located on the One Site for additional information.

## 5.2 Paid Time-Off (PTO) Accrual Guidelines:

Please see applicable [PTO Policy](https://one.hopenetwork.org/policies/Policies/Hope%20Network%20Paid%20Time-Off%20(PTO)%20Policy%20(P-005.N).docx) located on the One Site for additional information.

***5.3 Requesting Paid-Time Off:***

Please see applicable [PTO Policy](https://one.hopenetwork.org/policies/Policies/Hope%20Network%20Paid%20Time-Off%20(PTO)%20Policy%20(P-005.N).docx) located on the One Site for additional information.

## 5.4 Paid Time-Off Donations:

Please see the [*PTO Donation Form*](https://one.hopenetwork.org/dept/hr/PTO%20and%20Holidays/PTO%20Donation%20Form.docx).

***5.5 Depleted PTO Banks:***

As a general rule, Hope Network will not grant additional unpaid time off when the employee has depleted their annual accrual. PTO can only be used as it is earned/accrued. Additional unpaid time off will only be granted under limited circumstances and at the sole discretion of Hope Network.

***5.6 Holidays:***

Please see [Hope Network Holiday Guidelines](https://one.hopenetwork.org/dept/hr/PTO%20and%20Holidays/Hope%20Network%20Paid%20Holidays.docx).

## 5.7 Medical, Dental, and Vision Insurances:

Please see the applicable Employee Benefits Guide located on the One Site.

## 5.8 Continuation of Insurance Coverage:

Employees who have questions related to the Consolidated Omnibus Budget Reconciliation Act (COBRA) are encouraged to call the HR Benefits Team at 616-726-5150.

## 5.9 Flexible Spending Accounts:

Hope Network offers health care and daycare/dependent care pre-tax program options for employees who wish to pay for certain medical and child care expenses in a pre-tax preferred manner. If an employee participates in any of the programs, deductions are taken on a pre-tax basis from their paycheck before any federal, state, or Social Security taxes. This pre-tax deduction lowers their overall taxable income. Each program is a separate option; monies from one program cannot be used for other the option. For additional information, please the HR Benefits Team at 616-726-5150.

***5.10 Life Insurance:***

Hope Network provides full-time benefit eligible employees with basic life insurance coverage. For additional information, please the HR Benefits Team at 616-726-5150.

## 5.11 Short and Long Term Disability:

For additional information, please call the HR Benefits Team at 616-726-5150.

***5.12 Retirement Planning Programs:***

Hope Network has established a 403(b) investment savings plan on a pre-tax or post-tax basis to help encourage employees to save and build a financial reserve for retirement. For additional information, please call the HR Benefits Team at 616-726-5150.

***5.13 Employee Assistance Program:***

Hope Network provides all employees and eligible family members, short term confidential counseling through the Employee Assistance Program (EAP). For additional information, please call the HR Benefits Team at 616-726-5150.

***5.14   Bereavement Leave:***

Employees classified as “**Full Time**” who experience a death within their immediate family may receive up to three (3) scheduled days off with pay. For the purposes of this policy, immediate family includes: parents (Biological, Step, Adoptive, Foster, Spouse’s parent, In Loco Parentis), siblings, spouse, child (Son, Daughter, Step-Child, Adopted Child, Foster Child, Legal Ward, In Loco Parentis (substitute parent of an adult child), mother/father in-law, grandparents, grandparent in-laws, grandchild, and brother/sister in-law. Employees may request additional time off by contacting their supervisor and completing the ***[Time-Off Request Form](https://forms.hopenetwork.org/payroll/time-off-request.aspx)***[.](https://forms.hopenetwork.org/payroll/time-off-request.aspx)

***5.15 Witness and Jury Duty Pay:***

Jury duty pay will be granted to full-time employees summoned for service as a court witness or juror, for up to 25 days per year. All other classifications of employees, including those on an approved leave of absence are not eligible for jury duty pay. Employees called for jury duty are required to submit a copy of the summons to their supervisor and complete the [***Time-Off Request Form***](https://forms.hopenetwork.org/payroll/time-off-request.aspx). All employees are allowed to request unpaid time off if subpoenaed to appear in court as a witness. Volunteer service on a jury, appearances as a voluntary witness, or as a plaintiff or defendant are not covered.

Employees are expected to work their normal schedule to the extent possible with witness or jury duty requirements. Time off for jury duty will be paid at the employee’s regular rate of pay. Court issued compensation (including mileage reimbursement and daily stipends) may be retained by the employee.

***5.16 Tuition Reimbursement:***

If your service line provides tuition reimbursement allowances, eligibility requirements are as follows: Employees who are regularly scheduled to work twenty-four (24) hours or more per week, and who have completed at least one full year of employment and at least one thousand two hundred fifty hours (1,250) in the past twelve (12) months, and are in good standing with the organization. For additional information refer the [***Tuition Reimbursement Program and Request Form***](https://one.hopenetwork.org/dept/hr/benefits/General%20Benefits%20Documents/Tuition%20and%20Certification%20Reimbursement%20Program.docx).

***5.17 Business and Travel Expenses:***

Hope Network will reimburse employees for pre-approved actual, reasonable, and necessary business expenses that are documented using the [***Expense Reimbursement Form***](https://one.hopenetwork.org/forms/Finance%20Forms/Expense%20Reimbursement%20Form.aspx)***.*** Personal cellular phones and their related expenses are not reimbursable. Expenses must be approved by the employee’s supervisor. All expense reimbursement requests must include receipts.

Employees who are required to travel to other Hope Network locations using their personal vehicle will be reimbursed for mileage accrued upon the submission of [***The Mileage Reimbursement Form***](https://forms.hopenetwork.org/payroll/mileage-reimbursement-request.aspx)to their supervisor.

Please refer to the [***Purchase of Goods and Services Policy (F-022.N)***](https://one.hopenetwork.org/policies/Policies/Purchase%20of%20Goods%20and%20Services%20(F-022.N).doc), and the [***Business Expense Reimbursement Policy (F-019.N)***.](https://one.hopenetwork.org/policies/Policies/Business%20Expense%20Reimbursement%20(F-019.N).doc)

LEAVE OF ABSENCE

5. 1. ***Family Medical Leave Act (FMLA):***

Please see [FMLA Policy (P-030.N)](https://one.hopenetwork.org/policies/Policies/FMLA%20Policy%20(P-030.N).docx) located on the One Site.

* 1. ***Pregnancy Discrimination Act / Americans with Disabilities Act:***

If an employee is *not* eligible for FMLA, Hope Network will engage in the interactive process to determine if reasonable accommodations can be made under PDA or ADA, based on the individual need and circumstance.

***PDA (Pregnancy Discrimination Act)***

PDA prohibits discrimination on the basis of pregnancy, childbirth, or related medical conditions. PDA states that pregnant women or women affected by pregnancy related conditions must be treated in the same manner as any other employee, and if a pregnant employee is unable to perform her duties because of pregnancy, her disability is to be treated on the same basis as any other disability.

***ADA (American’s with Disabilities Act)***

The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in employment, state, and local government services, public accommodations, and telecommunications.

Employees are required to provide Human Resources with a Physician’s statement regarding the causes of absence and their ability to return to work with or without accommodations.

Fraudulent use of ADA will result in disciplinary action up to and including termination of employment.

Employees who need to request FMLA, ADA/PDA leave or accommodations should contact the HR Disability and LOA Manager at 616-248-5261. For additional information, please refer to the [FMLA Policy (P-030.N)](https://one.hopenetwork.org/policies/Policies/FMLA%20Policy%20(P-030.N).docx) located on the One Site.

## 

## 6.3 Military Leave:

Hope Network employees may take unpaid time off from work to fulfill annual training obligations or if reporting for uniformed service in the armed forces, reserves, or the national guard of the United States of America. Employees are required to submit copies of their military orders to their supervisor as soon as possible. Reinstatement after military duty or training will follow the USERRA guidelines.

HEALTH, SAFETY, AND SECURITY

## 7.1 Health Examinations:

When a conditional offer of employment has been extended, the individual will be required to complete the pre-employment process as outlined in the [***Recruitment, Selection, and Onboarding Policy (P-004.N)***](https://one.hopenetwork.org/policies/Policies/Recruitment%20Selection%20and%20Onboarding%20(P-004.N).docx)and the[***Internal Selection Process (P-006.N)***.](https://one.hopenetwork.org/policies/Policies/Internal%20Selection%20Process%20(P-006.N).docx)

Hope Network reserves the right to arrange suitable medical examinations and tests at any time should concerns arise regarding the physical or mental ability of an employee to function adequately in their position or maintain the safety of persons served and the quality of care. Such examinations and tests shall be at the expense of Hope Network. Submission to such examinations and tests may be required as a condition of continued employment.

Any examination or test with a result that indicates a physical or mental disorder of substantial concern will be referred to the HR Disability/LOA Manager for disposition. In the event an employee’s physical or mental condition is not or cannot be resolved favorably in an acceptable manner and within a reasonable period of time, the employee will be placed on an approved leave of absence or their employment terminated. Every effort will be made to support the treatment and/or rehabilitative efforts to the extent possible consistent with Hope Network operations prior to discharge.

## 7.2 Safety Guidelines:

Because Hope Network is concerned with the safety of all employees and individuals served, training and practice simulation exercises for fire and tornados will be completed in accordance with regulations.

As an employee you are personally responsible for performing assigned job duties in accordance with established procedures and you must familiarize yourself with the emergency evacuation procedures of your work location. Employees are expected to discuss any questions or concerns with their direct supervisor.

If you are aware of any unsafe conditions, health hazards, faulty equipment, or defective supplies, Hope Network expects that you will immediately notify your supervisor, Human Resources, or any other member of management so that the issue may be addressed promptly.

Hope Network needs all employees to take reasonable actions to ensure their safety and that of persons served. The use of consistent safe work practices as noted below will help to minimize accidents or injury:

* *Know and understand treatment plans of persons served.*
* *Use de-escalation techniques to avoid injury.*
* *Observance of notices, safety signs and specific job safety rules is required at all times.*
* *It is important to practice and use universal precautions. This includes the use of Personal Protective Equipment (PPE), safety glasses, safety shoes, etc. If designated for work area, PPE must be properly used at all times as specified. This includes both required PPE and PPE that you may be asked to wear for a specific project, job or task.* Refer to[***Universal Precautions Policy (S-005.N)***.](https://one.hopenetwork.org/policies/Policies/Universal%20Precautions%20(S-005.N).docx)
* *All accidents, injuries or illnesses, no matter how minor, occurring either while you are at work, or in the course of your employment, must be immediately reported to your supervisor and submitted to Human Resources by completing the* [***Employee Accident Injury Report***](https://one.hopenetwork.org/dept/hr/Workers%20Compensation/Employee%20-%20Accident-Injury%20Report.aspx) *on the same day the accident, injury, or illness occurred.*
* *All work areas must be kept clean and well maintained so as not to create a safety hazard.*
* *Know the proper lifting procedures and follow safe lifting practices to avoid back strains and sprains. Get help when lifting or pushing heavy or difficult objects.*
* *If you observe unsafe practices and/or safety hazards, you must immediately report them to your supervisor and/or Human Resources.*
* *Know where emergency numbers are posted.*
* *Regularly practice emergency evacuation procedures and know the locations, contents and use of first aid and firefighting equipment.*
* *Before operating any machinery, employees must receive proper instruction and permission.*
* *Practice defensive driving when using personal and company vehicles.*
* *Employees driving corporate vehicles, or their own vehicle while on corporate business, must have appropriate licenses and insurance; obey all aspects of the law with respect to driving, speed limits, stop signs, intersections, local ordinances, etc.*

## 7.3 Occupational Safety and Health Act (OSHA):

Hope Network fully complies with all state and federal Occupational Safety and Health Act (OSHA) regulations. Hope Network provides a working environment where employees have a right to report work-related illnesses and injuries free from retaliation. In order to enforce this retaliation-free illness and injury reporting process, Hope Network has implemented reasonable procedures that ensure the protection and privacy of the individual.

Where required by law, employees will receive training in compliance and personal safeguards for the safety and well- being of persons served and employees alike. Records of training, incidents and any injuries will be maintained in the prescribed manner. All Hope Network employees are required to give their full cooperation as it relates to training, reporting and internal and external investigations.

## 7.31 Crisis Communication Plan:

**Key Points /Questions to prepare for a crisis response:**

* What happened?
* What time did the incident occur?
* Where did the incident occur?
* Who is affected by the incident?
* What steps are being taken to resolve the incident?
* How long until operations return to normal?
* Have there been any inquiries? If so, who?
* Have there been any media inquiries? If so, from whom?

**Formal Communications:**

All communications should be handled by the Marketing department and should be cleared with the Hope Network Chief Officers and Legal Department. These communications can include:

* Holding statements
* Press Releases
* Internal communications
* Stakeholder communications
* Media Engagement

## 7.4 Workers Compensation:

Certain work related injuries may be covered by our Workers Compensation insurance policy. Hope Network provides this Workers Compensation insurance at no cost to employees. If you are injured on the job, no matter how slightly, report the incident immediately to your direct supervisor. If your supervisor or manager is not available, you are required to contact the Workers Compensation, Risk and Safety Manager at 616-279-6029 to notify and report. A mandatory drug and alcohol test will be given to the employee(s) of Hope Network who give reason to believe drugs and/or alcohol were part of the cause of an accident or injury that employee was involved with.

Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

All work related accidents and injuries must be reported to your immediate supervisor or manager, as soon as possible. Once reported to your supervisor or manager, you will be required to follow through on any required initial medical treatment to ensure your safety and wellness.

Hope Network has dedicated medical treatment providers to treat work related accidents and injuries. You must be seen and treated at these facilities, unless you are referred to another medical provider, treating doctor, or specialist. ***Medical treatment from your Personal Care Physician or Family Doctor is not covered by Workers Compensation for any on the job work related accidents or injuries.***

Hope Network strives to create an environment of Zero Accidents. Therefore, employees are expected to participate in the assessment and investigation of the reported accident or injury, to identify the potential Root Cause(s) and Corrective actions to prevent future recurrence.

Accident Investigations cannot be effectively completed without the direct input of the employee and follow through of his/her respective supervisor or manager. As a result, Hope Network requires all employees to complete the [Employee Accident-Injury Report](https://one.hopenetwork.org/dept/hr/Workers%20Compensation/Employee%20-%20Accident-Injury%20Report.aspx) form ***for any work related accident or injury before the end of that scheduled shift.*** Additionally, supervisors are required to complete a [*Supervisor - Report of Employee Injury*.](https://one.hopenetwork.org/dept/hr/Workers%20Compensation/Supervisor%20-%20Report%20of%20Employee%20Injury.aspx) Once this is completed, your supervisor or manager will work directly with you to understand the details of the accident or injury and to determine what can be done to avoid further accidents and/or injuries.

In some cases an on the job accident, injury or illness may result in work restrictions and limitations. If this should occur, Hope Network will identify and provide transitional work options to accommodate any such work restrictions and limitations. The Workers Comp, Risk, & Safety Manager will notify the employee of the work available, work location, and hours required. Employees are required to work within the restrictions and limitations provided. Employees that are offered transitional work within their restrictions are required to report to their respective job site/location. Termination of employment will occur when an employee refuses to accept transitional work assignments.

***7.5 Property Damaged by Persons Served:***

Hope Network employees who incur property damage during the course of their shift are expected to notify their supervisor or designee and complete the [*Property Damage Reporting Form*](https://one.hopenetwork.org/forms/HR%20Forms/Property%20Damage%20Reporting%20Form.aspx) before the end of their shift. Employee items considered for reimbursement include those personal items that are integral to the job such as clothing (of reasonable value) a watch or eyeglasses. Items that ***will not*** be considered for reimbursement include cellular phones, notebooks, jewelry, purses, wallets, etc. as these items should be securely stored.

When the loss involves a vehicle, reimbursement will be the amount of the employee’s insurance deductible up to Five Hundred Dollars ($500.00) or a mini-tort if the employee does not have comprehensive or collision coverage.

## 7.6 Cellular Phones and Mobile Devices:

To ensure the safety, health and wellness of all Hope Network employees, it is Hope Network policy that all employees follow all procedures and policies for Cell Phone Use, Texting, Email and Internet Access on Mobile Devices, as follows:

* *Individuals providing direct treatment services are prohibited from excessive use of their cellular phone to conduct personal business when working or to engage in personal conversations with family or friends that creates a disruption for persons served or job duties and responsibilities.*
* *When employees encounter an emergency situation, they should notify their supervisor or designee of the situation; limiting the amount of time spent on the phone.*
* *Individuals working in an administrative capacity should limit the use of cellular phones to scheduled breaks and when at lunch.*
* *A hands-free device (such as Bluetooth) may be used in non-Hope Network vehicles only as long as it is set up prior to driving and only voice commands are used to make and receive calls.*
* *While operating Hope Network vehicles or personal vehicles in the course of company business, employees* ***are not permitted*** *to dial or make outbound calls, unless the vehicle is not in motion and is pulled over in a safely parked location.*
* *While operating Hope Network vehicles or personal vehicles in the course of company business, employees are not permitted to send or view text messages or emails, and are not permitted to access or view the internet with a mobile device, unless the vehicle is not in motion and pulled over in a safely parked location.*
* *Under all circumstances, with no exception, Hope Network employees are required to be aware of and follow all aspects of any applicable state laws specific to the restriction or use of Mobile Devices.*
* *Employees are required to keep all cellular devices on vibrate or silent mode while in the workplace, (except for 2-way radios installed in Hope Network vehicles) as cell phone ringtones can be disruptive. Cellular devices should not be used at all in areas where prohibited or where consumers are present unless approved by the Program Manager. Employees are encouraged to speak with their direct supervisor for more information.*
* *Use of a mobile device in a meeting should be limited to the topic(s) being discussed or worked on in the meeting, such as research, taking notes, action items, etc. They are not intended to provide a means for multi-tasking, which disengages users and can disrupt the meeting.*
* *Any violation(s) of the above Mobile Device Policy will be considered an intentional act and will result in disciplinary action, up to and including immediate termination of employment with Hope Network.*

Employees are expected to contact their supervisor to discuss any questions and/or concerns regarding use of personal and Hope Network cellular phones and/or mobile devices. For more information, please see the [***Mobile Device Policy (IT-006.N)***](https://one.hopenetwork.org/policies/Policies/Mobile%20Devices%20(IT-006.N).docx) and the [***Text Messaging Policy (IT-009.N)***](https://one.hopenetwork.org/policies/Policies/Text%20Messaging%20Policy%20(IT-009.N).docx).

## 7.7 Visitors and Children in the Workplace:

To ensure the safety of all Hope Network employees and persons served, employees are asked to limit unscheduled visits from friends and family during working hours.

For Specialized Residential/Outpatient programs, employees are prohibited from having any visitors within these programs. This includes any consumer related outings or events.

Employees of Hope Network are prohibited from bringing their children to work, or having them dropped off at the work site during working hours, unless approved by the Human Resources Business Partner.

All visitors/guests who have been invited to Hope Network properties are required to sign in and be escorted by a Hope Network employee at all times.

## 7.8 Pets:

In compliance with the ADA, Hope Network recognizes service animals (as defined by federal and state law) and are generally welcomed in all Hope Network locations. However, employees may not bring their pets or any other animal to work under any circumstances, including weekends. Any employee requiring the use of a service animal should contact their Human Resources Business Partner.

## 7.9 Reporting Illnesses:

Hope Network employees who become ill during working hours must notify their direct supervisor. If an employee needs to leave during their shift, they must receive supervisor approval.

## 7.10 Social Security Number Confidentiality:

Hope Network collects and maintains social security numbers of employees and individuals served and others in the ordinary course of business as required by law. We will handle social security numbers with a high degree of security and confidentiality as follows:

* *The confidentiality of social security numbers is maintained to the extent practicable;*
* *The unlawful disclosure of social security numbers is prohibited;*
* *Access to information or documents containing social security numbers is limited to those who have a business related reason to know this information;*
* *Documents containing social security numbers are disposed of properly.*

No person will knowingly disclose, transfer or unlawfully use the social security number of any employee, persons served or any other individual. Also, social security numbers will not be:

* *Publicly displayed;*
* *Used as the primary account number or identifier for an individual, except where existing records or record systems require such use;*
* *Visibly printed on identification cards or badges;*
* *Used, transmitted, or stored on records or records systems that are not encrypted or secure.*

This applies to Hope Network records and record systems. It does not apply to the records or record systems maintained by vendors. Corrective action will be taken in the event of an intentional violation of this policy. Such action could include modification of a process, practice, record or record system to better protect the confidentiality of social security numbers or, if appropriate, disciplinary action, up to and including discharge from employment.

## 7.11 Equipment, Computer, Internet, and E-Mail Usage:

Hope Network maintains a comprehensive computer network for the purpose of conducting Hope Network business, not for workforce members’ personal use. By utilizing Hope Network’s computer systems, a workforce member consents and agrees to abide by all computer use rules established by Hope Network. Failure to adhere to Hope Network’s computer use policies may result in disciplinary action up to and including immediate termination. This section of the Manual provides a summary of those rules. Please refer to the [***Computer Usage Policy (IT-007.N)***](https://one.hopenetwork.org/policies/Policies/Computer%20Usage%20(IT-007.N).docx) for more information regarding the use of Hope Network’s technology systems.

Hope Network owns the computer hardware and is the owner/licensee of all computer software. The organization owns all e-mail, instant messages, text messages, voice mails, documents and other information created, sent, or received by any workforce member or other authorized user on Hope Network’s computers, e-mail, or Internet system and owns all information stored on its computer systems and mobile devices. This property may be accessed, reviewed and disclosed at any time, without prior notice to, or consent from, any workforce member or user of the computer systems and devices owned by Hope Network. Disclosure may include, but is not limited to, law enforcement, regulatory or other governmental officials. Additionally, such messages, documents or information may be subject to compulsory disclosure by third parties through any lawful judicial process.

Hope Network workforce members are responsible for protecting Hope Network computer hardware, software, and information from unauthorized access, theft, disclosure, manipulation, loss, and destruction. Passwords must be carefully guarded and adhere to secure password requirements. No Hope Network workforce member may share password(s) with another workforce member or any other person asking for access into Hope Network equipment or systems. Passwords must not be written down unless stored in a secure manner for IT administrative purposes only. Nobody should access the network or any applications using someone else’s login credentials. After logging on to Hope Network’s computer systems, users should never allow others to use the systems under their credentials.

Any time a Hope Network workforce member steps away from a computer or mobile device, they must lock the computer or device to mitigate the risk that an unauthorized individual gains access to Hope Network’s computer systems or confidential information.

Hope Network’s systems and devices must be configured such that users have only the access required to fulfil their responsibilities.

Workstations and other stationary devices must be positioned to prevent or limit the viewing of ePHI by unauthorized individuals.

All Hope Network mobile devices such as laptops, tablets, portable drives, and cellular devices used to conduct Hope Network business must be encrypted or otherwise protected using methods approved by HNIT.

Personal mobile devices should not be used to receive, create, transmit or store ePHI including photographs, voice recordings or messaging unless done so with an application provided by HNIT.

Hope Network computer users may not sign up for or utilize web-based or hosted applications, or Software as a Service (SaaS) without first having it reviewed by the Software Approval Group and approved by the IT Director and Security Officer. Users may not install any software, including software downloaded from the Internet. All Hope Network software must be disposed of by the IT Department only.

All hardware, including computers, printers, fax machines, copiers, scanners, signature capture devices, and voice/data storage devices and media must be purchased and installed by HNIT or a third party designated by HNIT. Users must not install any non-approved hardware, including attaching non-approved peripheral devices. All Hope Network hardware and media must be disposed of by HNIT only or designated third party.

Sending and receiving confidential or information containing ePHI to a non-Hope Network e-mail address must utilize HNIT-approved encryption e-mail software. Workforce members are prohibited from sending to, linking to, “friending”, or otherwise communicating with or about consumers via social networking sites or blogs, or private unsecured text messaging or email.

A workforce member’s personal use of Hope Network’s e-mail and Internet systems should be kept to a minimum and limited to non-working time, and not be used to communicate personal information like Social Security, credit card, or personal tax information. Workforce members may not use Hope Network’s Internet system, Wi-Fi, or Broadband services for non-business streaming (i.e. internet radios, live sports feeds, downloading movies, etc.), unless prior approval is obtained from the COO or IT Director, as this presents security risks and ties up critical network resources.

No material or information about Hope Network or its operations, which the sender/forwarder knows or has reason to believe is inaccurate, inappropriate or unlawful, is to be sent or forwarded by way of Hope Network’s computer or phone systems.

No Hope Network workforce member may access or review the computer system, e-mail or Internet communications of another current workforce member (outside of delegated applications permissions) except as part of an authorized monitoring program conducted pursuant to this policy, and within the written specifications of the Service Line Executive Director, Human Resources Business Partner, or Hope Network CEO. To avoid abuse, approved monitoring of or access to a current workforce member’s systems should not be granted to the workforce member’s direct supervisor. The e-mail/calendar system does allow users to specify "permissions" for viewing and scheduling to specific users who may have a need to know (i.e. other team members, receptionists, and others needing to know their schedule or covering for an absence).

Note: Any Hope Network workforce member with knowledge of any violation of this policy is obligated to report the violation to their Human Resources representative, the Corporate Security Officer, or the Corporate Compliance Officer. For more information please refer to the [***Computer Usage Policy (IT-007.N)***](https://one.hopenetwork.org/policies/Policies/Computer%20Usage%20(IT-007.N).docx)

# *7.12 Social Media:*

Use of social media is a popular Internet activity. Hope Network respects the right of any workforce member to engage in online social networking using the Internet and other technology. This specifically includes websites such as Facebook, You Tube, Snapchat, Twitter, as well as various chat rooms and blogs. The policy covers instant messages, text messages, video, photos and audio and other related media. While we respect the workforce member’s rights of self-expression, the same principles and guidelines found in Hope Network policies apply to their activities online, and workforce members must adhere to the following rules:

Workforce members may not engage in social media during work time unless for a business purpose as stated in the workforce member’s job description or unless approved by the workforce member’s direct supervisor. The use of a Hope Network e-mail address to register on social networks, blogs or other online tools utilized for personal use is prohibited.

All policies regarding confidential matters involving consumers and workforce members must be followed as set forth in Hope Network Policy & Procedure and the law, [Confidentiality & Release of Information (C-003.N)](https://one.hopenetwork.org/policies/Policies/Confidentiality%20and%20Release%20of%20Information%20(C-003.N).doc), [Health Insurance Portability & Accountability (A-015.N)](https://one.hopenetwork.org/policies/_vti_history/4608/Policies/Health%20Insurance%20Portability%20and%20Accountability%20(A-015.N).doc), the [Michigan Mental Health Code, MCL 330.1748](http://legislature.mi.gov/doc.aspx?mcl-330-1748), the [Adult Foster Care Facility Licensing Act, MCL 400.712](http://legislature.mi.gov/doc.aspx?mcl-400-712), and the [Bullard-Plawecki Employee Right To Know Act, MCL 423.501](http://legislature.mi.gov/doc.aspx?mcl-423-501). Postings not consistent with these policies and laws may lead to disciplinary action, up to and including termination.

While Hope Network promotes a culturally sensitive environment, we expect that any Workforce member who is engaging in social networking is aware of Hope Network’s Diversity, Discrimination and Harassment policies. As a Workforce member if you decide to post complaints, criticism, you must avoid using statements, photographs, video, and audio that could be reasonably viewed as malicious, obscene, threatening or intimidating, or postings that might constitute harassment or bullying under the Diversity, Discrimination and Harassment policies. Examples of such conduct might include posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy. Inappropriate postings that may include discriminatory threats, remarks, harassment or threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may lead to disciplinary action, up to and including termination of employment.

Workforce members should only express their personal opinions and never represent themselves as a spokesperson for Hope Network unless authorized to do so.

Hope Network Workforce members will maintain the confidentiality of Hope Network’s trade secrets and protected and/or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology that is not readily available to competitor or the general public.

Workforce members must be aware of their professional relationships with individuals served as set forth in Hope Network’s Staff-Persons Served Relationships Policy (P-012.N) and may not accept or send invitations, links, “friend request” or otherwise communicate with or about persons served via any social networking sites or blogs.

Workforce members must use their best judgment. Ultimately, it is up to the individual responsibility of the Workforce member for what they post on-line. Before creating on-line content, Hope Network strongly encourages all its Workforce members to consider the risk and rewards that are involved. Hope Network Workforce members should not post any information or rumors that they know to be false about Hope Network; their co-workers, funding sources and regulatory bodies, referral sources, vendors, or any one working on behalf of Hope Network, or its competitors. Hope Network prohibits taking negative action against any Workforce member for reporting possible deviation from this policy or for cooperating in an investigation. Any Hope Network Workforce member who retaliates against another Workforce member for reporting a violation of lawful policy or for cooperating in an investigation will be subject to disciplinary action up to and including termination of employment.

*Hope Network employees who utilize Hope Network’s computer systems, consents and agrees to this policy, and will abide by all computer rules that have been established by Hope Network. Failure to adhere to Hope Network’s computer polices outlined above will result in disciplinary action up to and including termination of employment.*

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***Employee Manual Receipt of Acknowledgement Form and Agreement***

I have received a copy of the Hope Network Employee Manual. I fully understand that I will abide by the policiesand procedures contained within. I understand that it is my responsibility to read this manual and to ask questions about the policies and procedures contained with my direct supervisor, members of the management staff or any member of the Human Resources Department.

I understand that this manual is not a contract of employment or an employment agreement, expressed or implied, between me and Hope Network nor a legal document and that I should not view it as a contract of employment or an employment agreement, except for the agreements identified in the following two paragraphs which are contractual and enforceable.

I understand and agree that I must file any and all claims and/or lawsuits arising out of or pertaining in any way to my employment with Hope Network (and/or any affiliate) and/or termination of that employment within twelve months of the event or events giving rise to the claim and/or lawsuit (to the full extent permitted by applicable law), unless the applicable statute of limitation is shorter than 12 months, in which case the shorter period will apply. I waive any statutes of limitations to the contrary.

**Further, I understand and agree that any lawsuit will be decided by a judge and waive the right to a jury trial (to the full extent permitted by applicable law).**

I also understand that I am an at-will employee which means that my employment is for no definite period and I may be terminated any time by Hope Network or I may choose to terminate my employment with Hope Network with or without cause, and with or without any prior notice.

I also understand that no supervisor or any other representative of Hope Network, other than the President and CEO of Hope Network, has the authority to enter into an agreement with me for employment for any specified period of time or make any arrangement with me contrary to the provisions contained in the Employee Manual. Furthermore, any such agreement must be in writing, signed by the President and CEO of Hope Network before it will be deemed effective.

All decisions by Hope Network as to intent, interpretation or application of any information contained in the Employee Manual, or any other of its policies and procedures shall be binding upon the employee. Hope Network may exercise its sole discretion in applying and interpreting its policies and may deviate as needed to appropriately handle and resolve specific situations.

I understand this manual takes precedence over, and supersedes all other Employee Manual versions previously presented verbally or in writing. I also understand that Hope Network reserves the right to change, modify, delete, or alter the policies at any time, at its sole discretion, except for the agreements identified above.

I have read this Employee Receipt of Acknowledgement Form and Agreement and voluntarily sign it without any duress or coercion.

The effective date of the Hope Network Employee Manual is ***April 25, 2022.***

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

(Please print)

Human Resources Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources Representative Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print)