



# MINUTE MAN ARC for HUMAN SERVICES, Inc.

EMPLOYEE HANDBOOK



Dear Employee:

Welcome to Minute Man Arc! You are joining a strong and forward thinking organization with a history of over 60 years of serving persons with developmental disabilities.

We are happy to have you at Minute Man Arc, and we hope you will find your employment here fulfilling and rewarding. You are an important part of our organization, and we rely on teamwork and collaboration among staff to provide the best and most seamless support to the individuals who come here.

Our many programs serve children and adults, of all ages in employment, residential, day support, and recreation. We are a full lifespan agency. We believe strongly in integration and community inclusion for our participants.

This guide provides you with a wealth of information and guidance in many areas ranging from ethical practices to employee benefits. Take a few minutes to read through the information and ensure that you know and understand what's expected of you. We will also provide you with a significant amount of training to do your job and guidelines to help you learned the various components of the work you will be doing.

We have a strong and diverse staff, and we truly value the unique perspective and contribution from each person. Bring your best to work and show us what you can do!

Lastly, speak up. If you have thoughts or ideas to offer, say so. If you see something that is not the highest quality, let someone know. Help us continually change and improve the quality of what we do.

Welcome to Minute Man Arc! We're glad you're here!

A handwritten signature in black ink that reads "Jean". The signature is written in a cursive, flowing style.

Jean A. Goldsberry

Chief Executive Officer

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## **ABOUT MINUTE MAN ARC**

### **MISSION**

Minute Man Arc: improving the lives of children and adults with disabilities by increasing lifelong independence, personal choice, and self-advocacy.

### **AGENCY OVERVIEW**

Minute Man Arc for Human Services, Inc. (Minute Man Arc) has a 60+ year history of serving individuals with developmental challenges. From its founding in 1958, Minute Man Arc has grown into an agency that provides services and supports for a ten-town suburban area west of Boston (Acton, Bedford, Boxborough, Carlisle, Concord, Lincoln, Littleton, Maynard, Sudbury, and Stow) as well as an expanding number of other towns around Route 2. These services include early intervention for infants and toddlers who are at risk for, or are experiencing developmental delays; Extra Steps Early Pediatric Therapies for children three through teens; TimberNook Outdoor Adventures, completely accessible for all children under 12; family services including recreation for children and adults; and adult employment, day habilitation and residential services. Minute Man Arc is a respected leader in the human services field. The agency maintains a high standard of excellence in both program development and delivery of services.

### **PROGRAMS & SERVICES**

Minute Man Arc offers a variety of programs and services in three main areas: Early Intervention, Pediatric Services and Adult Services. Our programs focus on integrating service delivery into local communities, organizations, and employment sources. The agency is committed to “valued inclusion in the community” and makes this happen by creating and nurturing a diverse array of partnerships with community groups, neighbors, state agencies and other funding sources



## **ABOUT THIS HANDBOOK**

This handbook is designed to be a guide to some of Minute Man Arc's policies and procedures, and to provide a brief summary of our benefit programs. Complete, detailed descriptions of all benefit plans are available from Human Resources. This handbook also describes how we operate, what we expect from our employees, and what you can expect from us. This handbook supersedes any former written handbook version.

Flexibility in personnel matters is essential to Minute Man Arc's ability to respond to the changing needs of both the organization and its employees. Minute Man Arc will attempt to inform employees whenever the agency deems it necessary to revise or delete any of the policies and procedures in this Employee Handbook. No one at Minute Man Arc including its officers has the authority to alter or revoke any Minute Man Arc policy or to make contractual commitments to any employee without the express written consent of the Chief Executive Officer of the Agency. We welcome your feedback regarding how we can improve this handbook to make it the best tool possible to assist employees.

When you accept employment with Minute Man Arc, you agree to abide by the standards, policies, and practices of the agency. We hope that our working relationship with you and with each of our employees will be long and mutually satisfying. However, we recognize that all employment with Minute Man Arc is on an at-will basis. If you have questions, concerns, or suggestions about any part of this handbook, please speak with your supervisor or Human Resources.

**THIS HANDBOOK IS NOT A CONTRACT. Minute Man Arc reserves the right to revise, add to, or delete any part of this handbook at any time, as it deems necessary, with or without notice. The benefits, policies and procedures outlined in this handbook are subject to change at any time, at the sole discretion of the agency.**

## Minute Man Arc Standards

**Policy: EMPLOYMENT-AT-WILL**

**Effective Date: 7/11/2014**

**Revised Date:**

Nothing in this handbook should be taken to establish or imply a contract of employment or a guarantee of continued employment. At Minute Man Arc, we value all employees and hope you have a rewarding career here. However, all employment with Minute Man Arc is “at will” which means that your employment can be terminated with our agency, with or without cause, and with or without notice, at any time, at the option of either Minute Man Arc or yourself, except as otherwise prohibited by law. Nothing in this handbook or in any document or statement shall limit the right of the agency or the employee to terminate employment-at-will.

No supervisor or employee of the agency may enter into any agreement for employment for any specified period of time or make any agreement, implied or expressed, for employment other than on an at-will-basis. Only the Chief Executive Officer of the agency has the authority to make any such agreement modifying the at-will status of any employee or promising conditions or benefits that differ from any provision in this handbook. Such an agreement would have to be in writing.

**The at-will disclaimer is not intended to interfere with, limit or relinquish an employee’s right to join with others to work toward altering the terms or conditions of his/her employment including at-will status.**

## **Minute Man Arc Standards**

**Policy: YOUR EMPLOYMENT WITH MINUTE MAN ARC**

**Effective Date: 7/1/2014**

**Revised Date:**

As a member of the Minute Man Arc team, you will be expected to contribute your talents and energies to improve the environment and quality of the agency, as well as the services we provide the individuals we serve. In return, you will be given the opportunity to grow and learn in a challenging and safe work environment. Our goal is to ensure that our employees feel personally rewarded in an environment in which personal difference are respected and appreciated.

## **Minute Man Arc Standards**

### **Policy: OUR HUMAN RESOURCE PHILOSOPHY**

**Effective Date: 7/1/2014**

**Revised Date: 8/2021**

Assuring that Minute Man Arc's policies and programs are effectively carried out is one of the major responsibilities of Human Resources. The mission of Human Resources is to assist in the achievement of organizational goals and objectives through employee efforts, and to coordinate and maintain all Human Resources activities. The most important objectives are to provide guidance, support, counseling, and problem solving, as well as to facilitate effective communication for all Minute Man Arc employees.

In addition to the efforts of recruiting, hiring and retaining employees, both Human Resources and Minute Man Arc's management are concerned with the development and optimal utilization of employee capabilities. Employees are transferred and/or promoted, consistent with the agency's resource needs, to best utilize the employee's skills and abilities, reward performance, and meet the professional objectives of the employee.

You are encouraged to utilize Human Resources to discuss either work-related matters, or personal matters that may affect your work. It is the responsibility of Human Resources to listen, and to advise where appropriate. Maintaining confidentiality to the greatest extent possible is a main priority. You should feel free to ask questions and seek advice or suggestions, and to utilize the Human Resources function as needed.

## Minute Man Arc Standards

**Policy: UNIONS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc understands that employees have the right to join a union. However, Minute Man Arc would hope that employees do not choose to be represented by an intermediary. Even if an employee signs a union authorization card, it does not mean the employee is required to vote for a union.

Union membership is costly. In addition to monthly dues, there can be periodic assessments to such union organizations. After the initial campaign, it is likely that all new employees who are required to join the union would be obligated to pay an initiation fee which can range from \$50 to \$200 in some unions.

Other factors:

- Through strike assessments, employees may have to financially support striking workers at other companies.
- Unions consider every employee to be the same (except for seniority) so the poorest worker is equal to the best.
- The only real weapon unions have is to strike and, when that occurs, employees lose wages, which are never recovered and employers are required to take extraordinary measures to continue operations.
- Employees who participate in an “economic” strike can be permanently replaced by their employer. The law allows the employer to continue to operate his business during a strike by using supervisors, non-striking employees, volunteers and new employees.
- Local union members often have little say concerning their own employment. Usually, orders come from the national or local office of the union.
- A union’s primary interest is not in an employee as an individual but rather as a source of income and power. Unions can, and sometimes do, bring with them strikes, bad feelings and even violence on occasion.
- Employees can be adversely affected by internal politics and external union problems with other companies and may even be required to picket at other companies.

## Minute Man Arc Standards

### Policy: PROBLEM RESOLUTION PROCEDURE

Effective Date: 7/1/2014

Revised Date:

Minute Man Arc is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response.

Minute Man Arc strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with civility and inclusiveness.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Minute Man Arc in a reasonable, business-like manner or for using the Problem Resolution Procedure.

It is the policy of Minute Man Arc to provide employees with the means to have employment concerns reviewed and responded to in a timely and appropriate manner.

In any organization, there can be differences of opinion about working conditions, work rules and policies and other work-related issues. To resolve these differences, effective communication is essential. This procedure is designed to enhance communication by providing a process to resolve legitimate disputes.

Employees who wish to raise concerns about discrimination or harassment based on gender, gender identity, race, age, color, national origin, ancestry, religion, disability, marital status, genetic information, sexual orientation, marital, veteran, or other protected status should also refer to the Harassment Awareness Policy and Minute Man Arc's Harassment Complaint Procedure. An employee shall not be retaliated against for raising concerns of this nature brought forward with a good faith belief that a problem exists.

This procedure is intended to supplement, rather than discourage or replace informal discussion between supervisors and employees to resolve problems. The provisions of the Problem Resolution Procedure are not available to individuals who have been involuntarily terminated.

The Problem Resolution Procedure consists of three steps, which are outlined below.

#### **Step 1: Supervisory Level**

The employee should verbally present the concern to his/her supervisor and the employee and supervisor should work together to reach a resolution to the problem.

## **Step 2: Program Director Level**

If discussion with the employee's immediate supervisor does not resolve the problem to the mutual satisfaction of the employee and the supervisor or if the supervisor does not respond to the complaint within a reasonable period of time, the employee should contact the department head. The department head will review the facts of the problem presented and will work with the supervisor and/or the employee to reach a resolution to the problem.

## **Step 3: Human Resources Level**

If the employee is dissatisfied with the decision of the Director/Department Head, the employee may speak with the Director of Human Resources about the matter. The Director of Human Resources may:

1. Refer the employee back to the Department Head for additional discussion and possible resolution of the issue;
2. Call a meeting with the parties directly involved to facilitate a resolution; or
3. May refer complaints to the Chief Executive Officer.

Depending upon the nature of the complaint, Minute Man Arc may place an employee accused of wrongdoing on administrative leave status for up to two weeks while the circumstances of an accusation are investigated. The leave may be paid, or unpaid (at the discretion of the Chief Executive Officer). Upon completion of an investigation, the findings of the investigation will result in:

1. No finding of wrongdoing on the part of the accused employee with an immediate return to employment
2. Disciplinary action which will be a verbal written warning, written warning, final written warning, or termination of employment depending upon the severity of the policy and/or procedure violation as well as the employee's disciplinary history with MMA.

## **Minute Man Arc Standards**

### **Policy: AMERICANS WITH DISABILITIES ACT**

**Effective Date: 7/1/2014**

**Revised Date:**

The Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) protect qualified individuals with disabilities from discrimination in employment and other major aspects of everyday life. Title I of the Act prohibits discrimination against persons with disabilities and requires employers with at least 25 employees to accommodate qualified individuals who have a disability unless that accommodation would impose an undue hardship on the employer.

It is Minute Man Arc's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

Minute Man Arc will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can perform the essential functions of their job. An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of themselves or other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health and safety of the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employee's immediate employment situation.

The Human Resources Department is responsible for implementing this policy, including resolution of reasonable accommodation, safety, and undue hardship issues.

#### Definitions

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy.

- Disability – refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual. An individual who has such an impairment, has a record of such an impairment, or is regarded as having such an impairment is a “disabled individual”.
- Direct threat to safety – means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.



- Qualified individual with a disability – means an individual with a disability who, with or without accommodations, can perform the essential functions of the employment position the person holds or has applied for.
- Reasonable accommodation – means making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modification of examinations, adjustment or modification of training materials, adjustment or modification of policies, and similar activities.
- Undue hardship – means an action requiring significant difficulty or expense by the employer. The factors considered in determining an undue hardship include: the nature and cost of the accommodation; the overall financial resources of the facility at which the reasonable accommodation is to be made; the number of persons employed at that facility; the effect on expenses and resources or other impact upon that facility; the overall financial resources of Minute Man Arc; the overall number of employees and facilities; and the operations of the particular facility as well as the entire organization. These are not all of the factors but are examples.
- Essential job functions – refers to those activities of a job that are the core to performing the job and for which the job exists.

## **Minute Man Arc Standards**

**Policy: EQUAL OPPORTUNITY**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will Minute Man Arc discriminate against qualified persons on the basis of gender, gender identity, race, age, color, national origin, ancestry, religion, disability, marital status, genetic information, sexual orientation, veteran status or any other basis prohibited under applicable law.

This policy applies to all employment practices including but not limited to hiring, promotion, demotion, transfer, recruitment, recruitment advertising, layoff or termination, rates of pay or other compensation, and training. Discrimination of any type, including retaliation against an individual filing a charge or making a complaint, is not tolerated

## **Minute Man Arc Standards**

### **Policy: HARASSMENT AWARENESS**

**Effective Date: 7/1/2014**

**Revised Date:**

It is our goal to promote a workplace that is free from harassment based on gender, gender identity, race, age, color, national origin, ancestry, religion, disability, marital status, genetic information, sexual orientation, veteran status or other protected status. It is also the goal of Minute Man Arc to promote a professional workplace that treats all employees, clients and vendors of the agency with dignity and respect.

Harassment is unlawful and will not be tolerated. In addition, retaliation against an individual who has complained about harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is unlawful and will not be tolerated. Not only does the agency prohibit overt discrimination, but subtle harassment as well. This would include the use of seemingly neutral phrases or code words that carry negative and unlawfully discriminatory connotations.

Because Minute Man Arc takes allegations of harassment seriously, we will respond promptly to all complaints of harassment. If it is demonstrated that such harassment occurred, we will take prompt action to eliminate the harassment and impose such corrective action as is necessary, including disciplinary action up to and including dismissal and legal action where appropriate.

This policy extends to each and every level of Minute Man Arc's operations. Accordingly, harassment, whether it involves a fellow employee, supervisor, or nonemployee working with Minute Man Arc, will not be tolerated. In addition to providing employees with a work environment free from harassment, Minute Man Arc requires that each of its supervisors be responsible for the prevention and elimination of all forms of harassment within their respective departments. While this policy sets forth our goals of promoting a workplace that is free of harassment, this policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which is deemed unacceptable, regardless of whether that conduct satisfies the definition of sexual or other harassment.

Harassment of any kind serves no legitimate purpose and has a disruptive effect on an employee's ability to perform his/her job properly. Minute Man Arc takes allegations of

harassment very seriously, and will actively investigate all complaints. If it is determined that harassment has occurred, management will take appropriate action against the offending person, up to and including immediate discharge.

### **Definition of Sexual Harassment**

“Sexual harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a. Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly as a term or condition of employment or continued employment, or as a basis for employment decisions; or
- b. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.
- c. Submission to or rejection of such conduct is used as a basis for decisions affecting an individual’s employment.

These definitions are broad and include any sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers. While it is not possible for us to list all those circumstances that are considered to be sexual harassment, the following are some examples:

- Unwelcome sexual advances - whether they involve physical touching or not;
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment;
- Assault or coerced sexual acts.

The following conduct may also constitute sexual harassment:

- Use of sexual epithets, jokes, or written or oral references to sexual conduct; gossip regarding one’s sex life; comments on an individual’s body; or comments about an individual’s sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures (including inappropriate computer screen-savers and e-mails), or cartoons;
- Dissemination of sexually explicit voicemail, e-mail, graphics, downloaded material or websites;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one’s sexual experiences; or Discussion of one’s sexual activities.

**Minute Man Arc’s Complaint Procedure (See Also Problem Resolution Procedure)** If any of our employees believe they have been subjected to harassment, it is our policy to provide the employee with the right to file a complaint with our organization. This may be done in writing or orally. The filing of false complaints or false information in connection with a complaint will not be tolerated and is grounds for disciplinary action. Using our complaint process does not prohibit you from filing a complaint with the appropriate government agencies (as listed on the following page). Each of the agencies has a specific time period for filing a claim (within 300 days of the date the potentially discriminatory act occurred).

Any employee who believes that he/she has been harassed should bring his/her concerns to the attention of management immediately in any of the following ways:

- Report the conduct to the Director of Human Resources.
- Report the conduct to your immediate supervisor.
- Report the conduct to your supervisor’s supervisor.
- Report the conduct to the Chief Executive Officer of the Agency.

If the particular circumstances make a discussion with, or a complaint to, your own supervisor inappropriate (for example, the complaint involves your supervisor, or you fear retaliation by your supervisor), you should not hesitate to immediately bring the matter to the attention of the Director of Human Resources or the Chief Executive Officer of the Agency.

It is Minute Man Arc’s policy that all such matters will be handled with appropriate care and discretion and receive a thorough and expedient investigation. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation will include, at a minimum, a private interview with the person filing the complaint, the person alleged to have committed the harassment, and any witnesses identified.

Minute Man Arc will promptly and thoroughly investigate all reports of harassment. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of the investigation, Minute Man Arc may suspend employees, either with or without pay, pending investigation.

### **Disciplinary Action**

If the investigation reveals that the complaint is valid, management will promptly take appropriate action against the offending person. Once the investigation is completed, we will inform the person filing the complaint and the person alleged to have committed the conduct of the results. Such measures are designed to put an immediate stop to the harassment as well as initiate appropriate action under the circumstances, up to and including discharge of the offending person.

In addition, retaliation against employees for reporting or complaining of harassment (or for cooperating in the investigation of a report or complaint) is unlawful and will not be tolerated. Any retaliation will warrant disciplinary action, up to and including discharge of the offending person.

### **Legal Remedies**

Harassment is unlawful under United States federal and state law. The federal agency that enforces the law is the Equal Employment Opportunity Commission. The EEOC's Massachusetts' office is located at:

John F. Kennedy Federal Building  
475 Government Center  
Boston, MA 02203  
(800) 669-4000

The state agency that enforces the law is the Massachusetts Commission Against Discrimination. The MCAD's office is located at:

One Ashburton Place, Sixth Floor, Room 601  
Boston, MA 02108 (617) 994-  
6000  
<http://www.state.ma.us/mcad/>

Employees who wish to file formal charges of harassment can contact either or both of these government agencies. However, Minute Man Arc is committed to responding quickly and effectively to any report of harassment, and encourages employees to come forward and allow us the opportunity to pursue a resolution of the matter internally. We believe we have created a flexible and fair complaint resolution process, and will be able to work together to avoid the unnecessary escalation of any situation, which has created a sexually offensive or hostile work environment for any employee.

## Minute Man Arc Standards

### Policy: WORKPLACE BULLYING

**Effective Date: 7/1/2014**

**Revised Date: 1/1/2025**

Minute Man Arc defines bullying/cyber bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, online, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Such behavior violates Minute Man Arc's Code of Ethics which clearly states that all employees will be treated professionally and with dignity.

The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives that Minute Man Arc will not in any instance tolerate bullying/cyber bullying behavior. Employees found in violation of this policy will be subject to disciplinary action, up to and including termination.

Bullying/cyber bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying/cyber bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration in disciplinary action. As in sexual harassment, it is the effect of the behavior upon the individual which is important. Minute Man Arc considers the following types of behavior examples of bullying/cyber bullying:

- **Verbal Bullying/cyber bullying:** slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting, or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical Bullying:** pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property.
- **Gesture Bullying/cyber bullying:** non-verbal threatening gestures; glances which can convey threatening messages. This includes online bullying via text, emails, videos, etc. This is not an all-inclusive list.
- **Exclusion:** socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying/cyber bullying in the workplace:

- Persistent singling out of one person
- Shouting, raising one's voice at an individual in public and/or in private
- Using verbal, online or obscene gestures
- Not allowing the person to speak or express him/herself (i.e. ignoring or interrupting)
- Personal insults and use of offensive nicknames
- Public humiliation in any form

- Constant criticism on matters unrelated or minimally related to the person’s job performance or description
- Ignoring/interrupting an individual at meetings
- Public reprimands
- Repeatedly accusing someone of errors which cannot be documented
- Deliberately interfering with mail and other communications
- Spreading rumors and gossip regarding **others**
- Encouraging others to disregard a supervisor’s instructions
- Manipulating the ability of someone to do their work (e.g. overloading, underloading, withholding information, setting meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions)
- Inflicting menial tasks not in keeping with the normal responsibilities of the job
- Taking credit for another person’s ideas
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave
- Deliberately excluding an individual or isolating them from work-related activities (meetings etc.)
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual’s property (defacing or marking up property)

Any employee who believes that he/she has been bullied should bring his/her concerns to the attention of management immediately in any of the following ways:

- Report the conduct to your immediate supervisor.
- Report the conduct to your supervisor’s supervisor.
- Report the conduct to the Director of Human Resources.
- Report the conduct to the Chief Executive Officer of the Agency.

If the particular circumstances make a discussion with, or a complaint to, your own supervisor inappropriate (for example, the complaint involves your supervisor, or you fear retaliation by your supervisor), you should not hesitate to immediately bring the matter to the attention of the Director of Human Resources or the Chief Executive Officer of the Agency.

It is Minute Man Arc’s policy that all such matters will be handled with appropriate care and discretion and receive a thorough and expedient investigation. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation will include, at a minimum, a private interview with the person filing the complaint, the person alleged to have committed the bullying/cyber bullying, and any witnesses identified.

Minute Man Arc will promptly and thoroughly investigate all reports of bullying/cyber bullying. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of the investigation, Minute Man Arc may suspend employees, either with or without pay, pending investigation.



### **Disciplinary Action**

If the investigation reveals that the complaint is valid, management will promptly take appropriate action against the offending person. Once the investigation is completed, we will inform the person filing the complaint and the person alleged to have committed the conduct of the results. Such measures are designed to put an immediate stop to the bullying/cyber bullying as well as initiate appropriate action under the circumstances, up to and including discharge of the offending person.

In addition, retaliation against employees for reporting or complaining of bullying/cyber bullying (or for cooperating in the investigation of a report or complaint) will not be tolerated. Any retaliation will warrant disciplinary action, up to and including discharge of the offending person.

## **Minute Man Arc Standards**

### **Policy: ANNUAL BACKGROUND CHECKS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc is committed to providing a caring and safe environment for all the individuals we serve. To help ensure this, Minute Man Arc conducts annual background checks on all employees. These checks include a criminal background check (CORI) and a driving record check through the Registry of Motor Vehicles (RMV). In some instances, a private investigation company is used to conduct criminal records checks in states outside of Massachusetts. Failure to complete annual background checks will be the basis for disciplinary action, up to and including termination of employment.

## Minute Man Arc Standards

### Policy: CRIMINAL BACKGROUND CHECKS (CORI) POLICY

Effective Date: 7/1/2014

Revised Date:

Where Criminal Offender Record Information (CORI) checks are part of a general background check for employment, volunteer work or licensing purposes, the following practices and procedures will generally be followed:

- CORI checks will only be conducted as authorized by the Criminal History Systems Board (CHSB). All applicants, and existing employees, will be notified that a CORI check will be conducted. If requested, the applicant will be provided with a copy of the CORI policy.
- An informed review of a criminal record requires adequate training. Accordingly, all personnel authorized to review CORI in the decision-making process will be thoroughly familiar with the educational materials made available by CHSB.
- Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant, or an employee from continued employment. Rather, determination of suitability based on CORI checks will be made consistent with this policy and any applicable law or regulations.
- If a criminal record is received from CHSB, the authorized individual will closely compare the record provided by CHSB with the information on the CORI request form and any other identifying information provided by the applicant, or employee, to ensure the record relates to the applicant or employee.
- If Minute Man Arc is inclined to make an adverse decision based on the results of the CORI check, the applicant or employee will be notified immediately. The applicant or employee shall be provided with a copy of the criminal record and Minute Man Arc's CORI policy, advised of the part(s) of the record that make the individual unsuitable for the position or license, and given an opportunity to dispute the accuracy and relevance of the CORI record.
- Applicants or employees challenging the accuracy of the policy shall be provided a copy of CHSB's **Information Concerning the Process in Correcting a Criminal Record**. If the CORI record provided does not exactly match the identification information provided by the applicant, Minute Man Arc will make a determination based on a comparison of the CORI record and documents provided by the applicant or employee. Minute Man Arc may contact CHSB and request a detailed search consistent with CHSB policy.
- If Minute Man Arc reasonably believes the record belongs to the applicant or employee and is accurate, based on the information as provided above in this policy, then the determination of suitability for the position or license will be made. Unless otherwise provided by law, factors considered in determining suitability may include, but not be limited to the following: Relevance of the crime to the position;
  - The nature of the work to be performed;
  - Time since the conviction;

- Age of the candidate or employee at the time of the offense;
- Seriousness and specific circumstances of the offense;
- The number of offenses;
- Whether the applicant or employee has pending charges;
- Any relevant evidence of rehabilitation or lack thereof;
- Any other relevant information submitted by the candidate or employee or requested by Minute Man Arc.

Minute Man Arc will notify the applicant or employee of the decision and the basis of the decision in a timely manner.

## **Minute Man Arc Standards**

### **Policy: ABUSER REGISTRY**

**Effective Date: 7/31/2021**

**Revised Date:**

In 2020, Massachusetts enacted a law requiring the DPPC to “establish and maintain a registry of care providers against whom the (DPPC) has made a substantiated finding of registrable abuse.” The DPPC Abuser Registry is effective July 31, 2021, and is intended to protect individuals with intellectual or developmental disabilities (“I/DD”) by barring care providers who have a substantiated finding of registrable abuse from working with other persons with intellectual or developmental disabilities.

The purpose of 118 CMR is to establish the procedures and standards the Commission utilizes to effectuate the purposes of the Commission including, but not limited to, the investigation and remediation of abuse of persons with disabilities who reside in the Commonwealth of Massachusetts, or of nonresident persons with disabilities who are abused while in the Commonwealth of Massachusetts, the investigation and remediation of instances of retaliation against a person for having reported such abuse or cooperated in the investigation of abuse, and the administration of the registry of care providers against whom the Commission has made a substantiated finding of registrable abuse. In pursuing its statutory purposes, the Commission shall endeavor to respect the privacy, self-determination rights and dignity of persons with disabilities.

A care provider is a person who is employed by, or contracts with, the Department of Developmental Services (“DDS”) or an Employer who provides services or treatment to persons with I/DD between the ages of 18-59. Care providers include all current and prospective caretakers in any program licensed, contracted, or funded by DDS to provide services and support to persons with intellectual or developmental disabilities. Care providers can include volunteers, interns, work-study participants, or any other similar unpaid positions.

Where Abuse Registry checks are part of a general background check for employment, volunteer work or licensing purposes, the following practices and procedures will generally be followed:

- All existing and potential employees will be required to complete a Disabled Persons Protection Commission Abuser Registry Search Consent Form as part of the hiring process and/or the annual update process on a yearly basis.

Failure to complete annual background checks will be the basis for disciplinary action, up to and including termination of employment.

## **Minute Man Arc Standards**

### **Policy: IMMIGRATION LAW COMPLIANCE**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc is required by the federal Immigration Reform and Control Act of 1986 (IRCA) to verify the identity and legal work authorization of all employees. In keeping with this obligation, Minute Man Arc must inspect documentation that shows each person's identity and legal authorization to work in the United States, and each employee must attest to their identity and legal authorization to work by completing a federal government form (known as Form I-9) which will be supplied upon hire at Minute Man Arc. Former employees who are rehired must also complete the form if they have not completed an I-9 with Minute Man Arc within the past three years, or if their previous I-9 is no longer retained or valid.

All offers of employment and continued employment are conditional upon an individual's ability to furnish satisfactory evidence of their identity and legal authorization to work on behalf of Minute Man Arc. Employees with questions on immigration law issues are encouraged to contact Human Resources.

## **Minute Man Arc Standards**

### **Policy: VALUING AND MANAGING DIVERSITY**

**Effective Date: 7/1/2014**

**Revised Date:**

We believe that workforce diversity is essential to the agency's growth and long-term success. By valuing and managing differences at work, Minute Man Arc can maximize the skills, knowledge, and abilities of all employees while increasing employee and client satisfaction. By recognizing and celebrating each employee's unique contribution toward meeting the agency's objectives, Minute Man Arc will achieve superior individual and group performance.

Diversity includes all the differences that define each person as a unique individual: age, culture, disability, education, ethnic background, experiences, gender, language, race, religion, and sexual orientation are just a few of the differences that employees bring to the workplace.

Minute Man Arc's commitment to workforce diversity is a dynamic process of building organizational excellence through ensuring all employees are partners in the agency's growth and financial success.

## **Recruitment**

### **Policy: EMPLOYMENT APPLICATION**

**Effective Date: 7/1/2014**

**Revised Date: 9/17/2018**

Minute Man Arc relies upon the accuracy of information contained in the online employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.



## Recruitment

### **Policy: NEW HIRE PROCEDURE**

**Effective Date: 7/1/2014**

**Revised Date:**

Managers and staff follow new hire guidelines in order to select the best people for open positions at Minute Man Arc. It is our policy that staff members and individuals served be represented in the interviewing stage of hiring, where applicable.

All offers of employment are contingent upon receipt of acceptable references, a satisfactory criminal records background check (CORI), a satisfactory driving record check through the Registry of Motor Vehicles (RMV) and a satisfactory determination thru the Abuse Registry. In some instances, a private investigation company will be used to conduct a criminal records check in states outside of Massachusetts. CORI checks, driving record checks, and Abuser Registry checks are repeated on an annual basis. In addition, all new hires must complete an orientation program within their first few days of work with Minute Man Arc.

During the orientation program, additional paperwork will be completed and appropriate policies will be distributed and reviewed. As determined by position, employees may also receive Driver Education training, CPR, First Aid, Infectious Diseases/Universal Precautions, and other trainings. All employees will receive a job description and will be informed of all additional mandatory trainings. Whenever possible, new employees will be scheduled for specific trainings and will receive a list of the dates and times when they will be expected to attend these trainings. In addition, new employees will be advised of all applicable benefits.

## **Recruitment**

### **Policy: PHYSICAL REQUIREMENTS**

**Effective Date: 7/1/2014**

**Revised Date: 8/1/2021**

Certain programs may require testing, which could include a physical exam, hepatitis, COVID-19, Mantoux testing and drug testing. If the position to which you are hired requires any of these tests, you will be notified in advance.

## Employee Status and Pay

### Policy: EMPLOYMENT CLASSIFICATIONS

Effective Date: 7/1/2014

Revised Date: 8/1/2021

Minute Man Arc presents the following definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment-at-will relationship at any time is retained by both the employee and Minute Man Arc.

Each employee is designated as either non-exempt or exempt from federal and state wage and hour laws, according to the provisions of the Fair Labor Standards Act (FLSA). An employee's exempt or non-exempt classification may be changed only upon written notification by the agency.

Employees are exempt from overtime pay if they are: 1) paid on a salary basis; and 2) paid at or above an established minimum weekly amount (at least \$684/week); and 3) perform duties classified as executive, administrative, professional, computer and outside sales positions (as defined by the FLSA). Highly compensated employees (as defined by the FLSA regulations) are also exempt from overtime pay.

**Non-exempt employees are eligible for overtime pay for hours physically worked over 40 hours per week. Employers are required by law to maintain time records of all work performed. Most employees' work time is tracked using an electronic clock system. Employees are required to accurately report time worked. Failure to do so will result in disciplinary action, up to and including, termination of employment. Exempt employees are excluded (exempt) from overtime pay.**

Employees who are regularly scheduled to work asleep overnight shifts are paid at a different rate of pay than if they are working awake shifts. When these employees are scheduled to work awake shifts, they will receive the awake compensation for those hours scheduled on an awake shift.

### CATEGORIES

**Regular Full-time** employees are those who are in active status and who are regularly scheduled to work at least 39 hours per week. As such, these employees are entitled to the full range of agency benefits.

**Regular Part-time (with benefit eligibility)** employees are those who are in active status and who are regularly scheduled to work 20 - 39 hours per week. As such, these employees are entitled to certain agency benefits on a prorated basis as permitted by law.

**Part-time (non-benefit eligible)** employees are those who are in active status and who work less than 20 hours per week or are scheduled on an as-needed basis (such as Relief Staff). These employees receive all legally mandated benefits (such as social security and workers' compensation insurance) but are generally not entitled to any agency provided benefits.

**Temporary** employees are those who are hired as interim replacements to temporarily supplement the workforce, or to assist in the completion of a specific project. Employment assignments in this category are of a limited or specified duration. In most cases, temporary employment should not exceed twelve (12) consecutive weeks during the annual period that runs from July 1 through June 30 of each year. Temporary employees who work on an intermittent or project basis, may continue to be classified as temporary throughout their employment with Minute Man Arc. While temporary employees receive all legally mandated benefits (such as social security and workers' compensation), they are ineligible for other Minute Man Arc benefit programs.

**Independent Consultants** are not employees of Minute Man Arc and are, therefore, not eligible for agency benefits.

**Seasonal Employees** are those who may work for specified periods of short duration such as during summer school breaks. Employment does not exceed 16 consecutive weeks. These employees receive all legally mandated benefits (such as social security and workers' compensation insurance) but are not generally entitled to any agency provided benefits.

**Student Employees** are those who are employed as an intern or a cooperative education student worker. These employees receive all legally mandated benefits (such as social security and workers' compensation insurance), but are not generally entitled to any agency provided benefits.

## **Employee Status and Pay**

### **Policy: TEMPORARY EMPLOYEE SCHEDULE CHANGES**

**Effective Date: 7/1/2014**

**Revised Date:**

If an employee has agreed to a temporary increase or decrease in hours (for example, to cover shifts for an employee who is on a leave of absence, on vacation, or to cover specific, temporary needs of the program or for an employee's personal need to reduce time worked for a few weeks), no action form is required if the employee is an hourly non-exempt employee. An action form will be required for an exempt employee to reflect a temporary adjustment in compensation. The employee will be paid for all hours worked but benefit time accruals, insurance premium payments, etc. will remain the same.

If the increase or decrease in hours is planned to extend beyond three (3) months, it is not a temporary change and an action form should be submitted. If circumstances require the change to extend beyond three (3) months, the change is no longer temporary and an action form should be submitted. In the latter case, the effective date of this action form would be the date the three (3) month mark is reached and would not go retroactive into the temporary period of the change.

If employees have made a commitment to a temporary increase in hours, Minute Man Arc expects the employee to honor that commitment. The temporary schedule change does not represent "relief hours" and the employee should not decide at the last minute that they will not work the agreed-to schedule.

"Relief hours" are those hours that open up unexpectedly such as when an employee calls out sick. At that point, one or more employees may be asked if they can cover the shift. Those employees may elect to come in and cover, or not cover, depending on their personal schedule and availability. Employees already on duty when this situation arises will be required to remain until appropriate coverage is found to replace them.

## **Employee Status and Pay**

### **Policy: COMPENSATION**

**Effective Date: 7/1/2014**

**Revised Date:**

It is Minute Man Arc's intent to pay wages and salaries in a motivational, competitive, consistent, fair and equitable manner. It is important to understand that total compensation from Minute Man Arc comes in two forms. First is in the form of your paycheck, or your "direct" pay. Second is your "indirect" pay that comes in the form of employee benefits. These benefits help provide various forms of services and expense protection that you would otherwise have to finance out of your direct pay. Together your direct compensation and the employee benefits comprise the total compensation package. All employees will be paid for performance and contribution in relation to the requirements of their job and the established salary range for their position classification.

Your pay is influenced by three factors:

- The nature and scope of the job including overall level of responsibility, required skills, and experience necessary to perform the essential functions of the job.
- Fair market value for comparable jobs in a similar non-profit area.
- Individual core competencies as well as performance on the job.

## Employee Status and Pay

### Policy: TIME WORKED/ONSITE SHIFT POLICY

**Effective Date: 7/1/2014**

**Revised Date: 9/27/2019**

Non-exempt employees should accurately record the time they begin and end their work, using Minute Man Arc's electronic timekeeping system which utilizes a punch pad/iPad, mobile device or a computer to record the time you started work and the time you ended work. Non-exempt employees will be assigned a login and password, and will receive instructions on using the equipment on their first day of employment. Employees must also punch out to record the ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed. Employees using the electronic time keeping system should not submit paper time sheets unless one is required to correct an error that occurred in a prior pay period. Non-exempt employees who work in various locations/departments, **must** keep accurate paper time sheets of hours worked.

Non-exempt employees are required to punch in when they arrive for work and punch out when they are finished working. Employees cannot clock in, or out, for other employees. Employees should not arrive more than 5 minutes before the start of their scheduled shifts and, unless they are required to do so, should not remain on the work site or on the clock beyond the end of their scheduled shift without express, prior authorization of their supervisor. An example of a situation in which an employee would be required to remain beyond the end of their shift would be when an employee must be replaced by an incoming staff member in order to maintain appropriate staffing ratios required for the safety and protection of the individuals we serve. In this type of situation, employees should contact their supervisor for additional guidance. Employees must report any failure to punch in, or out, to their supervisor as soon as possible as well as the reason they were unable to punch in or out.

The electronic time information is reviewed weekly (or bi-weekly) by supervisors and approved prior to submission to payroll. Exempt employees are excluded (exempt) from overtime pay.

Minute Man Arc is required to have a staff to consumer ratio. It will change depending on the amount of consumers in each program. Because of this requirement, all employees must understand the ramifications of the following actions for the safety of the individuals served:

- Misuse of the electronic punch system, altering, falsifying, tampering with time records, or recording time on another employee's time record.
- Neglecting to perform your assigned job duties or leaving persons served unattended; you must not leave your job site without Manager/AD's permission.
- Performing personal errands while on duty (with or without clients). If you need to leave your shift, you must get your manager's approval, find someone to cover your shift (or time away) and clock out and then back in.

- Failure to follow Minute Man Arc's security and policy procedures including, but not limited to, revealing assigned passwords to others, providing confidential information.
- Engaging in gross fraudulent, abusive, or unethical behavior including failing to inform management of your knowledge of such conduct on the part of others. For example, failure to report co-workers who leave shifts unattended, come in late, leave early, ask others to punch in or out for them, etc.

Any violation of these policies, which could change the staff to consumer ratio and thereby put the program/consumers in jeopardy, can result in immediate termination.

Misuse of the electronic punch system, altering, falsifying, tampering with time records, or recording time on another employee's time record will result in disciplinary action, up to and including termination of employment.



## Employee Status and Pay

### Policy: OVERTIME PAY

Effective Date: 7/1/2014

Revised Date:

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work. Minute Man Arc, however, has the sole and exclusive right to decide who will receive particular overtime assignments and when.

**Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour regulations at the rate of one and one-half (1-1/2) times the regular hourly wage for any time actually worked over 40 hours per week. Overtime pay is based on actual hours worked. Paid time off, including holidays or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorization may result in disciplinary action, up to and including possible termination of employment.**

## **Employee Status and Pay**

### **Policy: DAYLIGHT SAVINGS TIME – IMPACT ON HOURS PAID**

**Effective Date: 7/1/2014**

**Revised Date:**

Employees who work overnight shifts such as 11 p.m. – 7 a.m. will work one hour less than their scheduled hours on the day that Daylight Savings goes into effect. On the other hand, when the change to Standard Time occurs, they will work one more hour than their scheduled hours. Minute Man Arc's timekeeping system automatically makes these adjustments in the payroll system. In either case, employees will not be paid more hours or less hours than the hours they actually work.

## **Employee Status and Pay**

### **Policy: SALARY ADJUSTMENTS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc recognizes employee efforts, performance, and progress in the form of a discretionary merit increase. All merit increases are discretionary and are based strictly on the performance appraisal as well as the Agency's budget

In addition to merit increases, promotional increases are generally presented when an individual is promoted from one position to a position with a higher job classification. In these cases, where an individual takes on significant additional responsibility, is promoted to a higher classification, earns additional educational status that enhances their position, etc., the salary will be reevaluated taking into consideration both internal and external compensation information. All promotional and merit increases require the approval of the Chief Executive Officer of the Agency.

In the event where an individual moves from a higher to a lower job classification, a salary adjustment may be considered, depending upon the circumstances. When a step system is in place, salary adjustments will be made accordingly.

## **Employee Status and Pay**

### **Policy: PAYROLL PERIODS AND WORK WEEKS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc has a bi-weekly pay schedule, with payday occurring every other Friday. Each paycheck will include earnings for work performed through the end of the previous payroll period.

Each Payroll Period is made up of two workweeks. Each workweek begins on Sunday at 12:01 a.m. and ends the following Saturday at Midnight (12:00 a.m.).

Employee pay stubs are available for viewing on a secure website. Instructions for accessing this information is provided to all employees upon hire. Employee pay stubs itemize gross pay and deductions. Amounts directly deposited into employee accounts are typically available by noon on the scheduled payday.

## **Employee Status and Pay**

### **Policy: PAYROLL DEDUCTIONS**

**Effective Date: 7/1/2014**

**Revised Date:**

The law requires that Minute Man Arc make certain deductions from every employee's compensation. Among these is applicable withholding for federal and state income taxes. Amounts withheld vary according to earnings, marital status, and the number of exemptions claimed. Upon employment, employees are required to complete a W-4 form (federal taxes) to convey this information to the agency.

Minute Man Arc must also deduct Social Security taxes on each employee's earnings up to a limit specified by the government called the Social Security "wage base." Minute Man Arc pays the government an additional amount of Social Security taxes equal to that paid by each employee. The W-2 form you receive at the end of the year indicates how much of your earnings were deducted for tax purposes.

Minute Man Arc offers a variety of other programs and benefits beyond those required by law. Where applicable, some of these require employee contributions to participate. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participating in these programs. If you have any questions concerning why deductions were made from your paycheck or how they were calculated, please contact Human Resources.

Minute Man Arc takes all reasonable steps to ensure that employees receive the correct amount of pay and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of your pay, you should immediately bring the discrepancy to the attention of your Supervisor, Payroll, or Human Resources. Corrections will be made as quickly as possible.

Minute Man Arc prohibits improper deductions to employee pay as stated in the Fair Labor Standards Act (FLSA) regulations. Employees with questions or complaints about any deductions to their pay should see their supervisor, Payroll or Human Resources immediately for clarification or correction.

## Employee Status and Pay

**Policy: EXEMPT EMPLOYEE PAY (including acceptable and unacceptable reductions)**

**Effective Date: 7/1/2014**

**Revised Date:**

In accordance with the Fair Labor Standards Act regulations, exempt employees who are required to be paid on a salary basis may not have their pay reduced for variations in the quantity or quality of work performed. Employees who feel their pay has been improperly reduced should report this immediately following the procedures specified below.

### Provisions Mandated by the Salary Basis Rules

1. Exempt employees normally must receive their full salary for any week in which they perform any work, without regard to the number of days or hours worked. However, exempt employees need not be paid for any workweek in which they perform NO work at all for the organization.
2. Deductions from pay cannot be made as a result of absences due to the circumstances listed below. Such improper pay deductions are therefore specifically prohibited by Minute Man Arc, regardless of the circumstances. Managers or supervisors violating this policy will be subject to investigation of their pay practices and appropriate corrective action will be taken in accordance with normal procedures.
  - a. Absences caused by the employer.
  - b. Absences caused by the operating requirements of the business.
  - c. Partial day amounts other than those specifically discussed below.
3. The few exceptions to the requirement to pay exempt employees on a salary basis are listed below. In these cases, deductions may be permissible as long as they are consistent with other company policies and practices.
  - a. Absences of one or more full days for personal reasons if the employee has exhausted all personal and vacation leave time.
  - b. Absences of one or more full days due to sickness or disability if the employee has exhausted all sick, personal, and vacation leave time.
  - c. Fees received by the employee for jury or witness duty or military leave may be applied to offset the pay otherwise due to the employee for the week. No deductions can be made for failure to work for these reasons, however.
  - d. Unpaid disciplinary suspensions of one or more full days in accordance with Minute Man Arc's disciplinary policy.
  - e. Deductions for the first and last week of employment, when only part of the week is worked by the employee.

- f. Deductions for unpaid leave (including deductions taken for intermittent leave) taken in accordance with a legitimate absence under the Family and Medical Leave Act.

**Complaint Procedure:**

- Employees who believe their pay has been improperly reduced should contact Human Resources immediately to request an investigation.
- The employee will be asked to specify in writing, using the guidance above, the circumstances of the pay deduction and whether it has occurred on other occasions.
- Minute Man Arc will review pay records and interview the supervisor or manager, as well as the payroll representatives handling the employee's pay, to determine if the allegation is correct.
- If the deduction was in fact improper, Minute Man Arc will reimburse the employee as promptly as possible (but in no case longer than two pay periods from the identification of the problem).
- The individual(s) responsible for the error will be investigated further to determine if this was an isolated incident or a pattern of conduct that requires further action on the part of Minute Man Arc. If warranted, the responsible person(s) will be held accountable for the error(s) made consistent with company disciplinary policy.
- The resolution of the situation will be documented (including confirmation on the part of the employee that the situation has been resolved) and placed with the employee's pay records.
- Following the identification of such a problem, Minute Man Arc will establish a practice to regularly audit employee pay records to ensure no further issues arise.

## **Employee Status and Pay**

### **Policy: GARNISHMENTS**

**Effective Date: 7/1/2014**

**Revised Date:**

In some circumstances, Minute Man Arc may be obligated to execute a court-ordered wage assignment or garnishment against an employee's wages. In these situations,

Human Resources will notify the employee before beginning the wage garnishment.



## **Employee Status and Pay**

**Policy: DIRECT DEPOSIT**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc requires that all employees have their paycheck deposited directly into an account the employee has established at a financial institution. We require Direct Deposit to avoid any bank-imposed delays in accessing your funds. You may view current and previous pay information anytime; anywhere you have an Internet connection. Need a pay stub and can't find it? Need one from last month? No worries.

All of your information can now be viewed online and printed from your web browser. The site is easy to use and secure.

Benefits you will see include:

- Pay stub access online
- View/print historical pay stubs beginning with forward
- View/print your W2's beginning with 2017; for paystubs before these dates, please contact Human Resources or Payroll.
- Online access to your new year's W2 as soon as it's available
- Check your current Tax withholding status.
- Request changes to your tax settings.
- View your current Direct Deposit accounts.
- Request changes to your Direct Deposit setup.
- Environmentally friendly, reduces paper usage

## Workplace Policies

### Policy: CODE OF ETHICS

**Effective Date: 7/1/2014**

**Revised Date: 2/22/2016**

Minute Man Arc's reputation with the community is critical to its success. To that end, Minute Man Arc has built a reputation for both quality and integrity by maintaining rigorous legal, professional, and ethical standards in the operation of its business. This includes strictly adhering to all applicable laws and regulations and by maintaining high ethical standards. In this regard, a single employee's misconduct can seriously damage Minute Man Arc.

These standards are drafted broadly. In that respect, it is Minute Man Arc's intent to exceed the minimum requirements of the law and the industry practice. The standards identify conduct which is impermissible and will always be considered outside the scope of employment.

You are expected at all times to exercise high standards of conduct in your contact with individuals served, their families, community members, employees, and other stakeholders. Minute Man Arc and the individuals served rely on your absolute integrity, good judgment, and fair dealing. You must always conduct yourself in strict compliance with all applicable laws, rules, regulations and Minute Man Arc policies. In particular, it is essential that you not engage in any activity that might be construed as compromising Minute Man Arc's integrity or community relationships. All employees, and individuals served, are to be treated with dignity and respect. If these expectations are adhered to, working with Minute Man Arc will be a safe, respectful, and professional experience for all staff.

Since the code of ethics can do no more than outline broad policy, each individual must accept responsibility to recognize and respond to specific situations as they arise. In case of doubt, it is your obligation to secure clarification through your supervisor or Human Resources. You must at least do the following:

- Maintain respectful, age appropriate interactions making the needs of individuals served your first priority.
- Use appropriate language and tone of voice in all communications.
- Work together as a team.
- Take accountability for your actions.
  - Abide by all relevant state and federal laws, including employment related laws and all governing regulatory compliance procedures.
- Preserve and promote the highest level of confidentiality, privacy, dignity, self-determination, and basic human rights for each individual served.
- Strive, at all times, to provide the most professional, clinically appropriate, effective, and efficient services and supports to each individual served.

- Promote social justice, access, and opportunities for individuals served by furthering acceptance of those who experience a disability in daily and community life activities.
- Positively represent the agency in the community, with individuals served and their family members, and external professionals.
- Treat others fairly and honestly, with dignity and respect.
- Provide a healthy and safe living, learning, and working environment for individuals served, fellow employees, and visitors to Minute Man Arc.
- Prepare all records of financial and operational transactions carefully, accurately, and with integrity.
- Avoid actual or potential conflicts of interest (situations where you make or influence a decision that may result in personal gain for yourself or others closely associated with you).
- Protect individuals served from all forms of exploitation and abuse. The five types of abuse are physical, sexual, neglect, verbal, and financial. Also protect individuals served from any other potential harm. Report any suspected harm to individuals served to your supervisor and authorities as required.
- Protect the agency's reputation. Certain types of off-duty conduct may interfere with the agency's legitimate business interests. You are expected to conduct your personal affairs in a manner that does not adversely affect the agency's integrity, reputation, or credibility.
- Do not enter into any sexual, financial, or business relationship with individuals served.
- Do not enter into any sexual, financial or business relationship with fellow employees or other individuals if that relationship might compromise (or give the appearance of compromising) or hinder your ability to perform your job duties.
- Separate your personal political activities from the agency's business. You may not participate in personal political activities as representatives of Minute Man Arc. To avoid any interpretation of organizational sponsorship or endorsement, Minute Man Arc's name and address should not be used in material mailed, fund collections, or advertisements. Nothing herein is intended to constrain political activities of employees undertaken in their personal capacities off-site.
- Follow all agency policies and procedures to keep confidential the private health information of employees or individuals served you may receive as a result of your job responsibilities.
- Follow all agency policies and procedures to keep confidential the personal information of employees, individuals served or others you may receive as a result of your job responsibilities.
- Do not use any information you obtain as a result of your job responsibilities for personal gain.
- Do not engage in any illegal activity or behavior.
- Report observed violations of standards to your supervisor, the Director of Human Resources or the Chief Executive Officer.

- Cooperate fully and honestly in any investigation of alleged inappropriate conduct.
- Bribes, Kickbacks and Other Improper payments – you must not give anything of value to any customer or potential customer, supplier or potential supplier as an inducement to obtain business or favorable treatment or, in the case of public officials, as an inducement to have a law or regulation enacted, defeated or violated. Similarly, you may not accept anything of value in return for favorable treatment from customers, suppliers or potential suppliers, either for yourself or others. All contacts and dealings with customers and suppliers must be conducted in a manner that will avoid even the appearance of impropriety or violation of any applicable law, regulation or these standards.
- Avoid the improper giving or receiving of gifts. It is the general policy of Minute Man Arc to prohibit the solicitation or receipt of anything of value in exchange for favorable treatment in connection with any agency transaction. It is not our policy to prohibit the receipt of normal amenities of nominal value (less than \$35.00 in any one year from any individual). **However, Minute Man Arc personnel may not solicit, directly or indirectly, any form of gratuity. You may never accept cash or cash equivalents, such as gift certificates (except for small token gifts such as a \$10 Dunkin’ Donuts gift card or equivalent). Any gift with a value of \$36.00 or more must be declined. Group gifts (i.e. several families or individuals combining nominal amounts to furnish a gift valued at more than \$35.00) are prohibited. If the individual(s) making the gift insists that you take it, you should accept the gift but you must provide the gift to the Director of Development who will address Minute Man Arc’s gift giving policy with the gift giver.** Perishable or consumable gifts given to a department or group are not subject to any specific limitation.
- Safeguard the agency’s assets from damage, misuse, or theft.
- Minute Man Arc’s property, supplies, and equipment, are not to be used for personal business without the specific permission of the Program Director or the Director of Facilities (as appropriate)
- Minute Man Arc’s premises (whether leased or owned) are not to be used for personal use without prior permission and arrangement with the Director of Facilities.
- Minute Man Arc’s vehicles are not to be used for personal use.
- Protect all funds and belongings of individuals served from damage, misuse, or theft.

Compliance with this policy of business ethics and conduct is the responsibility of every Minute Man Arc employee.

### **Reporting of Violations of Code of Ethics Policy**

Violations or suspected violations of the Code of Ethics Policy are required to be reported to Minute Man Arc’s Corporate Compliance Officer within 24 hours for investigation.

### **Investigation of Violations of Code of Ethics Policy**

Alleged violations of the Code of Ethics Policy will be investigated by Minute Man Arc's Corporate Compliance Officer. The Corporate Compliance Officer will provide a findings response to the Director of Human Resources and the CEO within 10 business days of the allegation of the violation(s).

### **Violations of Code of Ethics Policy**

- Violations of the Code of Ethics Policy are grounds for discharge or other disciplinary action, adapted to the circumstances of the particular violation and having as a primary objective furtherance of Minute Man Arc's interest in preventing violations and making it clear that violations are neither tolerated nor condoned.
- Disciplinary action will be taken, not only against individuals who authorize or participate directly in a violation of this policy but also against:
  - Any employee who knowingly failed to report a violation of the policy;
  - Any employee who knowingly withheld relevant and material information concerning a violation of this policy and
  - Any employee who knowingly reported a false violation of the policy
  - The violator's supervisors to the extent that the circumstances of the violation reflect inadequate leadership and due diligence.

## Workplace Policies

### Policy: CORPORATE COMPLIANCE

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc seeks to conduct itself in accordance with the highest level of business and community ethics and in compliance with applicable and governing laws.

This policy is intended to prevent accidental and intentional noncompliance with applicable laws, to detect such noncompliance if it occurs, to discipline those involved in noncompliant behavior, to remedy the effect of non-compliance and to prevent future noncompliance.

Minute Man Arc, its employees and/or agents will not knowingly engage in the behaviors and practices outlined below:

Willfully make, or cause to be made, any false statement or representation of material fact in any claim or application for benefits under any federal health care program or health care benefit program. Additionally, Minute Man Arc, its employees, and/or agents will not knowingly, and with fraudulent intent, retain any federal health care program or health care benefit program funds which have not been properly paid. Examples of prohibited conduct include, but are not limited to, misrepresenting services that were rendered; falsely certifying that services were necessary; “up-coding”; billing for services not actually rendered; making false statements to governmental agencies about Minute Man Arc’s compliance with any state or federal rules; making false statements concerning the condition or operation of Minute Man Arc’s programs for which licensure/certification is required; billing federal health programs rates in excess of applicable federal health care program established rates; and failing to refund overpayments made by a federal health care program.

Minute Man Arc will not willfully solicit, offer to pay, pay, or receive any remuneration, either directly or indirectly, overtly, or covertly, in cash or in kind in return for: referring an individual to a person; items or services paid, in whole or part, under any federal health care program or purchasing, leasing, ordering, or arranging for, or recommending the purchasing, leasing, or ordering of any good, facility, service or item which may be made in whole or part, under any federal health care program. Remuneration may include not only kickback payments and bribes but also rebates, refunds, educational grants and other benefits to consumers.

Minute Man Arc will not engage in knowingly, or willfully executing, or attempting to execute, a scheme or artifice to defraud any health care benefit program or obtain by means of false or fraudulent pretense, representation, or promise any of the money or property owned by or under the custody or control of any health care benefit program in connection with the delivery of, health care benefits, items or services.

## **Documentation**

All services rendered must have substantiating documentation. If the appropriate documentation is not provided, the service is not considered rendered. Clinical, administrative or clerical staff involved in the preparation and/or submission of charge or billing data must be trained in coding and documentation practices. Employees who suspect that inaccurate billing or documentation is occurring should immediately contact the Corporate Compliance Officer, the Chief Executive Officer or the Director of Human Resources.

The following activities are also unethical and against Minute Man Arc's policy;

- Making records appear as though payments were made to one person when they were made to another
- Submitting expense accounts that do not accurately reflect expenses;
- Creating any other records that do not accurately reflect the true nature of the transaction;
- Making false entries in Minute Man Arc's books and records or in any public record for any reason;
- Altering in any way permanent entries in Minute Man Arc's records or knowing that others are falsifying records and not reporting it.

## **Use of Minute Man Arc's Funds/Assets**

Assets are the sole property of Minute Man Arc for the benefit of its clients and those assets may not be used for personal gain. The use of Minute Man Arc funds for any unlawful or unethical purpose is prohibited.

Minute Man Arc is prohibited from reimbursing individuals for expenses related to political campaigns and contributions. To prevent employees from feeling pressured to make contributions to political campaigns, no employee is allowed to request political contributions from another employee.

Any research activities conducted at Minute Man Arc must comply with federal and state laws regulating research; the use of any client information for such research must be approved by the Chief Executive Officer.

## Workplace Policies

### **Policy: BOUNDARIES – ETHICAL INTERACTIONS WITH PERSONS SERVED**

**Effective Date: 7/1/2014**

**Revised Date:**

Each employee who interacts with any individual served by Minute Man Arc is expected to adhere to a standard of behavior and interaction that meets the standards of professional boundaries.

Boundaries can be defined as a way of interacting with individuals served which treats each individual respectfully and creates a positive experience for the individual served but which also maintains a professional distance that is not truly friendship or intimacy. For example, with friends your interactions flow freely and you often discuss personal problems and issues, make judgments, and offer advice. To best serve individuals, the focus of discussions with individuals served is on the needs and preferences of that individual. Your role is to guide discussions and actions in a way that furthers the goals of the individual served and/or facilitates any treatment or behavioral plan in place for the individual. Further, your role is to act as a role model for the individuals served.

You should, therefore, avoid unnecessary physical contact; not disclose personal information about yourself (such as information about personal relationships, family matters and friends); engage in personal friendships or relationships with the person served outside of normal work hours; or pick individuals who are your favorites and who receive special favors and/or gifts from you.

Employees should not give gifts to individuals served.

Boundaries violations may be the basis of disciplinary action, up to and including termination of employment.



## Workplace Policies

### Policy: CONSENSUAL RELATIONSHIPS BETWEEN EMPLOYEES

**Effective Date: 7/1/2014**

**Revised Date:**

Employees of Minute Man Arc have the right to voluntarily enter into social relationships with each other.

Minute Man Arc is committed to providing a workplace that is free of harassment, discrimination, conflicts of interest, and favoritism and will not tolerate unwelcome or offensive conduct that creates a hostile work environment or sexual harassment.

Minute Man Arc expects that any social relationships entered into by and between Minute Man Arc employees will abide by the following rules.

- Be welcome and consensual by both employees.
- Either employee may terminate the relationship at any time without suffering workplace retaliation of any form.
- Neither employee will seek or accept a direct supervisory or reporting relationship with the other.
- Employees in supervisory positions will not participate in any discussions or decisions related to the terms of the subordinate employee's employment, compensation, scheduling, promotion or demotion, and development.
- Employees will not engage in conduct that could reasonably be regarded by coworkers as favoritism.
- Employees will behave professionally toward one another at all times, even if the social relationship ends.
- Employees will not engage in public displays of affection or other inappropriate conduct in the workplace or at work-related functions.
- The social relationship does not violate Minute Man Arc's antidiscrimination and anti-harassment policies.
- Employees will continue to comply with Minute Man Arc's antidiscrimination and anti-harassment policies.
- Employees will inform the Director of Human Resources or the Chief Executive Officer immediately if the conduct of the other employee is not welcome.

## **Workplace Policies**

### **Policy: MANDATED REPORTING OF SUSPECTED ABUSE**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc will make every effort to protect individuals with disabilities in full accordance with the regulations set forth by the Disabled Persons Protection Commission (DPPC) and the Department of Children and Families (DCF). All employees are expected to model and enforce strong health, safety and educational standards by responding to the diverse needs of our clients at all times. All employees are required to insure that persons with disabilities are protected and receive protective services when necessary. Abuse may be physical, sexual, neglect, verbal and/or financial. Should you suspect abuse of any kind, notify your supervisor immediately and contact:

**DPPC hotline at 800-426-9009**

**DCF at 800-792-5200 (for children)**

## Workplace Policies

### Policy: COMMUNICABLE DISEASES

**Effective Date: 7/1/2014**

**Revised Date: 8/1/2021**

General cleanliness is an important infection control procedure. Frequent hand washing has been shown to significantly decrease the spread of infection. Be sure to wash your hands regularly, using soap and paper towels, particularly after toileting, before eating, handling or serving food, and before handling or dispensing medication. Encourage individuals served to also wash their hands regularly.

Staff should be sure to follow policies and wear protective gear when cleaning spills of bodily fluids.

Minute Man Arc's decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternatives for responding to an employee with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), H5N1 (Avian Influenza), H1N1 (Swine Flu), COVID-19 and tuberculosis. Minute Man Arc may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

Minute Man Arc will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely because they have a communicable disease. Minute Man Arc reserves the right to exclude a person with a communicable disease from the workplace facilities, program, and functions of the organization if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

Minute Man Arc will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidentiality of persons who have communicable diseases.

## **Workplace Policies**

### **Policy: INFECTIOUS DISEASES, MANTOUX, HEPATITIS A & B VACCINES**

**Effective Date: 7/1/2014**

**Revised Date: 1/1/2025**

Minute Man Arc values the health and well-being of all employees and individuals served. Any employee who, by the nature of his/her position, may be exposed to blood borne pathogens will undergo training on infectious diseases (including, but not limited to, Hepatitis) and the use of appropriate universal precautions upon hire.

Identified employees will be offered the option of being vaccinated against Hepatitis A and/or B. Both are blood borne pathogens that can be transmitted via contact with bodily fluids. Some of the individuals we serve may be carriers of these conditions. Each employee who may encounter blood borne pathogens in the workplace should consider being vaccinated for Hepatitis B and A. Employees should always use appropriate universal precautions at all times. Minute Man Arc will purchase and make available to employees any necessary personal protective equipment (PPE).

Minute Man Arc will authorize employees to receive this vaccination and will also provide this authorization to employees who work in a program that require Mantoux screening. Vaccinations and Mantoux screening will be provided by a health center chosen by Minute Man Arc.

## Workplace Policies

### Policy: VACCINE POLICY

**Effective Date: 8-4-2021**

**Revised Date: 1/1/2025**

#### Purpose:

In accordance with MMA's duty to provide and maintain a workplace that is free of known hazards, we are adopting this policy to safeguard the health of our employees and their families; our consumers and visitors; and the community at large from infectious diseases, such as Influenza and COVID-19, which may be reduced by vaccinations. This policy will comply with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention and local health authorities, as applicable.

Employees may be required to receive certain vaccinations.

Employees will be notified by Senior Management as the types of vaccinations covered by this policy and the timeframes for having it/them administered. MMA will provide either onsite access or a list of locations to assist employees in receiving vaccines on their own.

Any person who is unable to receive a vaccination due to a medical reason or a sincerely held religious belief must contact the Director of Human Resources immediately to discuss what, if any, accommodation can be made given the nature of the employee's job and the organization's' needs.

All employees will be paid for time taken to receive vaccinations. For offsite vaccinations, employees are to work with their managers to schedule appropriate time to comply with this policy.

As we continue to navigate through challenging times with increased infection rates in our community, it is more important than ever to prioritize the health and safety of our clients, especially those with compromised immune systems. Many of our clients are particularly vulnerable to severe illness, and we as an agency, and each employee, play a vital role in safeguarding their well-being. Minute Man Arc strongly encourages all employees to receive CDC recommended vaccines, especially during times of high infection rates (such as seasonal flu). Maintaining proper and up-to-date vaccinations is a step every employee can take to protect not only themselves, but also help reduce the risk of transmitting illnesses to our most vulnerable clients and coworkers.

## Workplace Policies

### Policy: HAZARDOUS MATERIALS COMMUNICATION

**Effective Date: 7/1/2014**

**Revised Date: 10/23/2015**

#### **Right to Know**

To the extent possible, Minute Man Arc provides a workplace that is free from hazardous materials, utilizing non-toxic agents whenever possible.

The US Department of Occupational Safety and Health Administration (OSHA) mandates that all employees have a need and a right to know about the hazards and identities of the materials to which they are exposed in the performance of their work. To that end, Minute Man Arc has created a Hazard Communication Program and has incorporated the program in all departments of the organization. Primary responsibility for compliance with the Hazard Communication Program lies with the Director of Facilities and Department Program Directors and Managers.

#### **Labels**

All manufacturers, distributors, and importers must label, tag, or mark hazardous chemical containers with the identity of hazardous chemicals, including appropriate hazard warnings, as well as the name and address of the manufacturer, importer, or other responsible party. The purpose of this labeling is to provide employees with an immediate warning of hazard and to direct the person handling the chemical to the appropriate MSDS (Material Safety Data Sheet). Minute Man Arc will not accept any container for use on its premises unless the contents are clearly labeled with the appropriate hazard warning and the name and address of the manufacturer.

#### **SDS -- Safety Data Sheets and MSDS Material Safety Data Sheets**

In December 2013, Minute Man Arc began working toward compliance with SDS requirements to the fullest extent possible given the necessary cooperation of manufacturers and distributors to provide this information. OSHA has extended the deadline for manufacturers and distributors to become compliant.

SDS and MSDS sheets are compiled and conspicuously displayed in red, three-ring binders at each location where chemicals are stationed for use (Store Room S-1 at Forest Ridge Road; Store Room C018 at 1269 Main St.)

SDS and MSDS sheets are also available for viewing at computer workstations at

G:\EMERGENCY\SDS Safety Data Sheets & MSDS Material Safety Data Sheets.

## **Training**

Any employee that uses a hazardous chemical, or has the potential to be exposed to a hazardous chemical during the course of their work, will be provided with information and training on the chemical(s) to be used, as well as any safeguards that are required. The training will be provided by the employee's supervisor and will take place prior to the use of or exposure to the chemical, and/or whenever the hazard changes. The supervisor will include the following information in the training:

- Physical and health effects of the hazardous chemicals in use
- Methods and techniques to determine if an adverse exposure to the chemicals has occurred or is imminent
- The steps employees should take to reduce the risk of, or prevent, exposure to the hazardous chemicals including instruction on proper use of the chemical and/or the use of personal protective equipment such as gloves.
- Emergency procedures for responding to exposure.
- How to read and interpret labels, and SDS or MSDS information.

## **List of Hazardous Substances**

A list of all known hazardous materials in use at Minute Man Arc is available from the Director of Facilities.

## Workplace Policies

### Policy: CONFIDENTIALITY

**Effective Date: 7/1/2014**

**Revised Date:**

Staff members are entrusted with, or have access to, information that is confidential. Information of a personal nature is to be treated by Minute Man Arc as confidential and cannot be passed on without permission. Even when such permission is provided, laws and regulations, as well as Minute Man Arc policy, may dictate how that information is handled when in transit from one person to another (For example, personal information transmitted electronically must be encrypted.) Confidentiality is critical to your position at Minute Man Arc. All employees are expected to maintain confidentiality at all times and as a condition of continued employment. Minute Man Arc considers information acquired in the course of doing your job to be confidential in nature and for agency use only. This includes, but is not limited to, the following non-public information:

- Client, Employee, Family, Donor or Purchaser information including ○ Personal Health Information (PHI) ○ Personal Information (PI)
- Computer files and codes
- Financial and business information
- Marketing strategies
- Non-public/unpublished information
- Pending projects and proposals
- Proprietary processes
- Vendor agreements

Minute Man Arc considers any inappropriate release of agency, vendor, or client confidential information to be a serious breach of agency policy and a violation of the law. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment, even if they do not actually benefit from the disclosed information.

In addition, employee related information is also to be kept confidential by both supervisors and employees. These items include, but are not limited to: personal information, employee files/personnel records, and health related information.

Utilization of improper methods of transmitting or transporting protected information is not permitted. Failure to adhere to this policy could result in disciplinary action, up to and including termination.



## Workplace Policies

### Policy: CONFLICTS OF INTEREST

**Effective Date: 7/1/2014**

**Revised Date:**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in personal gain.

In addition, while employed by Minute Man Arc, it is expected that your position with the agency is your primary employment. Any outside activity must not interfere with your ability to properly perform your job. All employees will be judged by the same performance standards and will be subject to Minute Man Arc's scheduling demands, regardless of any existing outside work requirements. Employees may not receive any income or material gain from individuals outside Minute Man Arc for services rendered while performing their jobs.

If you are considering another employment opportunity outside of Minute Man Arc, you need to discuss it with your supervisor or the Director of Human Resources to ensure that it will not interfere with your current job nor pose a conflict of interest.

Minute Man Arc will permit the employment of qualified relatives of employees as long as such employment does not, in the opinion of the agency, create actual or perceived conflicts of interest, disruptions in the workplace or other performance problems. If employees should become related while employed by the agency, the Chief Executive Officer of the Agency will evaluate the situation for potential conflicts and will take action accordingly. If you have any questions regarding what constitutes a conflict of interest, please see your supervisor or the Director of Human Resources.

## Workplace Policies

### Policy: DRESS/PERSONAL APPEARANCE

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc considers it very important for you to be well groomed, neat, and to dress appropriately for your job function. Some positions may require a more businesslike attire than others. A neat and professional appearance contributes to an overall positive impression of Minute Man Arc for those with whom we come in contact, both internally and externally. All employees of Minute Man Arc are expected to dress and groom in accordance with accepted professional business standards.

We wish to provide a work environment that is free of safety hazards. Supervisors are responsible for ensuring that staffs are dressed appropriately for their job function and that any clothing (including shoes) that is worn on a particular job site is appropriate for that job site. If you have any questions about appropriate attire for your position, please speak directly with your supervisor. Supervisors reserve the right to send any person home to change into clothes that meet the requirements of their job site.

Because this is a place of business, clothing that is torn, frayed, stained or discolored is inappropriate. "Short-shorts", undershirts, garments with inappropriate messages i.e. religious, political, sexual, etc. or shirts that reveal visible cleavage, a bare chest, navels or a bare midriff are some examples of inappropriate dress. Management will speak with anyone who is not dressed or groomed appropriately for the business environment. Any employee who violates this standard will be subject to appropriate disciplinary action.

## Workplace Policies

### Policy: WORKPLACE CIVILITY

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc wishes to provide a friendly and supportive environment characterized by civility and inclusiveness. The success of Minute Man Arc is dependent on the trust and confidence we earn from our employees, individuals served and their families, and other stakeholders.

We all deserve to work in an environment where we are treated with dignity. At Minute Man Arc, everyone should feel comfortable to speak his or her mind but this must be done in a manner that is not rude, offensive, abusive or harassing.

Civility for fellow employees and others we encounter in the workplace is imperative as we work in an increasingly stressful environment. While managers and supervisors are responsible for ensuring that the workplace is free from abusive, bullying and harassing behavior, each employee shares that responsibility.

- Some examples of behavior that might be abuse, bullying or harassing include:  
Insubordination: Intentionally refusing to obey or to undercut your supervisor's authority in the workplace;
- Screaming and yelling;
- Sarcasm and arrogant or condescending behavior intended to publicly offend, degrade or humiliate;
- Slamming doors;
- Shunning ("silent treatment").

Employees who fail to treat other employees, individuals served, or others encountered in the workplace with civility, will be counseled by their supervisor. If the employee continues to fail to meet this expectation, it becomes an issue of failing to meet performance standards and employees may be disciplined for their behaviors. Discipline, at the discretion of Minute Man Arc, may include written warnings and/or termination of employment.

## Workplace Policies

### Policy: EMPLOYEE FILES

**Effective Date: 7/1/2014**

**Revised Date:**

The Human Resources Department maintains a personnel file for each employee. The personnel file contains such information as the employee's job application, resume, records of training, documentation of performance appraisals, salary increases, and other employment records. Documents that have been, or may be used to, negatively affect an employee's qualification for employment, promotion, transfer, additional compensation or to subject employees to disciplinary action WILL be placed in the employee's personnel file. Examples of these types of documents include a written summary of a verbal warning, a performance appraisal, a corrective action plan and/or a written warning. These examples are not all inclusive. CORI results and personal health information will be kept in a separate, secured location. The information contained in your personnel file is confidential; therefore, only those individuals authorized to view an employee file will be allowed to do so.

Minute Man Arc abides by the law with respect to disclosure of personnel files. Employees who wish to review or copy their personnel file need to submit a written request to Human Resources. Upon such request, employees may review/copy their employee file within five business days in the Human Resources office during normal business hours. Employees are limited to two opportunities per calendar year in which they may review their record. In addition, an employee who submits a written request to Human Resources to obtain a copy of their personnel file will receive it within five business days, also limited to two such requests per year. If more than one such request is received, employees may be charged a copying charge for this service.

It is critical to your pay and benefits that all employee information be up to date at all times. If a change occurs with regard to any of the following items, please notify Human Resources immediately. It is now possible for employees to handle many of these changes on-line via the Employee Self Service web site.

Changes in:

- Name, address or phone number
- Emergency Contact
- Benefits
- Names and Number of Dependents
- Cell phone
- Marital Status
- Change of Beneficiary
- Tax Exemptions
- E-Mail

## Workplace Policies

### Policy: INFORMATION SYSTEMS USAGE

Effective Date: 7/1/2014

Revised Date:

Minute Man Arc makes available to you some or all of the following information and technology resources to help us deliver the best possible service to individuals served:

- Desktop and Laptop Computers
- Netbooks and Tablets
- E-mail
- Internet Access
- Telecommunications equipment which may include cell phones, walkie-talkies, and other communications devices
- Network servers and equipment

These Information Systems have been provided to assist you in carrying out agency business. Minute Man Arc's information systems should not be used: to solicit others for commercial ventures; for religious or political causes; or other non-job-related solicitations. Employees may not use e-mail or the Internet for any form of solicitation, whether or not for profit, or on behalf of any outside organization, venture, or entity. **All Minute Man Arc Information Systems are the property of Minute Man Arc and employees have no right of privacy regarding any information maintained in or on Minute Man Arc's property, or transmitted or stored through Minute Man Arc's computer systems, voicemail, e-mail, internet access, televisions or other technical resources.**

Employees should use Minute Man Arc's technical resources, including voice mail, email, text messages, internet, computer systems, and televisions, along with any related technical resources in the course of Minute Man Arc's business and only in the course of Minute Man Arc's business except as provided for in this policy. Employees may use Minute Man Arc's technical resources for occasional non-business and personal purposes (for example, it would be permissible to send an e-mail or a text to a spouse or significant other asking that person to run a quick errand; or to receive or make a quick phone call to check on the welfare of children, parents, or other dependents), but in no event should employees use the system in any manner that violates federal or state law, to set up or to run a personal business or to transmit confidential, offensive or derogatory information. Any material sent or viewed through e-mail, the Internet, voice mail, or television deemed inappropriate or offensive or in violation of Minute Man Arc's nondiscrimination/non-harassment/non-bullying policies may provide the basis for disciplinary action, up to and including termination.

Minute Man Arc's Information Systems are not private. All information stored, transmitted, received, or contained in the company's e-mail systems or other electronic storage systems is the property of Minute Man Arc. It is not company policy to routinely or intentionally inspect e-mail or internet usage. However, there may be business or legal situations that necessitate

company review of e-mail messages and other documents. Thus, any information you input or transmit on a Minute Man Arc Information System, including e-mails and Internet sites, can and may be reviewed by the agency without prior notice to you, even if that information is protected by your individual password. The use of a password is to control access to agency equipment and is not intended to create a right or expectation of privacy. Minute Man Arc explicitly reserves the right to access, monitor, review, copy, or delete any information stored or transmitted on any Information System at any time, as the agency deems appropriate. This may include random, unannounced audits to ensure that the agency's Information Systems are being used in accordance with this policy.

Misuse of the agency's Information Systems will subject an employee to disciplinary action, up to, and including, dismissal. Examples of misuse of the agency's Information Systems are:

- Unauthorized dissemination of information that is confidential or proprietary to the agency;
- Authorized dissemination of information that is confidential or proprietary to the agency without appropriate security measures;
- Unauthorized dissemination of agency information to non-employees or unauthorized employees;
- Failure to follow Minute Man Arc's security and policy procedures including, but not limited to, revealing assigned passwords to others and allowing unauthorized individuals to access secure areas (such as the agency's computer network server).
- Viewing or disseminating obscene, pornographic, abusive, slanderous, defamatory, discriminatory, harassing, vulgar, threatening, and/or offensive material;
- Using, copying or distributing copyrighted materials (including software) in violation of copyright laws;
- Inappropriate use of the agency network by violating system privacy;
- Use of computing resources for gambling or on-line gaming;
- Use of computing resources for the sharing of entertainment related files such as MP3 music files;
- Unauthorized use of the agency's name or trademarks;
- Use that violates any other agency policy including agency policies regarding confidentiality, discrimination, bullying, solicitation, and harassment;
- Using a cell phone or other hand-held communication device while operating a moving vehicle;
- Using cell phone picture phones to take unauthorized pictures of individuals or documents and/or transmitting such pictures to others inside or outside Minute Man Arc;
- Sending messages or other materials, pictures, or documents that are defamatory, abusive, obscene, profane, sexually oriented, threatening, bullying or offensive;
- This list is not intended to be all-inclusive.

Due to the risk of viruses and applications that may conflict with our computer systems, you may not change or augment your work systems or settings with any personal software or change system parameters unless you have prior approval from the Director of Facilities. **In addition, because of the necessity of protecting documents, e-mails, and other information from unauthorized access, do not give your password to any coworkers or third parties.** Do not open e-mails with attachments that are in a format unfamiliar to you. Widely used formats include .doc, .txt, .jpg or .xls. If you receive an attachment in your e-mail that is in a different or suspicious format, contact the Director of Facilities before opening it. All computers with access to the Internet or e-mail cannot be used without an anti-virus protection program in operation. Employees cannot add software, reuse disks, or download files from external sources without approval from a supervisor and the Director of Facilities.

Employees are also prohibited from bringing, and using, personal laptops, notebooks, iPads, tablets or similar devices, netbooks, Playstations, Wiis, Nintendos, eBook Readers and other such interactive devices into the workplace for use during working hours without the permission of the Program Director as the use of such devices may interfere with an employee's responsibilities. Minute Man Arc will not be responsible for the loss of personal computing equipment brought into the workplace.

Employees are representatives of the agency and must exercise due care not to use any Information System in a manner that would violate any law. Minute Man Arc Information Systems are intended to assist you in performing your job. Use them for their intended purpose(s).

## Workplace Policies

### **Policy: PROTECTING PERSONAL INFORMATION AND PREVENTING IDENTIFY THEFT**

**Effective Date: 7/1/2014**

**Revised Date:**

Identity theft is a growing, and often expensive issue affecting millions of those who live in the United States every year. To help combat this, Massachusetts enacted a law that implemented standards for the protection of personal information of residents of the Commonwealth.

In compliance with these standards, Minute Man Arc has appointed the Director of Facilities as Minute Man Arc's Data Security Officer. It is Minute Man Arc's goal to ensure the security and confidentiality of personal information; protect against threats and hazards to the security of such information; and protect against unauthorized access to, or use of, such information in a manner that creates a substantial risk of identity theft or fraud.

Personal information is defined as an individual's first and last names or first initial and last name along with one of the following: social security number; driver's license number or state issued identification card number; or financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password that would permit access to an individual's financial account. Examples of documents that meet this definition include a personal check, a health insurance application, a CORI request form, an RMV request form and an Abuser Registry consent form.

Access to personal information is limited to those who need that information to accomplish a Minute Man Arc business purpose or to meet a mandated regulatory requirement. Employees should not bring any documents containing personal information home with them. When the need arises to transmit a document containing personal information to a third person, the document cannot be faxed. It can be sent, via e-mail, but the e-mail must be encrypted before it is sent. If you have a need to do this, you must contact the Director of Facilities for instructions on how to properly transmit documents containing personal information.

Paper documents containing personal information cannot be left on a desk when you are not there. You must put these documents into a locked cabinet before you leave the office or office area. You must follow any policies and procedures your department or program develops for transporting any documents containing personal information from one work site to another.

You must not store any personal information on a computer, flash drive or other device unless such information is encrypted. Any paper documents containing personal information must be shredded. Any electronic equipment containing personal information must have their memories destroyed utilizing a method that ensures the information can never be retrieved. Reformatting a disk or deleting a file will not meet this standard.



When employees leave Minute Man Arc's employ, they must return all records containing personal information, in any form, that the employee has in his/her possession including any such records stored on laptops or other portable devices or media, and in files, records, work documents etc.

## **Workplace Policies**

### **Policy: BLOGS AND SOCIAL NETWORKING**

**Effective Date: 7/1/2014**

**Revised Date: 1/1/2025**

Minute Man Arc supports the free exchange of information and camaraderie among its employees. However, when internet blogging, chat room discussions, social media posts, e-mail, text messages, or other forms of communication extend to engaging in inappropriate discussion about Minute Man Arc, management, or co-workers, the employee may be violating the law and is subject to discipline, up to and including termination of employment.

## Workplace Policies

### Policy: PUBLIC RELATIONS/MEDIA INQUIRIES

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc will generally provide a response to media inquiries. Individuals designated to speak on the organization's behalf are the Chief Executive Officer, President of the Board, and the Director of Development. No one other than these individuals should represent the company's position to the media without review and approval by the Director of Development.

Any staff member contacted by a representative of the media (newspapers, television or radio stations, world-wide web sites, public relations departments of other organizations, editors, reporters, or writers of newsletters, journals, magazines, etc.) will contact the Chief Executive Officer.

Whenever a staff member is contacted by a member of the media, the staff person should obtain the following information:

- Name and affiliation of the person requesting the information
- The specific issue the person is requesting information about and
- The deadline the person has for receiving information about the topic under inquiry.
- **Do not provide any information about individuals supported or the organization if questioned. Politely inform them you'll forward their request and contact information to the CEO/Director of Development, who will promptly respond to questions.**

The Chief Executive Officer, along with the Director of Development will review the request and determine the most appropriate response to make as well as designate an appropriate person to provide the response.

Any staff member wishing to contact newspapers, television or radio stations, world-wide web sites, public relations departments of other organizations, editors, reporters, or writers of newsletters, journals, magazines, or other media outlet as a representative of Minute Man Arc will need to obtain clearance from the Director of Development prior to initiating such a contact. In most cases, this can be accomplished with a telephone call or via e-mail. The Director of Development will determine the appropriateness of the proposed submission, other Minute Man Arc media activities and initiatives, and ensure that confidentiality is not compromised.

Before releasing information about any individuals served, the Director of Development will need to determine that Minute Man Arc has obtained proper authorization from the individual served and/or that individual's guardian.

## **Workplace Policies**

### **Policy: IN-KIND DONATIONS**

**Effective Date: 7/1/2014**

**Revised Date:**

It is essential that staff members both recognize and reflect to donors their understanding that Minute Man Arc receives donations either for direct use by individuals served or for departmental use in ways that benefit individuals served indirectly. All offers of in-kind donations should be directed to the Development Office for proper documentation and acknowledgement.

## Workplace Policies

**Policy: NON-SMOKING**

**Effective Date: 7/1/2014**

**Revised Date:**

**All employees have a right to work in an environment that is free from smoke. To ensure that your work site is smoke-free, Minute Man Arc has designated all work areas and many portions of the grounds surrounding work sites as non-smoking (including the use of e-cigarettes) for the health, safety and well-being of all our employees, clients and visitors. All employees are expected to abide by this policy while at work. Anyone in violation of this policy will be subject to disciplinary action, up to and including termination of employment**

**If this policy is being violated you can file a complaint. Please notify your supervisor or the Director of Human Resources that the policy is being violated. Be sure to identify where the violation took place, when it took place, and who violated the policy. You can also file complaints with the Massachusetts Department of Public Health. The complaint form can be downloaded from DPH's web site at <http://www.mass.gov/dph/mtcp>. Once downloaded, the completed complaint form can be faxed or mailed to the Department of Health. A complaint can also be filed with the Department of Public Health by calling 800-992-1895.**

Employees who wish to quit smoking can obtain help through the Try-To-STOP TOBACCO Resource Center which is funded by the Massachusetts Department of Public Health. This service is offered free of charge to all Massachusetts residents. You can reach the Resource Center by calling 800-TRY-STOP or 800-8-DEJALO (for Spanish speakers). There are also quitting tools available on the Internet at [www.trytostop.org](http://www.trytostop.org).

Providing a safe and healthy work environment for employees, individuals served, and visitors is a priority. A continuous effort is made to provide safe working conditions and to encourage safe work habits for all. Human Resources/Operations is responsible for administering, monitoring, and evaluating workplace safety. The cooperative efforts and personal commitment of all is absolutely necessary to provide safe working conditions.

Minute Man Arc provides information to employees about workplace safety and health issues through regular internal communication channels such as employee bulletin board postings, memos, or other written communications. Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor or Human Resources. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal

## Workplace Policies

### Policy: SAFETY AND SECURITY

**Effective Date: 7/1/2014**

**Revised Date:**

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, or who retaliate against anyone for raising a workplace safety concern or complaint, will be subject to disciplinary action, up to and including termination of employment.

In the case of accidents involving a staff person that result in injury that require more than first aid (band aid or ice pack), regardless of how insignificant the injury may appear, employees should immediately notify Human Resources or their supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

Federal law (OSHA) requires that Minute Man Arc keep records of all illnesses and accidents which occur during the workday. State Workers' Compensation laws also require that any injuries on the job be reported. In the case of an emergency or if you are hurt or become ill, please contact your supervisor or the most available person for assistance.

OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns regarding health hazards or First Aid, contact your supervisor or Human Resources.

## Workplace Policies

### Policy: INTEGRATED PEST MANAGEMENT

**Effective Date: 7/1/2014**

**Revised Date:**

As part of ensuring that all Minute Man Arc Staff and individuals served are provided with a safe and healthy environment, each individual has an obligation to participate in the integrated pest management plan to prevent infestation of agency property by insects and/or other pests. To this end, it is expected that you will:

- Store food in sealed containers in identified food storage areas.
- Use screens on all open windows and doors.
- Rid outdoor spaces of standing water wherever possible (examples, water collecting in cans or other containers, wheelbarrows, etc.)
- NEVER use chemicals or sprays to attempt to self-eradicate any pests or insects you may observe.
- ALWAYS report pest or insect activity to the Director of Facilities who will evaluate the situation and take any appropriate action to control and rid our property of pests and insects. Note that small ants, flies, mosquitoes and other small pests are often easily vacuumed away, often requiring no additional action. When utilizing this method, be sure to discard the vacuum bag or contents outside the property to prevent re-infestation.

## Workplace Policies

### Policy: SOLICITATIONS AND DISTRIBUTIONS

**Effective Date: 7/1/2014**

**Revised Date:**

To prevent unnecessary annoyance and interference with your work, solicitation by an employee of another employee is prohibited while either the person doing the soliciting or the one being solicited is on assigned work time. Distribution by employees of advertising material, handbills, printed or written literature of any kind is prohibited during assigned working times in working areas of the agency. Employees may not use Minute Man Arc's e-mail or Internet connections for any form of solicitation, whether or not for profit, or on behalf of any outside organization, venture, or entity.

The posting of written solicitations on agency bulletin boards is restricted. If employees have a message of interest to the workplace, they may submit it to Human Resources for approval. Human Resources will post all approved messages.

In an effort to ensure a productive work environment, individuals not employed by Minute Man Arc are prohibited from soliciting or distributing literature on agency property at any time for any purpose. Solicitation in the home of a person we serve is prohibited at all times, regardless of whether it is during work time.

Distribution of advertising material, handbills, or printed or written literature of any kind in working areas is prohibited at all times. Distribution of literature by non-employees on Minute Man Arc property or on the property of individuals we serve is prohibited at all times.

Incidents of solicitation or distribution in violation of this policy should be brought to the attention of the Director of Human Resources and, when necessary, to the local police.



## Workplace Policies

**Policy: SUBPEONAS**

**Effective Date: 7/1/2014**

**Revised Date:**

A subpoena is an order directing the recipient to appear and testify at a specific time and place. It may also require the recipient to produce certain documents listed on the subpoena on the date and time designated in the subpoena. A subpoena does not grant anyone the authority to search the premises.

If Minute Man Arc is named in the subpoena, the process server (the person delivering the subpoena) should be referred to the Chief Executive Officer's office.

If both Minute Man Arc and an employee are named parties in the subpoena, the employee named in the subpoena may accept service of the subpoena **only** on his/her behalf. The process server should be referred to the Chief Executive Officer's office for service of the subpoena on the agency.

If an employee alone is a party named in the subpoena, the subpoena must be delivered to the named individual personally. This situation normally arises where an employee is being sued based on conduct occurring outside the course and scope of Minute Man Arc employment. **Under no circumstances should a Minute Man Arc employee accept a subpoena, summons, or complaint on behalf of another employee or on behalf of Minute Man Arc.** The process server can be referred to Human Resources. Human Resources **will not accept** the subpoena. Human Resources, will, however, obtain pertinent information from the process server and the named employee will be informed of the subpoena, summons, or complaint as soon as possible.

Anyone receiving a subpoena concerning Minute Man Arc business must immediately notify the Chief Executive Officer. The subpoena, itself, must be hand-delivered to the Chief Executive Officer as soon as reasonably possible but, definitely, within two business days.

Requests for written or oral information from attorneys or external agencies or courts should be directed to the Program Director and, subsequently, the Chief Executive Officer of Minute Man Arc, for follow up. No Minute Man Arc employee should speak to an outside attorney on matters related to Minute Man Arc business, without express prior permission from the Chief Executive Officer except on his or her personal business.

## **Workplace Policies**

### **Policy: SEARCH WARRANTS**

**Effective Date: 7/1/2014**

**Revised Date:**

Employees cannot allow any law enforcement agent to conduct a search on Minute Man Arc property without a valid search warrant signed by a judge. Anyone identifying themselves as an agent with a warrant should be asked to show official identification and provide a copy of the warrant. Immediately notify the Chief Executive Officer of the search warrant.

If served with a Search Warrant, you will need to check for proper identification, request a copy of the warrant, write down the name and agency of the lead agent conducting the search, call the Chief Executive Officer immediately, and, if requested, provide assistance in locating the items noted in the warrant.

The warrant must identify the place to be searched and may have time limits. It may also have an expiration date. Read it carefully to be sure it gives the agents the right to search what they are asking to search. When contacting the Chief Executive Officer, be sure to provide the facts noted on the warrant, the law enforcement and/or regulatory agencies involved, the areas to be searched as noted in the warrant, and the types of items (evidence) the warrant indicates can be seized.

It is a crime to obstruct an agent in the lawful exercise of his or her duties. However, asking questions and requesting a copy of the warrant are not considered obstruction. Be sure to remain calm and polite. All Federal and State agents are required to leave an inventory of items taken during the search. This inventory should be forwarded to the Chief Executive Officer immediately.

## Workplace Policies

### Policy: SUBSTANCE-FREE WORKPLACE

**Effective Date: 7/1/2014**

**Revised Date:**

It is the policy of Minute Man Arc to create a workplace free of controlled substances. The use of controlled substances is inconsistent with the behavior expected of employees; subjects all employees, individuals served, and visitors to unacceptable safety, security and health risks; and undermines the agency's ability to operate effectively and efficiently. Mood altering substances can have an impact on our workplace and on Minute Man Arc's ability to achieve its objectives of safety and security. No employee may report to work or be on the job while under the influence of any controlled substance or alcohol. While on Minute Man Arc's premises no employee may use, possess, distribute, sell, or be under the influence of alcohol, marijuana (whether or not its use is prescribed) or illegal drugs.

During New Employee Orientation you are given a copy of the substance abuse policy. You must abide by the terms of the policy. You must notify MMA within ten (10) days if you are convicted of a criminal drug violation in the workplace.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner which does not endanger other individuals in the workplace. Any employee taking prescription medication which may impair the senses, must submit a physician's statement to Human Resources regarding recommended work limitations.

Employees are forbidden to use, manufacture, distribute, dispense, or possess illegal drugs at any time, whether during work hours or otherwise, whether on Minute Man Arc property or otherwise, while an employee of Minute Man Arc. Failure to abide by this policy may result in immediate termination of employment.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify Minute Man Arc of a criminal conviction for drug-related activity (including pleas of no contest). This report must be made within five days of the conviction.

Minute Man Arc's policy is intended to comply with all state laws governing drug testing and is designed to safeguard employee privacy rights to the fullest extent of the law. Employees in some programs are required to have pre-employment drug tests as well as post-accident drug screens.

Any drug testing required or requested by Minute Man Arc will be conducted by a laboratory licensed by the state. All expenses related to the test will be incurred by Minute Man Arc. If Minute Man Arc receives notice that the employee's test results were confirmed positive or negative dilute, the employee will be given the opportunity to explain the positive result. In addition, if the test is positive, the employee may have the same sample retested at a laboratory of the employee's choice. If the test is negative dilute, the employee will be given

the opportunity to retest at a time determined by Minute Man Arc. A second negative dilute result will be considered the same as a retested positive result. On receipt of the confirmation test, the employee will be subject to disciplinary action, up to and including discharge. Discipline selected by Minute Man Arc will depend upon a variety of factors including prior work record of the employee; the length of prior employment; the prior accident and attendance record of the employee; the circumstances that led to the testing; and the proposals by the employee to address the problem.

If there is reason to suspect that the employee is working while under the influence of an illegal drug or alcohol, the employee will be suspended with pay until the results of a drug and alcohol test are made available to Minute Man Arc by the testing laboratory. In this situation, alcohol testing should occur within 8 hours of the incident and drug testing within 32 hours of the incident.

In programs requiring pre-employment drug testing, identified employees will undergo drug testing for marijuana, cocaine, opiates, amphetamines and phencyclidines (PCP). These individuals will also be required to undergo testing upon reasonable suspicion of being under the influence and after any accident whenever consumers are on board at the time of the accident. Post-accident testing for alcohol must occur within 8 hours of the accident and drug testing within 32 hours of the accident.

Employees will be considered to be engaged at work for the time spent in taking any tests and will be compensated for such time at their regular rate of pay.

Employees who refuse to submit to a test are subject to immediate discharge.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or Human Resources.

Employees can also call our Employee Assistance Program (EAP) to discuss any issues regarding substance abuse.

## Workplace Policies

### Policy: VEHICLE SAFETY AND DRIVING RECORD EVALUATIONS

Effective Date: 7/1/2014

Revised Date:

#### General

It is the driver's responsibility to obey all traffic laws, and to drive defensively to prevent accidents, injuries, and property damage. Minute Man Arc expects each driver to drive in a safe and courteous manner.

#### Training

All employees must satisfactorily complete Minute Man Arc's Driver Safety Training and receive a certificate of completion before using any Minute Man Arc vehicles or before transporting any individual served by Minute Man Arc. This training will include the following components:

- Driver rules and regulations
- Defensive driving and reacting to skids
- Vehicle stalling and brake failures
- Proper use of vehicle safety equipment
- Content and use of all first aid kit items
- Communication devices and proper use of
- Emergency vehicle evacuation procedures
- Accident procedures and incident reporting
- Correct use of consumer seat belts
- Use of the wheelchair lift and proper wheelchair securement
- Human rights and sensitivity to consumer needs including disability awareness and passenger assistance
- Familiarization with all applicable standards, specifications and procedures including mandated reporting of suspected abuse or neglect

All Minute Man Arc vehicle drivers must complete and maintain certification in First Aid; and attend trainings on Reactions to Seizures; and Infectious Diseases/Universal Precautions.

A Registry of Motor Vehicle driving record check will occur prior to hire. The results of this background check will be evaluated on an individual basis. Those with an unacceptable driving record will not be offered employment. Each employee's driving record will be evaluated on an annual basis. If the annual check reveals an unacceptable driving record, it will be grounds for disciplinary action, up to and including, termination of employment.

#### Driving Guidelines

Agency vehicles include any van, truck, or car owned or rented by Minute Man Arc, or for which Minute Man Arc holds insurance.

Agency vehicles are to be driven by authorized employees only, except in the case of repair testing by a mechanic. Spouses, other family members, or other non-employees are not authorized to drive agency vehicles.

Agency vehicles are used for transporting individuals served by Minute Man Arc for authorized agency business. Passengers are generally limited to those individuals who need to ride in the vehicle to conduct employer business, such as other employees and/or clients.

The use of Minute Man Arc's vehicles is restricted to work related use only. Personal use of agency vehicles is not permitted.

Valid use of any Minute Man Arc vehicle includes, but is not limited to, transporting an individual served to and/or from work, an appointment, activity or an outing, and program related errands such as food shopping, driving to meetings, or driving to the Minute Man Arc office. Vehicles may be used in emergencies to transport adult individuals served from one program to another, or for transport to the hospital or doctor's office. Appointments for individuals served should be scheduled in a manner that allows an employee access to their program's vehicle. If the program vehicle is already scheduled for use, the employee should contact the Assistant Director of Transportation to schedule use of another vehicle.

Any employee who has a driver's license revoked or suspended shall immediately notify his/her supervisor and the Director of Human Resources and immediately discontinue operation of any company vehicle. Additionally, if the reason for the revocation or suspension results in an unacceptable driving record, it may be grounds for termination of employment.

All accidents in agency vehicles, regardless of severity, must be reported to the police, the employee's direct supervisor, and the Assistant Director of Transportation. If an employee is injured as the result of an accident, the injury must also be reported to the Director of Human Resources so the injury can be reported to the Workers' Compensation insurer. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). When individuals served are in the vehicle during an accident, the employee must follow the appropriate protocols for serious incidents. Accidents in personal vehicles while on Company business must follow these same accident procedures. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of employment.

Drivers must report all ticket violations received during the operation of an agency vehicle or while driving a personal vehicle on agency business within 72 hours to the Chief Financial Officer.

### **Driver Criteria**

Employees must have a valid and current Massachusetts driver's license (or a valid license from a state contiguous with Massachusetts) to operate an agency vehicle or a personal vehicle. Any personal vehicles used for company business must be insured and the coverage must meet the Massachusetts required minimum insurance coverage.

An updated copy of the employee's driver's license must be kept on file in the Human Resources Department at all times.

Employees driving multi-passenger vehicles must be at least 19 years of age and have at least three (3) years of driving experience as evidenced by holding a driver's license issued within the United States.

Any employees transporting individuals served must have a certificate issued by the National Safety Council for having satisfactorily completed the Driver Safety Training.

Employees are expected to drive in a safe and responsible manner and to maintain a good driving record.

### **Driver Safety Rules**

The use of an agency vehicle while under the influence of intoxicants and other drugs (which could impair driving ability) is forbidden and is sufficient cause for discipline, up to and including termination of employment.

All occupants of the vehicle must be properly restrained whenever the vehicle is in motion. This includes the use of seat belts and/or other approved tie down and lock systems.

Cell phone use (which includes verbal conversations, texting or any other use of cell phones) while driving is forbidden. Effective October 1, 2010, texting while driving became illegal in Massachusetts. Drivers should complete calls while the vehicle is parked and/or pull off the road to have a conversation, if needed.

No driver should operate an agency vehicle when her ability to do so safely has been impaired by illness, fatigue, injury, or medication.

No unauthorized personnel are allowed to ride in, or drive, company vehicles.

For the comfort of all individuals who rely on the agency vehicles for transportation, smoking, including the use of e-cigarettes, is not permitted and pets are not to be transported at any time.

Drivers are responsible for the security of agency vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.

Head lights shall be used 1 hour before sunset and until 1 hour after sunrise, or during inclement weather, or at any time when a distance of 500 feet ahead of the vehicle cannot be clearly seen.

All individuals using the vehicles should clean up after themselves and perform the prescribed vehicle check on a daily basis. The vehicle checklist must be submitted to the Assistant Director of Transportation.

It is the responsibility of the assigned driver to inform the Assistant Director for Transportation of any vehicle maintenance needs or safety problems.

Employees are not permitted to use any agency vehicle in a manner which is inconsistent with applicable motor vehicle laws or common sense safety guidelines. All state and local driving laws must be obeyed.

No eating or drinking in the vehicle.

Vehicle doors must be closed and locked while the vehicle is in motion (except for any rear emergency door which must be left unlocked during transit).

No fueling while individuals served are on board.

Only the driver can sit in the driver's seat.

The vehicle must be turned off and the keys removed when the driver's seat is empty (except for vehicles with a hydraulic lift).

Pushing another vehicle or having the vehicle pushed while individuals served are on board in either vehicle is prohibited.

No personal stops are allowed.

Headphone use is prohibited while driving or monitoring individuals served.

No firearms, alcoholic beverages, unauthorized controlled substances, or highly combustible materials are allowed in the vehicle.

Individuals served may never be left unattended in the vehicle.

Adhere to any additional driver policies and procedures outlined by your particular program.

### **Accident Procedures**

In an attempt to minimize the results of an accident, the driver must prevent further damages or injuries and obtain all pertinent information and report it accurately.

Call for medical aid, if necessary and administer any necessary first aid until additional assistance arrives.

Call the police. All accidents, regardless of severity, must be reported to the police. If the driver cannot get to a phone, he/she should write a note giving location information to a reliable appearing motorist/bystander and ask that individual to notify the police.

Record names and addresses of the driver, witnesses, and occupants of the other vehicles and any medical personnel who may arrive at the scene.

If you have a camera or cell phone camera available, take pictures of the accident scene as well as any damages noted to all vehicles involved or of any other property that was damaged as a result of the accident.

Complete the form located in the Vehicle Accident Packet located in the glove box of each agency vehicle.



Do not discuss the accident with anyone at the scene except the police. Do not accept any responsibility for the accident. Don't argue with anyone.

Provide the other party with your name, address, drivers' license number, and insurance information.

Immediately, report the accident to your supervisor and the Assistant Director for Transportation. Provide a copy of the accident report and/or your written description of the accident to the Assistant Director for Transportation as soon as possible.

If the accident occurred during a MART run and consumers were on board at the time of the accident, the driver must undergo alcohol and drug testing within 8 hours of the time of the accident.

There will be a formal accident review conducted on each accident to determine cause and how the accident could have been prevented.

### **Personal Vehicles**

Use of personal vehicles should be a last resort and are subject to the following conditions:

- The vehicle is maintained in good and safe condition with a valid safety inspection sticker and is covered by a level of insurance coverage as required by state laws and which the employee and his/her agent determines provides the best protection for the given use of the vehicle.
- The employee has a valid driver's license. The employee has a current Minute Man Arc issued certificate indicating the employee has satisfactorily completed the Driver Safety Training if the employee's position requires the transportation of individuals served.
- Permission is granted by the Program Director.

It is important to note that no employee is required, at any time, to use their personal vehicle to transport individuals served. Employees who do not wish to use personal vehicles will have access to agency vehicles, as they are available.

In the event of an accident in a personal vehicle, the employee's insurance is considered the primary coverage and Minute Man Arc's insurance would be secondary. Before volunteering their personal vehicle for agency use, employees should check with their personal automobile insurance carrier to identify limitations in their coverage

## Workplace Policies

### **Policy: GPS Monitory and Video Surveillance on Agency-owned/Leased Vehicles**

**Effective Date: 11/7/2024**

**Revised Date: 01/17/2025**

Minute Man Arc is committed to maintaining a safe and secure environment for its employees and the individuals served. As part of this commitment, the agency shall implement GPS monitoring and video-only surveillance recording (without sound recording) in all agency-owned and leased vehicles.

This measure is in response to the mandate set forth by our funding source, Montachusett Area Regional Transit Authority (MART), which is overseen by the Massachusetts Executive Office of Health and Human Services (EOHHS) Human Service Transportation (HST) Office, and by the agency's insurance carrier.

It is always the expectation that each Minute Man Arc employee will operate agency-owned and leased vehicles and transport individuals served in a safe manner, while observing all motor vehicle/ traffic laws. **Failure to comply with any motor vehicle/ traffic law or Minute Man Arc transportation policy, may result in disciplinary action, up to and including termination of employment.** (See MART Driver Protocols policy and procedure and Cell Phone Use workplace policy.)

#### **Scope:**

This policy applies to all Minute Man Arc employees who operate agency-owned and leased vehicles.

#### **Procedures:**

##### 1. GPS Monitoring

- **Implementation:** GPS devices shall be installed in all agency-owned and leased vehicles. GPS devices must remain connected and operational at all times during vehicle operation.
- **Data Collected:** The GPS will record speed, handling and location of the vehicles, as well as pick up/ drop off times of individuals served.
- **Purpose:** To ensure the safety of all individuals and agency staff during transport through safe driving practices, protect agency property and compliance with transportation regulations and safety standards.
- **Data Storage:** Recorded data will be stored securely for at least three months. (This timeframe may change as MART continues to update their guidelines.)
- **Access to Data:** Only authorized personnel at Minute Man Arc will have access to the GPS data. Additionally, as required, MART and HST will have live access.

## 2. Video-Only Surveillance Recording

- **Implementation:** Video cameras shall be installed in all agency-owned and leased vehicles. Video devices must remain connected and operational at all times during vehicle operation.
- **Data Collected:** Cameras will record video only, without capturing any audio.
- **Purpose:** To ensure the safety of all individuals and agency staff during transport through safe driving practices, protect agency property and compliance with transportation regulations and safety standards.
- **Data Storage:** Video recordings will be stored securely for at least three months. (This timeframe may change as MART continues to update their guidelines.)
- **Access to Data:** Only authorized personnel at Minute Man Arc will have access to the video data. Additionally, data will be shared with MART and HST, as requested.

### **Use of information collected:**

Authorized personnel within the Transportation Department will receive automated alerts if the following violations are detected:

- Speeding
- Cell phone use by the driver, while vehicle is in motion
- Seatbelts not being used (by driver and passengers)
- Erratic driving (e.g. frequent hard braking or acceleration, lane departure, swerving, tailgating, etc.)
- Driver eating/drinking while vehicle is in motion
- Distracted driving
- Disconnecting, dismantling or tampering with the GPS or Video devices

Additionally, data may be reviewed by other authorized personnel (e.g. the Human Rights Coordinator, or the Clinical Director) if there is suspicion or accusation of mistreatment, or behavioral/ safety concerns involving an individual served.

Should a violation be confirmed, the Transportation Department shall alert Human Resources and the involved staff person's direct supervisor. At that point the following actions will take place:

- **First Violation:** Employee will meet with Transportation management and a witness to discuss what portion of the GPS and Video Surveillance policy was violated. A written warning will be issued.
- **Second Violation:** Employee will meet with Transportation management and a witness to discuss what portion of the GPS and Video Surveillance policy was violated. A second written warning will be issued.

- Third Violation: Employee will meet with Transportation management and a witness to discuss what portion of the GPS and Video Surveillance policy was violated. This will result in a final written warning as well as 1 unpaid day suspension from Minute Man Arc.
- Fourth Violation: Employee will meet with Transportation management, a witness and a member of Human Resources to discuss what portion of the GPS and Video Surveillance policy was violated. This will result in termination of employment from Minute Man Arc for Human Services. This will also make the employee ineligible for re-hire.

Note: The severity of each individual violation will be assessed to determine if additional corrective actions (such as retraining) or disciplinary actions (up to and including termination of employment) are warranted.

**Employee Rights and Privacy:**

Notification: Employees shall be informed about the surveillance measures through official notifications and during training sessions.

Privacy: Surveillance data will be used solely for the purposes outlined in this policy. The agency respects employee privacy and will ensure that data access is limited to authorized personnel.

Inquiries: Employees with questions or concerns about this policy or its implementation should contact Minute Man Arc's Human Resource Department.

## Workplace Policies

### Policy: TRAVEL REIMBURSEMENT

**Effective Date: 7/1/2014**

**Revised Date:**

In the event that an employee uses their personal vehicles for the transportation of individuals served or other authorized work, Minute Man Arc will reimburse staff \$0.50 cents per mile, plus the cost of tolls and parking. Employees must submit receipts for tolls and parking expenses in order for those expenses to be reimbursed. Staff should track mileage with a staff mileage sheet. Employees must submit all expense requisitions on a bi-weekly basis, with the appropriate signatures and supervisor approval. Staff mileage is reimbursed on an employee's paycheck. It is designated as Travel on an employee's pay stub and appears as a negative deduction, meaning it is not considered taxable income. Reimbursement is added onto your net pay. Requests for reimbursement submitted more than two months **(60 days)** after the employee has incurred the expense will not be honored.

Commuting to and from work is not a reimbursable expense. If employees make multiple stops during the course of the workday, the mileage from home to the first stop of the day and the mileage home from the last stop of the day is not reimbursable mileage. If employees routinely commute to and from a specific location on a daily basis and find that they occasionally need to commute to and/or from a location that is different (and further away) than their routine commute, they can request reimbursement for the additional mileage (above and beyond routine commuting mileage) that they incur on these occasions.

## **Workplace Policies**

### **Policy: CELL PHONE USE**

**Effective Date: 7/1/2014**

**Revised Date: 8/2021, 1/2025**

#### **Drive Now, Talk Later**

This policy outlines the use of personal cell phones at work, including special issues related to camera phones, the personal use of business cell phones and the safe use of cell phones by employees while driving.

#### **Personal Cellular Phones**

While at work, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of company phones. Excessive personal calls, texting, or other use of cell phones during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. Some programs will ban the use of personal cellular phones during your working hours. Others may allow some limited use of personal cellular phones. If your program allows the use of cellular phones during working hours, a reasonable standard is to limit personal calls during work time to no more than one per day as needed. Additionally, such calls must be for the minimum amount of time possible. Extended conversations are not allowed. Employees are asked to make any other personal calls on non-work time and to ensure that friends and family members are aware of Minute Man Arc's policy. Flexibility will be provided in circumstances demanding immediate attention.

Ring-tones that may be audible to others in the work place or while conducting Minute Man Arc business in the community should be tasteful and reflect the professionalism with which all Minute Man Arc employees should conduct themselves.

Minute Man Arc will not be liable for the loss of personal cellular phones brought into the workplace.

#### **Cell phone camera use**

Minute Man Arc prohibits employee use of cameras in the workplace, including camera phones, as a preventative step believed necessary to protect the privacy of our employees and consumers, and other business information. The exception to this is documenting activities or events at the request of the CEO, CDO, or Program Directors for use in Minute Man Arc's publicity. Cell phone cameras are allowed for the purpose of documenting damage in the case of an automobile accident or damage and repair of a home. Any other use of cameras or camera phones in the workplace must receive specific, prior approval of the Program Director.

#### **Personal Use of Company-Provided Cellular Phones**

Where job or business needs demand immediate access to an employee, Minute Man Arc may issue a business-owned cell phone to an employee for work-related communications.

Employees in possession of Minute Man Arc's equipment such as cellular phones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested (for example, 24 hours) may be expected to bear the cost of a replacement.

Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of loss.

### **Safety Issues for Cellular Phone Use**

**Employees whose job responsibilities include regular or occasional driving are expected to refrain from using cell phones and other communication devices while driving. Under no circumstances are employees allowed to place themselves, or the individuals we serve, at risk to fulfill business needs.**

**Any employee who drives in the course of business for Minute Man Arc must not use their cell phones while on duty and driving. The prohibition extends to a driver using cell phones for any purpose – verbal calls, text messaging or other use of the cell phone- while a vehicle is in motion (even if no individuals are present in vehicle). All employees are expected to pull to the side of the road and stop before using cell phones for any purpose.** Effective October 1, 2010, texting while driving became illegal in Massachusetts.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Violations of this policy are subject to Minute Man Arc's disciplinary process, including termination of employment.

### **Special Responsibilities for Managerial and Supervisory Staff**

As with any policy, management and supervisory employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

## Workplace Policies

### Policy: NO RECORDING POLICY

**Effective Date: 7/1/2014**

**Revised Date:**

It is expected that employees will respect the privacy of other individuals in the workplace and that secret recording of individuals without their knowledge is not compatible with the mission of MMA to foster an open exchange of ideas and disrupts employee morale. Massachusetts' law does not allow the recording of individuals who are unaware that such recordings are being made. In order to promote an environment of trust and collegial sharing, to encourage open and honest workplace communication, and to protect the privacy of individuals served, MMA expects that any recording will be done only with the prior consent of the parties involved. Covert/secret recording of any conversation or meeting occurring in a MMA workplace setting is prohibited. Employees are also prohibited from arranging for others to do any recording of conversations, phone calls or other work activities unless specifically permitted by MMA. This policy shall apply to video and audio recording using devices such as smartphones, tablets and other devices capable of producing and memorializing such recordings.

The following are the only exceptions to the above provisions:

- Camera-equipped or recording devices issued by MMA to designated employees as part of their performance of certain duties;
- When required as an accommodation to an employee who has a documented need for such an accommodation;
- When authorized by a meeting chairperson for the purpose of facilitating the recording of meeting minutes or the taking of notes; or, the recording of investigatory hearings;
- When authorized by a trainer to facilitate learning

When the use of audio and/or video recording devices is permitted, the following criteria is required:

- There is a legitimate purpose for the recording (see the paragraph on exceptions above)
- The recording device is in plain view

Failure to comply with the provisions of this policy will result in disciplinary action, up to and including termination from employment and may also result in the filing of a criminal complaint.



## Workplace Policies

### Policy: VIOLENCE PREVENTION POLICY

**Effective Date: 7/1/2014**

**Revised Date: 8/2021, 1/1/2025**

Minute Man Arc is committed to preventing workplace violence and to maintaining a safe work environment. To achieve this, Minute Man Arc has no tolerance for workplace violence. Minute Man Arc has adopted the following guidelines to deal with intimidation, harassment or other threats of (or actual) violence that may occur during business hours or on its premises.

Workplace violence includes, but is not limited to physical assault or battery, or both; property damage; and intimidation or threats communicated by any means; or other disruptive or aggressive behavior that would cause a reasonable person to be in fear of his or her personal safety or the safety of another employee or individual served. Workplace violence can include actions or communications in person, by letter or note, by telephone, by fax, by e-mail, by text message or other electronic communication; or via social media. Incidents of violence may take place between employees; between employees and individuals served; between employees and non-employees; and/or between employees and acquaintances, partners, spouses, or the general public.

Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Physical assault is prohibited by this policy. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises, which includes the agency parking lot and surrounding property.

Conduct that threatens, intimidates, or coerces another employee, individual served, or a member of the public at any time, including off-duty periods such as at meal breaks, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's gender, gender identity, race, age, color, national origin, ancestry, religion, disability, marital status, genetic information, sexual orientation, veteran status or any other basis prohibited under applicable law. Minute Man Arc will be the final arbiter of what constitutes harassment, intimidation, or other conduct prohibited by this policy.

Any physical or verbal conduct which you observe and which you believe is prohibited by this policy should be reported as soon as possible to your immediate supervisor or the Director of Human Resources. This includes threats by supervisors or employees, as well as threats by individuals served, vendors, solicitors, or other members of the public.

When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor.

Minute Man Arc will promptly and thoroughly investigate all reports of threats of (or actual) violence, assaults, harassment, intimidation, and of suspicious individuals or activities. When incidents involve potential criminal conduct, these incidents will be reported to appropriate public safety personnel. The

identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Minute Man Arc may suspend employees, either with or without pay, pending investigation. Additionally, Minute Man Arc prohibits any actions that are retaliatory, or may be construed as retaliation, against anyone who has reported threats of (or actual) violence, assaults, harassment, intimidation, and of suspicious individuals or activities or who has cooperated into an investigation around such incidents.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including immediate termination of employment. Discipline may include successful completion of counseling, anger management, education or equivalent program(s). Anyone determined to be the victim in a violence situation will be provided with appropriate support and services.

Minute Man Arc encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Director of Human Resources before the situation escalates into potential violence. Minute Man Arc is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

Employees should also refer to the Policy on Domestic Violence Leave.

All employees of Minute Man Arc who regularly interact with individuals served will receive training in Non Violent Crisis Intervention. As part of this training, employees will be instructed on how to identify behaviors that could lead to a crisis, how to effectively respond to such behaviors to prevent the situation from escalating, how to use verbal and nonverbal techniques to defuse situations before they become violent, how to use personal safety techniques to avoid injury if such behavior becomes physical, when it is appropriate to physically intervene, how to safely and effectively control and transport an individual, debriefing after a crisis, and how to properly document an incident. Refresher training will be provided on an annual or biennial basis.

Additional training on Violence in the Workplace will be provided to new employees within the first two months of hire and to each employee every two years. All incidents of threats of violence and/or actual violence must be documented utilizing Minute Man Arc's GER policies and procedures.

When faced with a violent, or potentially violent situation, employees will respond to the situation in a variety of ways. NCI practices and techniques should be employed with individuals served. For other types of violence, employees should immediately attempt to remove themselves from the situation (if possible) and go to a safer location with individuals served. Once removed from the immediate threat of violence, law enforcement should be called.

Minute Man Arc employees who regularly visit the homes of individuals served should follow their program's policies and procedures to ensure their safety in these situations.

## **Workplace Policies**

### **Policy: VISITORS**

**Effective Date: 7/1/2014**

**Revised Date:**

To provide for the safety and security of employees, individuals served, and the facilities at Minute Man Arc, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employees and the welfare of individuals served, and avoids potential distractions and disturbances. All visitors must sign in at the front desk and receive a "Visitor Pass" from the receptionist.

Employees are responsible for escorting visitor(s) around Minute Man Arc. If an unauthorized individual is observed on the Minute Man Arc premises, employees should immediately notify their supervisor.

To ensure the overall protection of individuals served and to guarantee the quality of service delivery, it is necessary to clarify the existing policy on visitors within the residences. During work hours, residential employees should dedicate their time to carrying out their job responsibilities. Therefore, it is expected that employees will not have visitors at the houses while they are on duty.

## **Workplace Policies**

### **Policy: VOLUNTEERS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc welcomes any individual wishing to volunteer their services. Any person who has an interest in volunteering must have a CORI check completed prior to any independent client contact. Anyone interested in volunteering their time should contact a member of the Development Department.

Unfortunately, non-exempt employees of Minute Man Arc are unable to volunteer or donate their time for duties that might normally be paid under the scope of their position. Non-exempt employees having questions regarding volunteering opportunities should speak with Human Resources.

## **Workplace Policies**

### **Policy: YOUR WORK SCHEDULE**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc's normal hours of operation may vary depending upon the program. Employees may be required to work additional and/or different hours upon a supervisor's request and according to business needs. From time to time, Minute Man Arc may accommodate an alternative work schedule. An alternative work schedule will be allowed when it is mutually appropriate for both the business and the employee. Approval for an alternative work schedule is at the discretion of your supervisor. Please speak with your supervisor for further details regarding your specific program

## Workplace Policies

### Policy: TELEWORK

**Effective Date: 7/1/2014**

**Revised Date: 8/2021**

Because the nature of certain work performed at Minute Man Arc allows it to be performed at a site other than Minute Man Arc's facilities. Minute Man Arc may offer certain employees the option of telework; that is, permission to perform their work from a dedicated site in the employee's home. Telework is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement; it is not a company-wide benefit; and it in no way changes the terms and conditions of employment with Minute Man Arc. All telework arrangements must receive ongoing approval from the employee's direct supervisor and will be suspended whenever the employee's presence at the work site is required.

Individuals under consideration for telework arrangements must have been employed with Minute Man Arc for a minimum of 6 months of continuous, regular employment and must have exhibited acceptable performance, in accordance with the company's performance appraisal process. No employee, currently on a corrective action or work plan, and who has been rated with less than acceptable performance may participate.

Participating employees must have equipment that allows for efficiently working from the home site and must have adequate internet access (Dial-up access is not adequate.) Equipment must be available for your exclusive use while telework and must be comparable and compatible with the equipment you use in your office at Minute Man Arc. Minute Man Arc is not responsible for insuring or maintaining your equipment in your home. If your equipment breaks or malfunctions while performing work for Minute Man Arc, Minute Man Arc is not liable for replacement or repairs.

Non-exempt employees who have received approval for telework will be expected to log in and out of work using the payroll login system.

Additionally, these employees must log out during any non-worked time such as a lunch break. Non-exempt employees who are telework may only work the number of hours they are regularly scheduled to work for the day. Any additional hours require the advanced approval of the employee's supervisor. Failure to comply with this requirement can result in the immediate cessation of the telework agreement.

Employees are solely responsible for any tax benefit or burden resulting from the use of their home for work purposes and Minute Man Arc will provide no tax advice and will not be responsible for any tax consequences due to such use of space in the employee's home. Minute Man Arc will not provide computer or other equipment for home use unless the employee has already been provided with this type of equipment for other business related reasons. Employees who wish to telecommute will bear the costs of any additional telephone or internet access service charges in lieu of the costs of commuting to the office.

Under no circumstances are non-exempt employees permitted to work at home without prior permission. Any attempt to do so, with or without reporting such time, will result in disciplinary action in accordance with the company's discipline policy.

All telework employees will adhere to the Company policies, procedures and organizational standards as well as to Minute Man Arc's standards as to performance and conduct.

Each participating employee will dedicate and preserve a space in the home as the telework work station, insofar as possible, separated from other home activity areas. This space must be kept clean and free from hazards and obstruction. Minute Man Arc will not be responsible for costs associated with initial setup of an employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. As participating employees will be utilizing a portion of their home as a Minute Man Arc office, Minute Man Arc reserves the right to visit the employee's telework station periodically, with or without notice, during the employee's work hours, in order to ensure that employees are maintaining adequate standards of safety, security, and working standards.

Telework employees will employ appropriate safety measures to protect against the loss or misuse of Minute Man Arc's propriety information and client information and will protect the confidentiality of same with the same level of care as is used when present on Minute Man Arc property. Steps include, but are not limited to, use of locked file cabinets, desks, regular password maintenance, encrypted flash drives and e-mails, and any other steps appropriate for the job and environment.

If the responsibilities of the employee's position requires that they be present on Minute Man Arc's premises, they MUST travel to the office to attend to those duties.

Telework is NOT designed to be a replacement for appropriate child care. The focus of the arrangement must remain on job performance and meeting business demands.

If an employee working from home incurs an injury that is attributable to the work being performed, the work-related injury MUST be reported as soon as possible following Minute Man Arc's workers' compensation policy.

Employees must complete a Telework Application in order to be considered for this program.

## Workplace Policies

### Policy: BREAKS

**Effective Date: 7/1/2014**

**Revised Date: 9/18/2018**

Rest and meal periods are intended to provide you with an opportunity to take a break and relax. During orientation, you will be instructed about your program's specific scheduled meal break procedure. All non-exempt employees who take meal breaks must sign in and out and be relieved entirely from duty. Non-exempt employees must be prepared to resume work promptly at the end of their meal period.

Your supervisor will grant rest breaks as schedules allow and as required by law. Rest breaks and/or meal breaks may not be combined, added, saved up, or used to leave work early without permission from your supervisor. **Smokers are not entitled to additional break time.** Your supervisor will designate any specified break areas. Employees are not to leave the premises while on paid breaks without permission from their supervisor. Exempt employees are expected to manage their time worked and break schedules to fulfill the needs of the business and their responsibilities in their functional areas.



## Workplace Policies

### Policy: ABSENCES/ON-SHIFT

**Effective Date: 7/1/2014**

**Revised Date: 9/18/2018**

In order to maintain a productive work environment, and to keep Minute Man Arc running smoothly and efficiently, employees must be reliable in reporting to work. Attendance is also one of the basic criteria that is taken into account in performance evaluations. Excessive absenteeism and tardiness can become disruptive to the working environment.

In the event that an individual cannot avoid being late or is unable to come to work, the employee should notify his/her supervisor **not later than four hours before the beginning of his/her assigned shift or as soon as you realize that you will be unable to fulfill your obligation to report to work as scheduled. Notice provided within the four hour window will be evaluated on a case by case basis.** Failure to notify your supervisor in the event of a delay or absence will result in immediate discipline up to and including termination. In the event of a foreseeable, planned absence employees should request time off from their supervisor, in advance, with at least two weeks' notice, whenever possible.

If you are absent for three consecutive days without notifying your supervisor, Minute Man Arc will assume that you have voluntarily resigned without notice. Any excessive pattern of absence or tardiness is subject to disciplinary action and will be addressed accordingly by management as necessary.

#### **Onsite Shift Policy:**

Minute Man Arc is required to have a staff to consumer ratio. It will change depending on the amount of consumers in each program. Because of this requirement, all employees must understand the ramifications of the following actions for the safety of the individuals served:

- Misuse of the electronic punch system, altering, falsifying, tampering with time records, or recording time on another employee's time record.
- Neglecting to perform your assigned job duties or leaving persons served unattended; you must not leave your job site without Manager/AD's permission.
- Performing personal errands while on duty (with or without clients). If you need to leave your shift, you must get your manager's approval, find someone to cover your shift (or time away) and clock out and then back in.
- Failure to follow Minute Man Arc's security and policy procedures including, but not limited to, revealing assigned passwords to others, providing confidential information.
- Engaging in gross fraudulent, abusive, or unethical behavior including failing to inform management of your knowledge of such conduct on the part of others. For example, failure to report co-workers who leave shifts unattended, come in late, leave early, ask others to punch in or out for them, etc.

Any violation of these policies, which could change the staff to consumer ratio and thereby put the program/consumers in jeopardy, will result in immediate termination.

## **Workplace Policies**

### **Policy: MEDICATION ADMINISTRATION**

**Effective Date: 7/1/2014**

**Revised Date: 9/18/2018**

Many employees of Minute Man Arc are required to obtain MAP certification in order to administer medications to the individuals we serve. All employees who are MAP certified are expected to follow all requirements of MAP. Breaches of MAP Policy and MAP Violations will be subject to disciplinary action, up to, and including termination of employment.

Employees should report to the Nurse Manager any and all instructions they receive that deviate from MAP Procedure.

Employees are notified two to three months before their MAP certification expires. Minute Man Arc conducts on-site training on a regular basis and also assists employees in preparing for their MAP testing sessions. Employees are expected to attend classes and testing sessions as scheduled. The date(s) of the MAP training and/or testing is considered a working shift and, as such, failure to follow Minute Man Arc's attendance and call-in policies; and/or failure to timely re-certify will be subject to Minute Man Arc's disciplinary process, up to, and including termination of employment.

## **Workplace Policies**

### **Policy: OTHER REQUIRED CERTIFICATIONS**

**Effective Date: 7/1/2014**

**Revised Date: 9/20/2018**

Many employees of Minute Man Arc are required to obtain, and maintain, certification in CPR and First Aid. Additionally, employees may be required to retrain in certain topic areas such as Human Rights and Mandated Reporting on a regular basis. These trainings are typically held regularly within Minute Man Arc's facilities. The Training Department sends out monthly updates. Additionally, all Certifications are on the G drive and those can be accessed any time, day or night. Employees are expected to attend classes and keep certifications current.

The dates of these trainings are considered working shifts and, as such, failure to follow Minute Man Arc's attendance and call-in policies and/or failure to timely re-certify will be subject to Minute Man Arc's disciplinary process, up to, and including termination of employment.

## Workplace Policies

### Policy: VISTING ANIMAL

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc has, on a number of occasions, welcomed the presence of visiting dogs. However, the ability to bring a pet into the workplace is a benefit and a privilege; naturally, one we wish to retain and enjoy while respecting the workspace of all employees. The purpose of this policy is to define the conditions under which an animal can visit Minute Man Arc.

#### **People Come First**

First and foremost, it is Minute Man Arc's duty to provide a safe, non-threatening, and healthy work environment for all employees. We need to give proper consideration to our employees who do not like, are afraid of, or allergic to animals. Employees that suffer animal allergies or do not like being near a dog, are requested to contact Human Resources with their concerns and no animal will be permitted into the area of the building where the affected work station is located.

#### **Respect for Others**

The owner must be in full control of the visiting animal at all times with the understanding that the care and supervision of the animal is solely their responsibility. It is recommended that each visiting animal invite an "aunt" or "uncle" to step in when the owner, for whatever rare reason, is not able to be with the visiting animal. Here is the biggie: owners are expected to clean and dispose of all animal waste on the grounds – get those doggy bags out!

#### **Some other criteria to chew on for visiting animals**

- Need to be immunized against rabies and/or other diseases common to that type of animal. All vaccinations must be current.
- Must wear a rabies vaccination tag.
- Must be in good health.
- Must be on a leash, harness or other type of restraint at all times, unless at the owner's work station.
- Must exhibit reasonable behavior. Disruptive and/or aggressive animals will not be allowed to visit.
- The restrooms and kitchens are animal free zones.
- Visiting animals attend meetings by invitation only.

#### **Visiting Animal Vetting Process**

Do not consider bringing your pet into the building until you have consulted with the Human Resources Department to ensure your work area is designated as a safe visiting animal area for all employees and individuals served.

The above guidelines should allow the visiting animals, their owners, and aunts and uncles to enjoy the visit to Minute Man Arc as well as allow all employees and individuals served to feel safe in the work place.

## **Workplace Policies**

### **Policy: SERVICE ANIMAL**

**Effective Date: 7/1/2014**

**Revised Date:**

A service animal is defined as “any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items”.

A person with a disability uses a service animal as an auxiliary aid. In compliance with the ADA (Americans with Disability Act), service animals are welcome in all buildings on Minute Man Arc’s property and may attend any meeting, class, or other event. There may be an exception to certain areas.

Service animals must adhere to the guidelines noted for visiting animals except service animals may go into kitchens and restrooms and may attend meetings with their owners.

## Benefits Highlights

### Policy: GENERAL INFORMATION

**Effective Date: 7/1/2014**

**Revised Date:**

Employees at Minute Man Arc are provided with a range of agency benefits. A competitive benefits program demonstrates a solid investment in Minute Man Arc's employees. Human Resources periodically reviews the benefit programs and makes modifications as appropriate. A number of programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law. Other benefit programs are provided at the discretion of Minute Man Arc and may be altered from time to time as circumstances and needs require.

Benefits eligibility is dependent upon a variety of factors, including employee status. Please refer to the specific benefit listed below for benefit eligibility information or consult with Human Resources for any questions you may have regarding eligibility.

New employees will attend an orientation program which will include an introduction to the benefits offered. This orientation will occur on or before their first day of employment. Coverage booklets and plan summaries will be distributed at this time, if appropriate. It is important to remember that the terms and conditions of your benefits plans are governed at all times by the complete provisions of the insurance contracts or agreements under which the plans are administered.

Minute Man Arc reserves the right to add to, delete, or change in any way, any benefit or the terms and conditions of any benefit (such as, but not limited to, benefit eligibility periods, coverage, and insurance premium payments). Any changes made to the benefit plans will be communicated to you as soon as practicable.

## Benefits Highlights

**Policy: FLEXIBLE BENEFIT PLAN**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc provides an IRS-approved cafeteria-style flexible benefit plan (Section 125). The Minute Man Arc Benefit Plan allows you to make choices among medical and dental insurance coverage. Choices made in the Minute Man Arc Benefit Plan are paid for with pre-tax dollars (as allowed under federal regulations). Minute Man Arc provides short term disability, long term disability, and life insurance coverage for all benefit eligible employees at no cost to the employee.

Every effort has been made to minimize out-of-pocket expenses while meeting your health care needs. In addition, you will have the option of establishing Flexible Spending Accounts. These benefits allow you to pay for dependent day care fees and certain health care expenses not covered by your medical plan with federal tax-free dollars in accordance with IRS regulations.

Minute Man Arc's Benefit Plan was selected to ensure that employees are not burdened with extreme medical costs. This very comprehensive policy was developed for the benefit of all regular employees working a minimum of twenty hours per week. You will receive the specifics of Minute Man Arc's Benefit Plan at the time of enrollment.

## Benefits Highlights

### **Policy: HEALTH & DENTAL INSURANCE**

**Effective Date: 7/1/2014**

**Revised Date: 10-1-2018**

Regular part time employees working a minimum of twenty hours per week become eligible for medical and dental insurance on the first of the month following date of hire. Currently, the agency contributes 70% of the monthly cost for individual health and/or dental insurance or 60% of the monthly cost for family health and/or dental insurance. Health and dental contributions for regular part-time employees who work less than 29 hours per week are adjusted based on the number of regularly scheduled hours per week.

Eligible employees will be asked to select benefits upon employment by completing the appropriate enrollment forms. Changes to benefit selections for health and dental coverage may only be made during the annual open enrollment period or when an employee experiences an event that opens a special enrollment period (examples include the birth or placement of a child within the family, marriage or entry into the country of a legal dependent), as allowed by the health and dental policies.



## Benefits Highlights

### Policy: MASSACHUSETTS HEALTH CARE REFORM

**Effective Date: 7/1/2014**

**Revised Date:**

Massachusetts enacted the Massachusetts Health Care Reform Law which became effective on July 1, 2007. This law requires that all residents of this state, aged 18 and over (with some exceptions) get and keep health insurance coverage. There are penalties for individuals who do not comply with this law.

To assist our employees who are not eligible for Minute Man Arc's health insurance coverage, Minute Man Arc has created a separate, Section 125 plan. This plan allows qualified employees to have deductions taken from paychecks at pre-tax dollars for health coverage you have purchased from the Health Connector. Contact <http://www.mahealthconnector.org> for additional information on your responsibilities and for assistance in obtaining health care coverage.

#### **Eligibility Rule for Dependents under National Health Care Reform**

Under National Health Care reform, it is required that employer-sponsored group health plans that provide dependent coverage to children must provide dependent coverage to an employee's adult child until age 26, regardless of whether the child meets dependency or student status requirements. This Reform Legislation amended Code Section 105, effective March 30, 2010 to exempt from federal income tax any medical care benefits provided to certain adult children under an employer provided accident or health plan. Specifically, the exclusion applies to any adult natural child, stepchild, legally adopted child (or child legally placed for adoption) or eligible foster child, whether married or unmarried, for any year before the year in which the individual reaches age 27. Children need not meet dependency or student status requirements in order for the benefits to be exempt from federal income tax.

This change in dependent eligibility applies only to health plans and is not mandated for other benefits such as dental or vision plans.

Some dental carriers may apply these rules even though they are not mandated to do so. The tax concerns addressed below apply if the dental carrier applies these rules.

#### **IRS Definition of Dependent**

It is important to understand that the dependent eligibility rules under Massachusetts Health Care Reform do not change the definition of "dependent" under the IRS Code.

This results in a tax issue for employees covering children who meet the state mandated definition of dependent but who do not meet the Code's definition. For tax purposes, dental coverage for employees, their spouses and their dependents is typically excluded from the employees' gross income, but only if, in the case of a "dependent," he or she meets the IRS' Code definition for a dependent.

A dependent under the Code is either a “qualifying child” or a “qualifying relative.”

Under the Code, to qualify as a “qualifying child,” all of the following must be satisfied:

- **Relationship** — the child must be the taxpayer’s child or stepchild (whether by blood or adoption), foster child, sibling or step-sibling, or a descendant of one of these; and
- **Residence** — the child must have the same principal residence as the taxpayer for more than half the tax year. Exceptions apply, in certain cases, for children of divorced or separated parents, kidnapped children, temporary absences, and for children who were born or died during the year; and
- **Age** — the child must be under the age of 19 at the end of the tax year, or under the age of 24 at the end of the tax year if he or she is a full-time student for at least five months of the year, or is permanently and totally disabled at any time during the year; and
- **Support** — the child must not have provided more than one-half of his/her own support for the year; and
- **Nationality** — the child must be a U.S. citizen or national, or a resident of the U.S., Canada or Mexico. There is an exception for certain adopted children.

Even if a child is not a “qualifying child,” he or she may still qualify as a dependent under the IRS Code as a “qualifying relative” by satisfying all of the following:

- **Relationship** — the child must be the taxpayer’s child, stepchild (whether by blood or adoption), or foster child; and
- **Support** — the taxpayer provides over one-half of the child’s support for the calendar year in which the taxable year begins; and
- **Tax status** — the individual is not a qualifying child of such taxpayer, or any other taxpayer for any taxable year beginning in the calendar year in which such taxable year begins.

### **Imputed Income**

If you provide insurance coverage for a domestic partner, it is likely that person will not be a dependent under the IRS Code definition. When this happens, the **employee** will be subject to bifurcated tax treatment. For federal tax purposes, the **employee** must have the fair market value of the domestic partner’s coverage added to his or her gross annual income (i.e., the value of the insurance is included as imputed income of the employee).

The Internal Revenue Service (“IRS”) has provided no general guidance for calculating imputed income under these or similar circumstances. In separate Private Letter Rulings (neither of which can be relied upon by any taxpayer except those receiving the letters), the IRS announced two different positions. In the first, the IRS indicated that the value of the imputed income is the amount an individual “would have to pay” for the coverage. In the second, the IRS announced that imputed income was equal to family coverage under the employer’s plan.

**How is this amount calculated?** While there are a number of reasonable approaches that an employer may use to impute the value of coverage to the employee’s income, the approach that appears to have the widest acceptance is the “COBRA individual coverage” approach.

Using this approach, an employee who covers a person not considered a dependent for federal tax purposes has imputed into income the monthly cost the employer would charge an individual for COBRA continuation coverage (minus the 2% administrative fee) for that coverage, for each individual who does not meet the IRS Code definition for a dependent.

**Note:** Employees often argue that the value of the imputed income should be determined by dividing the employer's premium contribution by the number of individuals covered (e.g., employee, spouse, children) and multiplying that by the number of dependents who do not meet the IRS Code definition. In other words, an employee with family coverage who covers himself, his spouse and three children, one of whom is a dependent for purposes of the Act but not for purposes of the IRS Code, and whose employer contributes \$9,600 per year, might argue that the imputed value would be calculated as follows:  $\$9,600 / 5 \times 1 = \$1,920$ . **However, the IRS does not believe that this "incremental value" approach accurately reflects the imputed value to the employee—therefore, this incremental approach is unlikely to be accepted by the IRS.** For this reason, Minute Man Arc uses the COBRA Individual Approach described above.

#### **A Note On COBRA**

The new definition of eligible dependent will not change COBRA rules. Under both the old and new rules, a child is eligible to elect up to 36 months of COBRA continuation coverage upon loss of eligibility of coverage due to age or cessation of dependent status.

## Benefits Highlights

### **Policy: MEDICARE PRESCRIPTION DRUG COVERAGE – MEDICARE PART D**

**Effective Date: 7/1/2014**

**Revised Date:**

This information applies only to employees and/or dependents who are eligible for Medicare and who are being offered the Medicare prescription drug program.

Since January 1, 2006, Medicare prescription coverage has been available to all people with Medicare. This coverage is sometimes referred to as Medicare Part D. Medicare is generally available to people who are 65 years old or older, and some younger people with certain disabilities.

If you are covered by a Minute Man Arc health insurance plan, your plan includes a prescription drug coverage component which is considered “creditable coverage” in accordance with the Medicare guidelines. “Creditable coverage is prescription drug coverage that, on average, is equal to, or better than, the standard Medicare prescription drug coverage.

Each year, those with Medicare will have the opportunity to enroll in a Medicare prescription drug plan between October 15<sup>th</sup> and December 7<sup>th</sup>. During this Medicare enrollment period, you will need to make the following decisions. If you or your dependent is eligible for Medicare, you can maintain your Minute Man Arc medical and prescription drug coverage – it is not necessary that you and/or your enrolled Medicare eligible dependents enroll in a Medicare prescription drug plan at this time. You can maintain your Minute Man Arc coverage and still choose to join a Medicare prescription drug plan at a later time OR you can enroll in a Medicare prescription drug plan AND continue Minute Man Arc’s medical and prescription drug coverage for you and your enrolled dependents. There will be no reduction in your Minute Man Arc’s medical plan contributions if you or a Medicare-eligible dependent enroll in the Medicare prescription drug program AND you will also be responsible for the cost of the Medicare prescription drug plan.

Visit [www.medicare.gov](http://www.medicare.gov) for personalized help.

## Benefits Highlights

### Policy: LIFE AND AD&D; LONGTERM DISABILITY INSURANCE

Effective Date: 7/1/2014

Revised Date:

Regular full-time as well as regular part-time employees working a minimum of twenty hours per week are eligible for Life & AD&D Insurance and long-term disability insurance on the first day of the month following start of employment.

Short-term disability insurance is now covered by the **Paid Family and Medical Leave** act. The state of Massachusetts has adopted new leave policies. They are outlined in the Leaves of Absence policies in the handbook.

Long-term disability insurance provides income to an employee who is unable to work or has a reduction in income because of a non-work related illness or injury that extends beyond ninety consecutive days. Coverage is usually coordinated with short-term disability coverage so that there is no interruption in benefit. The amount of coverage is a percentage of base monthly earnings up to a maximum amount per month as defined in the policy. Employees must complete claim forms for both short- and long-term disability claims, including a physician's statement. The insurance carrier makes all determinations for benefits. Currently, Minute Man Arc pays 100% of the premiums for this benefit. Any questions regarding short- or long-term disability insurance coverage should be directed to Human Resources.

Life and accidental death and dismemberment insurance is available to all regular full- and part-time employees working twenty or more hours per week. Life and accidental death and dismemberment insurance provides your designated beneficiary with income in the event of your death or dismemberment. This benefit is 100% employer paid so there is no cost to employees. Minute Man Arc provides coverage equal to one times the employee's regular annualized salary with a minimum of \$25,000 worth of life insurance and accidental death and dismemberment insurance and a maximum of \$100,000 worth of life insurance and accidental death and dismemberment insurance. While Minute Man Arc pays the entire cost of the premium for this coverage, coverage that exceeds \$50,000 is a taxable benefit and this will be reflected in employee's pay. Coverage begins on the first of the month following date of hire.

## Benefits Highlights

### Policy: WORKERS' COMPENSATION INSURANCE

Effective Date: 7/1/2014

Revised Date:

Minute Man Arc provides a comprehensive Workers' Compensation insurance program at no cost to employees. If you are injured while on the job, you may be entitled to benefits in accordance with state Workers' Compensation law. If you sustain a work-related injury or illness, you should inform your supervisor or other member of management immediately after experiencing a symptom. You must complete an Employee's Report of Injury Form and submit it to Human Resources within 24 hours of the injury. All injuries, despite the severity of the injury (except for those that only require basic first aid such as a Band-Aid or ice pack), must be reported.

Human Resources will report your injury or illness to the Workers' Compensation insurance carrier. Failure of an employee to notify his/her supervisor, or other member of management, and Human Resources of a job-related injury or illness, may result in disciplinary action, up to and including termination. Promptly reporting all job-related injuries or illnesses protects both the agency and the employee.

Employees experiencing a workplace injury or illness will be paid a full day's wages for the shift in which the accident or illness occurred. **Employees may choose to use accrued time off to compensate them for the first five calendar days they are out of work due to a work-related illness or injury.** Employees who do not choose to use accrued time off or who do not have any accruals from which to draw will not be paid. After five calendar days, the employee, if deemed eligible, will begin to receive insurance coverage for lost wages. The Workers' Compensation carrier makes all benefit determinations regarding Workers' Compensation claims. Injuries sustained in other recreational or athletic activities that are not work-related are not covered under Workers' Compensation insurance. While on leave for a work-related injury or illness, the leave will run concurrently (not consecutively) with any other leave that may apply (such as leave under FMLA – Family Medical Leave Act).

#### Modified Duty Policy

It is the policy of Minute Man Arc to utilize the services of each employee whenever possible in the active pursuit of gainful employment and allow him/her to maintain his/her income and contribution to Minute Man Arc during periods of temporary medical limitation. Minute Man Arc understands the hardships incurred during this time and encourages you to return to work that is consistent with your medical limitations provided Minute Man Arc has work available.

Progressive alternative work will be made available, if possible, for a maximum of thirty (30) days. Thereafter, if the reasons for progressive work plateau (no additional medical progress is made), you will be reclassified to the job classification and pay scale consistent with the job duties being performed provided a position is available and the employee has the skills to perform the position within the job classification.

## **Benefits Highlights**

### **Policy: INSURANCE PREMIUM PAYMENTS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc pays some employee benefits in full; others have a shared cost between Minute Man Arc and the employee. During an approved Leave of Absence, Minute Man Arc will continue to make the employer contribution to the cost of employee benefits. However, the employee will be responsible for assuming their usual share of the insurance premium for any benefit during an unpaid period of absence. This benefit will extend for a period not to exceed twelve weeks. If the employee's leave exceeds twelve weeks, the employee will be offered continuation coverage under COBRA for applicable insurance plans.

## Time Off

### Policy: VACATION

**Effective Date: 7/1/2014**

**Revised Date:**

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees earn vacation time off in accordance with full time equivalencies. Regular, part-time employees, who work at least twenty hours or more, will earn a pro-rated amount of vacation time based on the employee's full-time equivalency. Vacation accrues bi-weekly except during an employee's first 90 days of employment.

Increased vacation accruals occur on the employee's anniversary date. Our payroll system will automatically increase these accruals.

Employees will not receive a vacation accrual until the completion of three months of continuous employment. After three months of employment, employees can begin to use vacation time and will accrue vacation on a per payroll period up to the maximum allowed accrual unless, or until, time is used. The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

YEAR	RATE (based on full time employment)	ACCURAL RATE PER PAYROLL
>1 YEAR	Pro-rated up to 10 days	3.0769
1	12 days	3.6923
2	13 days	4.000
3&4	16 days	4.9231
5&6	20 days	6.1538
7, 8 &9	22 days	6.7692
10, 11 &12	23 days	7.0769
13&14	24 days	7.3846
15+	25 days	7.6923
20+	30 days	9.2307

If Minute Man Arc rehires an employee, the original hire date will be used to calculate vacation eligibility, unless there is a break in service of 24 or more months.



Employees are not allowed to borrow against future vacation accruals. To take vacation, employees must request advance approval from their supervisors. Approval of vacation requests will be granted based on a number of factors including business needs, staffing requirements, and seniority.

Vacation time off is paid at the employee's base pay rate at the time vacation is used. It does not include overtime or any special forms of compensation.

Employees are encouraged to use all granted vacation time each year. Full-time employees can accrue a maximum of 240 vacation hours. The maximum amount will be pro-rated for part-time employees. For example, a benefit-eligible employee who works 20 hours per week can accrue a maximum of 120 vacation hours. Missed accruals will not be reinstated. Current employees will not receive pay in lieu of using vacation time. Upon separation of employment for any reason, employees will be paid for all accrued, unused vacation time available at the time of separation. This amount will be rounded to the nearest whole number.

Vacation benefit accruals will be suspended during any leave of absence and will resume upon return to active employment.

If unused at the end of the fiscal year, vacation time can be carried over into the next fiscal year up to the maximum accrual allowed. When the maximum accrual is reached, no additional accruals will be made unless or until existing vacation time is used. Missed accruals will not be reinstated.

## Time Off

### Policy: HOLIDAYS

**Effective Date: 7/1/2014**

**Revised Date: 8/2021, 12/2023**

Minute Man Arc provides eleven paid holidays each calendar year. These are:

New Year's Day	Independence Day
Martin Luther King Day	Indigenous Peoples' Day
Presidents' Day	Thanksgiving Day
Patriot's Day	Day after Thanksgiving
Memorial Day	Christmas
Juneteenth	Floating Holiday

There is no waiting period for eligible employees to qualify for holiday pay. Holiday pay is pro-rated based on the full time equivalency of the benefit eligible employee. For example: an employee who is regularly scheduled to work 20 hours per week (.5 full time equivalency) is eligible for four hours of holiday pay for each scheduled holiday. If the employee's schedule calls for the employee to work more hours than he/she is eligible for in holiday pay, the employee will have the option of utilizing personal or vacation time to make up the difference between the holiday hours and the employee's regularly scheduled hours or the employee can work with his/her supervisor to alter his/her schedule to make up the additional hours on another day during the same week.

If a recognized holiday falls during an eligible employee's paid vacation, holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. Employees on leave of absence status are not eligible for holiday pay. When employment with Minute Man Arc ends, any unused holidays are forfeited.

The actual days that holidays are observed may vary as work schedules and other business considerations require. Minute Man Arc's holiday schedule is published in December for the upcoming year.

If eligible non-exempt employees work on a holiday, they will have the option of receiving another day off that week in lieu of the worked holiday or holiday pay plus their regular wages for the hours worked on the holiday. In residential programs, holidays may fall on an employee's regularly scheduled workday. Employees who are scheduled to work on holidays must submit a Request for Time Off in order to schedule the holiday time off – either on the actual holiday or on another day in the same week.

In order to be paid for a holiday, an employee must work their scheduled shift the day before and the day after the holiday, unless a request is made at least one month in advance of the holiday. If an employee does not work their scheduled shift the day before and the day afterwards, the employee will not be paid for the holiday.

## Time Off

### **Policy: PERSONAL TIME**

**Effective Date: 7/1/2014**

**Revised Date:**

Personal time off with pay is granted to eligible employees to handle personal business. This benefit is available only to current employees and is NOT earned wages. No personal time will be granted to an employee until an employee has completed three months of employment with Minute Man Arc. All benefit-eligible employees are granted up to three (3) personal days per year. Regular, part-time employees who work at least twenty (20) hours per week or more will be granted a pro-rated amount of personal time based on full time equivalency.

Employees hired prior to January 1, 2008 will continue to be granted personal time on the same annualized schedule that was in place on July 1, 2008. Employees who become non-benefit eligible but later return to benefit eligible status will be granted up to three (3) personal days per year as noted above.

Current full time employees who have been granted personal time can save that time up to a maximum of 80 hours of personal time; those who work less than full time can save granted personal time on a pro-rated basis. For example, a current employee scheduled to work 20 hours per week can save up to a maximum of 40 hours of personal time.

To take personal time, employees must request advance approval from their supervisors, whenever possible. Requests will be reviewed based on a number of factors; including business needs, staffing requirements, and seniority.

Upon separation of employment, any remaining personal time that was saved is forfeited and will not be paid out.

Saved personal time can be used during a leave of absence but no additional personal time grants will be made during any leave of absence. Additional grants of personal time will resume upon return to active employment.

## Time Off

### Policy: SICK TIME

**Effective Date: 7/1/2014**

**Revised Date: 9/12/2019**

Minute Man Arc provides earned sick time in accordance with the Massachusetts Earned Sick Time law implemented 7/1/15. Sick time off with pay is available all employees when the employee or the employee's child, spouse, parent or parent of a spouse is sick, has a medical appointment, or has to address the effects of domestic violence. Sick time is granted to employees after completion of three months of continuous employment. This benefit is available only to current employees and is NOT earned wages.

Employees earn one hour of sick time for every thirty hours worked, up to 40 hours annually, and sick time is paid on the same schedule and at the same rate as regular wages. Exempt employees working 34 – 40 hours per weeks earn up to six pro-rated days off which exceeds the 40 hours required by the law. For example, a 35 hour employee works a 7 hour day, so  $6 \times 7 = 42$  hours of sick time annually. For exempt employees this entire annual amount of sick time is awarded during the first payroll period of each fiscal year. Other employees accrue their sick time each pay period in proportion to the actual hours worked.

To take sick time, employees must notify their supervisors in accordance with departmental regulations. If a sick day is being used for medical tests, surgery, or another planned medical event, employees are asked to request sick time in advance or use paid time off from their personal or vacation accrued time banks.

The sick time benefit can be saved from year to year. Upon separation of employment, any remaining sick time is forfeited and will not be paid out. The Company will generally require an employee to submit a doctor's note or other documentation to support the use of sick time if the absence:

- exceeds twenty-four (24) consecutively scheduled work hours or three (3) consecutive days on which the employee is scheduled to work;
- occurs within two (2) weeks prior to an employee's final scheduled day of work (except in the case of temporary employees); or
- occurs after four unforeseeable and undocumented absences within a three (3) month period.

Required documentation must be submitted within seven days of the absence. Additional time may be granted for good cause shown.

*(In other circumstances, the Company may, at its discretion, require the employee to personally verify in writing that they have used sick time for an allowable purpose.)*

## Time Off

**Policy: USE OF BENEFIT TIME**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc wants employees to take time off for rest and relaxation and wants employees to have other time available to them to use as needed. Sick and personal time are not wages and employees would be unable to “cash out” any time granted to them for these purposes upon termination of employment. While Minute Man Arc will pay employees the value of accrued vacation time when the employee leaves Minute Man Arc’s employ, it is not Minute Man Arc’s policy to provide current employees cash in lieu of vacation time off.

Employees should not receive a combination of benefit time and worked time in any given week that exceeds their actual scheduled time. The one exception to this is holiday pay when a total of worked hours and holiday hours are allowed to exceed actual scheduled time. Many Minute Man Arc residential employees work through scheduled holidays in order to ensure our residences are appropriately staffed. If employees find they cannot use their holiday hours in the same week in which the holiday falls, Minute Man Arc will happily pay them the additional hours for that week.

## Time Off

### **Policy: RELIGIOUS OBSERVATIONS**

**Effective Date: 7/1/2014**

**Revised Date:**

As an employer of a diverse workforce, Minute Man Arc understands your religious beliefs may require you occasionally take time off for religious observances. Please discuss your needs for time off with your supervisor at least two weeks in advance.

You can use available personal and vacation time for this purpose. If no saved time is available, unpaid leave time may be available to you.

## Time Off

### **Policy: BEREAVEMENT LEAVE**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc provides time off to eligible employees who experience a death in their family. To be eligible for this benefit, employees must work a minimum of twenty hours per week. Eligible employees may take up to three days (24 hours for a full time employee) of paid leave due to the death of an immediate family member. An immediate family member is defined as spouse/spousal equivalent, parent/parent in-law/guardian/stepparent, child/stepchild, spouse or spousal equivalent of child/stepchild, sibling/sibling of spouse or spousal equivalent, grandparent, grandchildren, or any other member of your household.

Employees who experience a death outside of their immediate family are entitled to one additional bereavement day per fiscal year (8 hours for a full time employee). The fiscal year runs from July 1<sup>st</sup> through June 30<sup>th</sup>.

Bereavement pay for full time employees is calculated on the employee's base pay for an eight-hour day and will not include any special forms of compensation. Bereavement pay is prorated for employees working less than forty hours per week.

An Employee who wishes to take bereavement time off should notify his/her supervisor and Human Resources immediately. Additional time off will be granted at the sole discretion of the Chief Executive Officer. An employee may, with supervisor's approval, use any available saved personal and/or vacation time in order to take additional time off, if necessary, or may apply for a personal leave of absence.

## Time Off

### **Policy: JURY DUTY/WITNESS DUTY**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc encourages employees to fulfill their civic responsibilities by serving on Jury duty when required. If an employee is called to serve on jury duty, their supervisor should be notified, and a copy of the employee's Jury Duty notice must be on file with Human Resources so that arrangements may be made to accommodate the absence.

Employees are paid their regular salary less any stipend paid by the court. If employees are required to serve on jury duty beyond the period of paid jury duty leave, they may use available vacation or personal time or may request an unpaid jury duty leave of absence.

In order to receive jury duty pay an employee must present the statement of jury service. Employees who report to jury duty and are not selected to serve on the panel are expected to report back to work. Either Minute Man Arc or the employee may request an excuse from jury duty if, in Minute Man Arc's judgment, the employee's absence would create serious operational difficulties.

Jury duty pay for full time employees will be calculated on the employee's base rate of pay for an eight-hour day, and will be prorated for employees working less than forty hours per week. Vacation benefits will continue to accrue during jury duty leave.

Minute Man Arc encourages employees to appear in court for witness duty when subpoenaed to do so. Employees will be granted up to two days of paid time off to appear in court as a witness when requested by a party other than Minute Man Arc. If additional time is needed, the employee would have the option to use saved personal and/or vacation time in order to take additional time off, if necessary, or may apply for a personal leave of absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so operating requirements can be adjusted, where necessary, to accommodate the employee's absence. A copy of the subpoena should be forwarded to Human Resources. The employee is expected to report for work whenever the court schedule permits.



## **Time Off**

**Policy: TIME OFF TO VOTE**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc encourages employees to fulfill their civic responsibilities by participating in elections. Employees are expected to make every effort to vote either before or after their regular work schedule. If employees are unable to vote in an election during their non-working hours, employees need to speak with their supervisor to discuss other accommodations. Employees in this situation should request time off to vote, without pay, from their supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled while providing the least disruption to the normal working day. If available, employees may use saved vacation and/or personal time to substitute for an unpaid leave.

## Time Off

### Policy: LEAVES OF ABSENCE

Effective Date: 7/1/2014

Revised Date: 12/2024

#### Paid Family & Medical Leave

Beginning on January 1, 2021, you may be entitled to up to

- 12 weeks of paid family leave in a benefit year for the birth, adoption, or foster care placement of a child, or because of a qualifying exigency arising out of the fact that a family member is on active duty or has been notified of an impending call to active duty in the Armed Forces;
- 20 weeks of paid medical leave in a benefit year if they have a serious health condition that incapacitates them from work
- 26 weeks of paid family leave in a benefit year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing consequences of a serious health condition relating to the family member's military service.

Beginning July 1, 2021, you may be entitled to up to

- 12 weeks of paid family leave in a benefit year to care for a family member with a serious health condition.
- 26 total weeks, in the aggregate, of paid family and medical leave in a single benefit year.

**The weekly benefit amount** will be based on the employee's earnings, with a maximum benefit of \$850 per week.

**Job Protection:** Generally, if you take family or medical leave under the law you must be restored to your previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit and seniority as of the date of leave.

**Continuation of Health Insurance:** The company will continue to provide for and contribute to your employment-related health insurance benefits, if any, at the level and under the conditions coverage would have been provided if you had continued working continuously for the duration of such leave.

**No Retaliation:** It is unlawful for any employer to discriminate or retaliate against you for exercising any right to which you are entitled under the paid family and medical leave law. An employee or former employee who is discriminated or retaliated against for exercising rights under the law may, not more than three years after the violation occurs, institute a civil action in the superior court.

#### Eligibility

##### Type of Leave Covered

To qualify as a leave under this policy, the employee must be taking leave for one of the reasons listed below:

- The birth of a child and in order to care for that child.
- The placement of a child for adoption or foster care and to care for the newly placed child.
- To care for a spouse, child or parent with a serious health condition (described below).
- The serious health condition of the employee, described below:

*An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.*

*A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.*

*This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.*

*Employees with questions about what illnesses are covered under this policy or under the company's sick leave policy are encouraged to consult with the Director of Human Resources.*

5) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- (1) short-notice deployment
- (2) military events and activities
- (3) child care and school activities
- (4) financial and legal arrangements
- (5) counseling
- (6) rest and recuperation
- (7) post-deployment activities and
- (8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered service member:

(1) A “son or daughter of a covered service member” means the covered service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.

(2) A “parent of a covered servicemember” means a covered servicemember's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered servicemember. This term does not include parents “in law.”

(3) Under the PFML, a “spouse” means a husband or wife as defined under the law in the state where the employee resides.

(4) The “next of kin of a covered servicemember” is the nearest blood relative, other than the covered servicemember's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the PFML. When no such designation is made, and there are multiple family members with the same level of relationship to the covered servicemember, all such family members shall be considered the covered servicemember's next of kin and may take PFML leave to provide care to the covered servicemember, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered servicemember's only next of kin. For example, if a covered servicemember has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered servicemember's next of kin. Alternatively, where a covered servicemember has a sibling(s) and designates a cousin as his or her next of kin for PFML purposes, then only the designated cousin is eligible as the covered servicemember's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered servicemember pursuant to § 825.122(j).

**“Covered active duty” means:**

“Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

“Covered active duty” for members of the reserve components of the Armed Forces (members of the U.S. National Guard and Reserves) means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation as defined in section 101(a)(13)(B) of title 10, United States Code. (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of leave is defined the same as for child for other types of leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of leave in a 12-month period.

6) Military caregiver leave (also known as covered servicemember leave) to care for an injured or ill servicemember or veteran.

An employee whose son, daughter, parent or next of kin is a covered servicemember may take up to 26 weeks in a single 12-month period to take leave to care for that servicemember.

Next of kin is defined as the closest blood relative of the injured or recovering servicemember.

The term “covered servicemember” means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term “serious injury or illness means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating; and

(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered servicemember, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered servicemember in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered servicemember, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

**Amount of Leave**

12-month period as a rolling 12-month period measured from the date an employee first uses any leave under this policy.

An eligible employee can take up to 26 weeks for the PFML circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. PFML leave already taken for other PFML circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wishes to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

### **Employee Status and Benefits During Leave**

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Human Resources Department by the 1<sup>st</sup> day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

### **Employee Status After Leave**

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the PFML request. Generally, an employee who takes PFML leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

### **Intermittent Leave or a Reduced Work Schedule**

The employee may take PFML leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule.

Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

#### **Certification for the Employee's Serious Health Condition**

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf> ).

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny PFML leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the PFML pending the second and/or third opinion.

#### **Certification for the Family Member's Serious Health Condition**

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf> ).

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny PFML leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the PFML pending the second and/or third opinion.

#### **Certification of Qualifying Exigency for Military Family Leave**

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/esa/whd/forms/WH-384.pdf> ).

#### **Certification for Serious Injury or Illness of Covered Servicemember for Military Family Leave**

The company will require certification for the serious injury or illness of the covered servicemember. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Servicemember (<http://www.dol.gov/esa/whd/forms/WH-385.pdf> ).

#### **Recertification**

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an PFML absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

#### **Procedure for Requesting FMLA Leave**

All employees requesting PFML leave must provide verbal or written notice of the need for the leave to the Director of Human Resources. Within five business days after the employee has provided this notice, the Director of Human Resources will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/PFML/finalrule/WH381.pdf> ).

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for PFML leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for PFML leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.



**Designation of FMLA Leave**

Within five business days after the employee has submitted the appropriate certification form, the Director of Human Resources will complete and provide the employee with a written response to the employee's request for PFML leave using the DOL Designation Notice (<http://www.dol.gov/esa/whd/forms/WH-382.pdf> ).

**Intent to Return to Work from FMLA Leave**

On a basis that does not discriminate against employees on PFML leave, the company may require an employee on PFML leave to report periodically on the employee's status and intent to return to work.

## **Policy: Personal Leave of Absence**

**Effective Date: 7/1/2014**

**Revised Date: 12/28/2023, 1/1/2025**

A personal leave of absence is a leave which is not covered by other types of leave time. A personal leave of absence is an exception and is granted only in special circumstances and at the discretion of the agency. This type of leave is unpaid unless the employee has available benefit time. The type of benefit time that can be used for such a leave will be dependent upon the reason for the leave request. A Personal leave of absence will be approved only for a specified and reasonable period of time, generally for not more than four (4) weeks.

Only employees who have at least six months of consecutive service are eligible for personal leaves of absence.

A request for a leave of absence will be considered on a case-by-case basis and every effort will be made to accommodate the employee under the circumstances. Employees having a valid reason for requesting a leave of absence should discuss the matter with their manager and Human Resources. A Leave of Absence Application must be submitted to Human Resources in at least 6 weeks in advance of the requested leave. If it is not possible to submit this request in advance, the request must be made as soon as the employee becomes aware of the need for leave.

Employees are still responsible for their usual benefit contributions during their personal leave unless the request for personal leave is to extend a 12 week leave already taken under FMLA (Family Medical Leave Act). In that case, employees will be offered continuation coverage under COBRA for applicable insurance plans. Benefit accruals will be suspended during the leave and will resume upon return to active employment. Employees will not earn holiday pay during the leave.

If an employee finds they are unable to return to work at the end of the personal leave time, they must file for an extension of personal leave. In no case, will an extension of more than three additional months be approved. While on extended leave, employees are required to report periodically to their supervisor, at least every 15 days, regarding their current status and their intent to return to work. If, at the end of the Extended Leave, an employee is still not able to return to their job, the employee will be separated from employment.

If an employee is granted an extension of personal leave, the employee will be responsible for the total cost of health insurance premiums. Employees will not accrue paid benefit time while on Extended Leave status. Employees will not earn holiday pay during an extended leave.

If an employee fails to report to work at the end of the approved leave and has not applied for an extension, Minute Man Arc will assume the employee has resigned.

Upon the expiration of the leave, the employee may be returned to his/her former position, if available. If the employee's position is not available, the employee may be offered another available position for which he/she is qualified. If no position is available when the employee is able to return to work, the employee will be terminated and may apply for the next available position.

## Time Off

### **Policy: DOMESTIC VIOLENCE LEAVE**

**Effective Date: 7/1/2014**

**Revised Date:**

If employees, or their family members are victims of domestic violence or abuse, employees are entitled to take up to 15 days of leave from work per year.

To qualify, either the employee or a covered family member must be the victim of abusive behavior which includes any behavior constituting domestic violence, stalking, sexual assault or kidnapping. Under Massachusetts law, governing this leave, violence is defined as abuse by a current or former spouse, a person with whom the victim shares a child, a person cohabitating with or has cohabitated with the victim, a relative, or a person with whom the employee or family member has or has had a dating relationship. Covered family members include the employee's spouse, parent, step-parent, child, stepchild, sibling, grandparent, and grandchild. In the case of abuse of a family member, the employee is not entitled to leave under this policy if the employee is the alleged perpetrator.

Leave time must be used to address issues directly related to the abusive behavior including seeking medical attention, counseling or victim services. Leave may also be taken to obtain legal assistance, attend or appear in court proceedings, secure housing, obtain a court protective order, attend child custody proceedings, to meet with a district attorney or law enforcement personnel, or address other issues directly related to the abusive behavior.

To take leave under this policy, employees must first have exhausted all vacation and personal time and, if applicable under the Family and Medical Leave act, all sick time. Employees taking Domestic Violence Leave will not be paid for time taken off under this policy.

Employees must provide advanced notice of the need for this leave as well as documentation that supports the need for such leave. In cases where there is a threat of imminent danger to the health or safety of the employee or the employee's covered family member, advanced notice is not required. However, the employee must notify MMA within three workdays that protected leave was taken or is being taken and such notice can be provided to MMA by the employee, by the employee's family member or by a professional assisting the employee with addressing the abusive behavior.

Upon return from such leave, the employee will be restored to the employee's original position or to an equivalent position. MMA will not take any disciplinary action against an employee taking an unscheduled absence under this policy as long as the employee provides supporting documentation within 30 days of the absence. Supporting documentation must demonstrate that the employee or a family member was the victim of abusive behavior and that the leave was related to that behavior. Acceptable documentation can be a protective order or other documentation issued by a court, a police report or witness statement provided to the police, documents showing the perpetrator was convicted or admitted to facts sufficient to establish guilt of abusive behavior, medical documentation, or a sworn statement from a counselor or other advocate. All information provided by the employee will be kept confidential. MMA will not terminate discriminate, or retaliate against employees for exercising their rights under this policy.

## Time Off

### **Policy: SEVERE WEATHER AND EMERGENCY CLOSINGS**

**Effective Date: 7/1/2014**

**Revised Date:**

In the case of inclement weather, you are expected to make every effort to be at work at the normal time. Minute Man Arc expects that employees will utilize their best judgment in the case of inclement weather. If for any reason you are unable to report to work, or will be unable to arrive on time, you must notify your supervisor.

The Chief Executive Officer of the Agency, or his/her designee, may close some programs within the agency, due to inclement weather or emergency. If this should occur, every attempt will be made to notify employees using phone messages or text messages, and a message on the Minute Man Arc voicemail. Unless otherwise requested, employees in closed programs are not expected to report to work during emergency closings. As Residential services are provided on a 24 hour per day / 7 day per week basis, Residential programs will not close due to inclement weather. Residential staff should contact their supervisor for appropriate action.

Employees will not be asked to use benefit time during an emergency closing for the first such closing of their program in any given fiscal year. Employees not yet hired or not working at the time of this emergency closing do not “save” a day to be substituted for any additional emergency closings during the fiscal year. Subsequent closing(s) will be unpaid. However, employees will use any accrued vacation and/or personal time to substitute for the unpaid leave. Should an emergency closing occur while an employee is on approved time off, he/she is not entitled to additional wages. Employees who do not report for work because of the weather, in the absence of an official closing day, will be charged a day of vacation and/or personal time, or will be required to use unpaid leave. Residential employees may be required to work additional hours if staff are unable to report to work to relieve them. In no case, are employees allowed to leave programs with inadequate staffing.

If Job Coaches, Drivers, Day Habilitation Developmental Specialists or Specialists, and Assistants, Activity Assistants, and other positions that provide direct service to individuals served are able to travel despite the inclement weather, they will be reassigned to Residential Services for the day. The process for reassignment will be published each fall and distributed to all affected employees. For the first severe weather or emergency closing of the fiscal year, employees re-assigned to Residential Services will receive both administrative pay for the closing as well as pay for time worked. For any subsequent weather or emergency closings, those who are unable to, or do not wish to be reassigned to Residential Services for the day, will need to use personal or vacation hours, if available, or will use unpaid leave.

## Career Development

### Policy: INTRODUCTORY PERIOD

**Effective Date: 7/1/2014**

**Revised Date: 8/2021**

Up to the first three months of employment at Minute Man Arc are considered an introductory period. This introductory period will be a time to get to know employees, *your supervisor, and the tasks involved in your position, as well as becoming familiar* with Minute Man Arc's services and individuals served.

This introductory period is a "try-out" time for both you and Minute Man Arc. During this introductory period, we will evaluate your suitability for employment, and you can evaluate Minute Man Arc as well. Any significant absence (defined as five or more days) will automatically extend an introductory period by the length of the absence. If Minute Man Arc determines the designated introductory period does not allow sufficient time to thoroughly evaluate your performance, the introductory period may be extended for a specified period, at the agency's sole discretion.

It is important to understand the completion of the introductory period does not guarantee continued employment for any specified period of time, nor does it require an employee be discharged only for "cause."

## Career Development

### Policy: PERFORMANCE EVALUATION

**Effective Date: 7/1/2014**

**Revised Date: 1/2025**

Minute Man Arc utilizes a performance evaluation process as a way to promote the development of each employee. The performance evaluation process measures not only performance against objectives, but is also a time for each employee and supervisor to plan how improvements and better results can be achieved. It is primarily a chance to identify strengths and areas needing additional training, education, and support; and to help the employee develop to their full potential in order to achieve optimal success.

This process is a very important developmental time for Minute Man Arc and its employees. Supervisors and employees are strongly encouraged to discuss job performance and goals on a regular basis. Day-to-day interaction between the employee and supervisor should provide the employee a good sense of how their performance is perceived long before a written performance evaluation is prepared.

Formal performance evaluations are conducted to provide supervisors and employees with the opportunity to discuss job responsibilities and employee and supervisor expectations, identify and correct weaknesses, plan upcoming required training, encourage new ideas, recognize strengths, present opportunities for promotion or other career development, and discuss positive, effective approaches for meeting goals. While each employee has primary responsibility for his/her own career management, it is the supervisor's responsibility to meet with the employee at the time of the performance appraisal, and discuss career development opportunities. Performance evaluations are an important management tool. Employees should feel comfortable actively participating with their supervisor in the review process and keeping the lines of communication open.

Performance evaluations are usually conducted annually, depending on the program. Not all programs do Performance evaluations at the same time. The timing of the evaluations is based on the needs of the business. However, an evaluation may also be conducted in the event of a promotion, change in duties and responsibilities or to address any open issues. When job requirements are not being met, problems occur, or improvement is needed, additional performance evaluations may be conducted to assist in setting goals and objectives and specific timetables may be set for further review. Please note - a written performance review does not guarantee a monetary increase.

## **Career Development**

### **Policy: JOB POSTINGS AND PROMOTIONS**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, employment openings will be publicized and/or posted internally prior to any external recruiting efforts. Any employee wishing to apply for an opening should contact Human Resources. Initial inquiries will be kept confidential. However, if an employee is selected for an interview in another department, the employee should inform his/her current supervisor.

To be eligible for promotion or transfer, employees must have performed competently for at least six months in their current position and be an employee of good standing meaning that they are not on a corrective action plan or have received a performance / behavioral / attendance warning in the last six months.

Minute Man Arc recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization. An applicant's current supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

## Career Development

### Policy: PROFESSIONAL DEVELOPMENT

**Effective Date: 7/1/2014**

**Revised Date:**

All mandatory staff training, as identified in the agency's policy manual, is required within two months of employment. All staff training or workshops that are mandatory and required for job performance (i.e. CPR, First Aid, Medication Administration, Driver Safety, etc.) will be provided by Minute Man Arc. Employees will be informed of mandatory trainings and workshops as they are scheduled.

Workshops, seminars, training, courses or conferences, which will enhance the employee's career growth, are encouraged. However, training that is not mandatory may not be paid for by Minute Man Arc. Depending on the nature of the training, Minute Man Arc may opt to pay for pre-approved training. Approval for this training is discretionary, based on business need, employee performance, budget constraints, and other business related conditions. In order to receive payment consideration for non-mandatory training, your supervisor must approve the training in advance.

Minute Man Arc believes in developing our employees and we believe you play a part in developing yourself to your fullest potential. We encourage you to seek out an informal mentor within the organization and take advantage of all training opportunities available. As you progress in your job, you should inform your supervisor and/or Human Resources of your career interests and ask about other opportunities for growth.

Minute Man Arc encourages additional development through trainings and workshops. Program Directors will be advised of any supplementary training opportunities and will direct that information to their staff.



## **Career Development**

### **Policy: AGENCY ORIENTATION**

**Effective Date: 7/1/2014**

**Revised Date:**

Each employee will receive an extensive orientation to the program in which he/she will be working. The employee's supervisor will discuss the program mission, philosophy, procedures, job responsibilities and expectations, administrative responsibilities, mandatory training, and the skill training schedule.

## Career Development

### Policy: TUITION REIMBURSEMENT

**Effective Date: 7/1/2014**

**Revised Date: 8/2021**

Minute Man Arc supports employees who wish to continue their education to secure increased responsibility and growth within their professional careers as well as to improve future potential benefit to Minute Man Arc. The company may reimburse benefit-eligible employees for education costs for courses approved by Minute Man Arc. Courses must be part of a degree program in a field of study related to Minute Man Arc's mission and/or business purpose. Employees must submit a Tuition Reimbursement request form prior to taking the course and submit for reimbursement upon completion of the course.

Funds available for Tuition Reimbursement will be determined at the beginning of each fiscal year (Fiscal Year begins on July 1) and approvals for reimbursement will be limited to the amount of budgeted funding available, with approvals for reimbursement occurring on a first-come, first-served basis. The maximum reimbursement to any one employee will be for 2 courses per fiscal year with a maximum reimbursement of \$1500 for each undergraduate course and \$1800 for each graduate course. Initial approval of a course of study does not obligate Minute Man Arc to future/continued approval of courses in that course of study. Approvals are valid only for the course and semester given.

Employees accepting the terms of this policy will be required to provide written authorization of acceptance as well as an agreement to remain employed by Minute Man Arc for one year from the date of the educational reimbursement. If the employee terminates within that year, he/she will be required to pay a pro-rated amount to Minute Man Arc as described below.

To be eligible, employees must be an employee in good standing with Minute Man Arc (not be on a corrective action plan) and must have completed at least six months of employment before the start of the class for which the employee is seeking reimbursement.

See the Director of Human Resources for guidelines and request form. The employee must have applied for, and been admitted to a college as part of a degree program. Employees already holding a degree will not be eligible for reimbursement for an equal degree. For example, if an employee already holds a bachelor's degree, the employee would not be eligible for reimbursement to pursue another bachelor's degree.

Requests for Tuition Reimbursement will not be approved retroactively. In order to give all employees an equal opportunity for applying for tuition reimbursement, multiple requests for future courses will not be accepted. All requests must be received within the eight week period

which includes the four weeks prior to the start of the course and the four weeks after the beginning of the course.

To be eligible for reimbursement, the employee must earn a grade of B or better. If the course is a Pass/Fail course, the employee must earn a grade of Pass. Upon satisfactory completions of the course, the employee must provide documentation to support completion and payment in order to receive reimbursement. The employee must also sign a Written Agreement of Acceptance.

If the employee terminates within a year of receipt of Tuition Reimbursement, the employee will be required to pay a pro-rated amount to Minute Man Arc.

Example: If the employee received reimbursement in June and decided to terminate in November, the employee will owe Minute Man Arc seven months of the reimbursement. The employee will have worked five months since June leaving seven months to complete one year.  $\$1800 \text{ divided by } 12 \text{ months} = \$150/\text{month times } 7 \text{ months} = \$1050 \text{ owed to Minute Man Arc.}$

## Career Development

### Policy: PERFORMANCE IMPROVEMENT

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc tries to recruit people who will best fit the available positions within the agency. However, at times, expectations are not met and corrective measures must be taken to get the employee to provide satisfactory performance. In most circumstances, this can be accomplished through open and honest communication regarding current performance and behavior and established or expected performance standards. It is in everyone's best interest to resolve problems or complaints related to Minute Man Arc's policies, procedures or other workplace issues fairly and in a timely manner. Certain standards are necessary for the efficient operation of our business. Employees and supervisors are encouraged to communicate frequently to address and correct situations as they arise. Discussions regarding performance and strategies for improving performance are crucial and valuable to the agency and staff. Employees and supervisors should approach performance discussions in a meaningful, productive and positive manner.

Occasionally, however, when performance discussions have taken place and recommendations for improvement have not helped the employee meet expectations, it becomes necessary for Minute Man Arc and certain employees to part ways, or for Minute Man Arc to take disciplinary action it considers reasonable under the circumstances. Minute Man Arc reserves the right to determine both the appropriateness and level of counseling, discipline, or other corrective action in each situation, including whether immediate termination is warranted.

In each case, Minute Man Arc will respond to the situation in accordance with the overall best interests of the agency, its employees and individuals served. While Minute Man Arc reserves the right to terminate an employee's employment at any time, the types of conduct that may result in disciplinary action, up to and including dismissal, include the following:

- Poor work performance or not meeting job expectations as identified in the position's job description
- Neglecting to perform your assigned job duties or leaving persons served unattended
- Misconduct on the job, or off-the-job misconduct that adversely affects Minute Man Arc or its reputation
- Abusing or otherwise mistreating persons served
- An action in which the health, safety, or well-being of an individual served or staff member is jeopardized or placed in potential jeopardy including, but not limited to, threatening or assaulting another individual, fighting, or attempting to cause bodily harm or disregarding property or safety standards (including failure to report a work-

related incident which may cause harm) or causing a program to be inadequately staffed.

- Engaging in horseplay or other unsafe conduct disruptive to the business of Minute Man Arc
- Insubordination
- Inappropriate use of the agency network by violating system privacy
- False or misleading information in Minute Man Arc's records and documents including employment applications or other employment records; time sheets; verbal or written material misrepresentation to a manager; verbal or written misrepresentation during the course of a Minute Man Arc internal investigation; and verbal or written misrepresentation regarding the care of individuals served
- Harassment of fellow employees, Minute Man Arc's vendors or clients
- Falsification of Minute Man Arc's records, books, or any employment-related document
- Failure to follow Minute Man Arc's cash handling procedures
- Theft or other dishonest conduct (Theft includes the taking of, or borrowing from individuals served, Minute Man Arc, co-workers, supervisors, and/or subordinates, money, property, supplies, food, equipment, software, files, electronic or written reports or other documents, or other materials.)
- Damaging, defacing, abusing, sabotaging or destroying Minute Man Arc's property, or the property of individuals served, or employees
- Engaging in acts of violence or threats of violence or failure to maintain a professionally appropriate business relationship with co-workers and/or supervisors
- Possession of firearms or weapons on agency property, on the property of individuals served, or while engaged in agency business which also applies to Minute Man Arc sponsored events
- Gambling on agency property
- Violation of law
- Reporting to work under the influence of alcohol or drugs not taken under the direction of a licensed physician, or the use, distribution, manufacturing, sale, or possession of illegal drugs while at work
- Smoking, the use of e-cigarettes, and the use of smokeless tobacco in areas that have been designated as non-smoking
- Sleeping on the job during work hours, except for overnight shift workers who have been officially designated as asleep workers
- Bringing consumers to an employee's personal residence or residences of the employee's friends or family, unless approved in advance by the Program Director
- Performing personal errands while on duty (with or without clients)
- Excessive or repeated unexplained absences or tardiness, which adversely affects work schedules or failure to report your absence to your supervisor in accordance with Minute Man Arc's Absence Policy
- Working overtime, without advance approval from your supervisor
- Failure to adhere to attendance or time keeping policies

- Refusal to perform a job assignment or reasonable request of a supervisor or discourteous conduct towards individuals served, guests, vendors, employees or supervisors.
- The use of profane, abusive, or threatening language
- Acceptance of personal remuneration from individuals served, public or private agencies, or others with respect to matters involving Minute Man Arc including, but not limited to, kickbacks or rebates, reciprocating, accepting or soliciting gifts, loans, entertainment or other considerations from vendors, individuals served or their family members, or receiving “free” services from any company or organization currently conducting business with Minute Man Arc or desiring to conduct business with Minute Man Arc
- Releasing Minute Man Arc’s confidential and/or proprietary information
- Failure to follow Minute Man Arc’s security and policy procedures including, but not limited to, revealing assigned passwords to others, providing confidential information to unauthorized individuals and allowing unauthorized individuals to access secure areas (such as the agency’s computer network server)
- Failure to adhere to established work rules and regulations; Minute Man Arc’s safety rules or policies; and/or Minute Man Arc’s established policies, procedures, and guidelines in any Minute Man Arc policy and procedures handbook, manual, or document
- Engaging in gross fraudulent, abusive, or unethical behavior including failing to inform management of your knowledge of such conduct on the part of others
- Refusing or failing to cooperate with an internal investigation
- Violation of any Minute Man Arc policy
- **This list should not be considered all-inclusive.**

In some cases, establishment of a performance review period may be considered appropriate. An employee may be placed on review status at any time during his/her employment with Minute Man Arc. Such action might be for disciplinary reasons, or a failure on the employee’s part to maintain minimally acceptable performance standards. The purpose of the review period would be to set performance objectives and specific timetables for further evaluation of the employee. In most situations, discussions or issues related to employee performance will be documented in the employee’s file. Verbal and written warnings may be issued in certain situations where appropriate, and will also be documented in the employee’s file. Documentation of any action will include at a minimum the nature of the problem, dates, timetables and actions of any previous warnings conveyed, potential remedies, time frames for remedies to be implemented, as well as time frames for review and further action.

Where warranted by circumstances, an employee may be suspended, with or without pay, for a period not to exceed two weeks, while an investigation is conducted. When it is deemed necessary to conduct an investigation, Minute Man Arc will review pertinent documents and

files; and interview staff, individuals served and others who may have pertinent information. All individuals who take part in an investigation should be assured of confidentiality to the extent possible and should cooperate in the investigation without fear that their participation will result in any reprisals against them due to that participation. Disciplinary action, if any, will be determined based upon the discoveries made during the course of the investigation.

Minute Man Arc also reserves the right to terminate employees for non-disciplinary reasons, including but not limited to the following:

- A reduction in the Minute Man Arc workforce
- Elimination or discontinuance of the job or position held by a Minute Man Arc employee
- Displacement because of technological reasons
- The closing of a Minute Man Arc office in which the employee was employed
- Reorganization

## Separation of Employment

**Policy: VOLUNTARY/INVOLUNTARY**

**Effective Date: 7/1/2014**

**Revised Date:**

A voluntary employment termination (resignation, retirement) is one initiated by an employee. In the event of a voluntary separation, Minute Man Arc employees are asked to submit a written and signed resignation letter to Human Resources prior to the employee's last day of work. The resignation letter should indicate the effective date of resignation and the reason for leaving the agency. Minute Man Arc requests at least two weeks written notice for voluntary terminations. However, at management's discretion, this notice period may be waived. The employee will receive their final paycheck including regular base pay through the last day worked and any accrued, unused vacation time on the next regular payday. Giving sufficient notice will enable the Payroll department to promptly calculate the final pay.

If an employee chooses to not provide advance notice of resignation and complete the time of the notice, the employee will not be considered eligible for rehire. Vacation, or other benefit time, cannot be used as part of the resignation notice.

Involuntary employment termination (discharge, layoff) is one initiated by the agency. There are situations that occasionally arise which result in an involuntary separation from the agency. When a situation warrants dismissal, the circumstances leading up to this will be carefully reviewed before any action is taken. Every effort will be made to ensure that each employee is treated with fairness and respect during this process. The employee will receive their final paycheck including regular base pay through the last day worked and any accrued, unused vacation time on their last day of employment.



## Separation of Employment

### Policy: CONTINUATION OF BENEFITS (COBRA)

Effective Date: 7/1/2014

Revised Date:

- COBRA is a law that provides for the continuation of group health insurance coverage for members and/or “qualified beneficiaries” when coverage would end because of the following reasons:
- Loss of coverage of a member or qualified beneficiary due to a reduction in benefit eligible employment hours or termination of benefit eligible employment, excluding termination for gross misconduct;
- Loss of coverage of a qualified beneficiary due to divorce or legal separation;  Loss of coverage of a qualified beneficiary due to death of a member;  Loss of coverage of a qualified beneficiary due to the member’s entitlement to Medicare benefits; and
- No longer meeting the eligibility requirements as a member’s dependent.

The maximum period of continuation under COBRA is eighteen months for individuals who qualify due to termination of employment or reduction in hours. If you qualify due to death, divorce, entitlement to Medicare, or cease to be an eligible dependent child, you have the right to elect to continue coverage for up to 36 months from the date of the qualifying event. At the end of the designated continuation period the employee may be allowed to convert to an individual policy directly through the carrier. The employee has sixty days to decide to take advantage of COBRA coverage and notify Minute Man Arc’s Third Party COBRA Administrator. If the employee fails to do so, then coverage continuation rights will automatically end.

The employee or beneficiary may elect to continue coverage by paying the full cost of coverage under Minute Man Arc’s group rates, plus a 2% administration fee. Failure to make timely payments within thirty days of the established due date will result in permanent cancellation of coverage. If employment terminates, employees will be sent notification regarding their rights and obligations under COBRA. Otherwise, the employee or qualified beneficiary is responsible for informing Human Resources of their change in status or of any circumstances under which continuing coverage under COBRA would apply.

## **Separation of Employment**

**Policy: HEALTH INSURANCE PORTABILITY AND  
ACCOUNTABILITY ACT (HIPAA)**

**Effective Date: 7/1/2014**

**Revised Date:**

In accordance with HIPAA, a group health plan may not apply a pre-existing condition exclusion for longer than twelve months after an individual enrolls in the plan (eighteen months in certain circumstances). This twelve (or eighteen) month period is reduced by the individual's "credible coverage" as of the enrollment date in the new plan. If your employment with the agency is terminated, you will receive a Certificate of Creditable Coverage. This is your proof of prior medical coverage and may serve as part of the waiting period.

## **Separation of Employment**

**Policy: UNEMPLOYMENT INSURANCE**

**Effective Date: 7/1/2014**

**Revised Date:**

Minute Man Arc offers self-funded unemployment insurance. If you become unemployed, you may be eligible for unemployment compensation, under certain conditions, for a limited period of time. Unemployment compensation provides temporary income for workers who have lost their job, typically through no fault of their own such as a layoff.

## **Separation of Employment**

**Policy: REFERENCES**

**Effective Date: 7/1/2014**

**Revised Date:**

To ensure that all reference checks are handled in a manner consistent with Minute Man Arc's policy guidelines, all reference requests for current, retired, or terminated employees must be directed to the Director of Human Resources as the designated authorized source for reference information. In most instances only job title, dates of employment, and job location will be verified. The Director of Human Resources must review any reference letter that a supervisor writes for an employee or former employee prior to distribution, and a copy must be retained in the employee's personnel file.

# ADDENDUM OF POLICY DATES AND REVISIONS

**ALL POLICIES REVIEWED DATE: 02/06/2015, 01/2016, 08/2017, 08/2018, 08/2021, 01/2025**

<b>POLICY: EMPLOYMENT-AT-WILL</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: YOUR EMPLOYMENT WITH MINUTE MAN ARC</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: OUR HUMAN RESOURCE PHILOSOPHY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: UNIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: PROBLEM RESOLUTION PROCEDURE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 09/14/2015
<b>POLICY: AMERICANS WITH DISABILITIES ACT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: EQUAL OPPORTUNITY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: HARASSMENT AWARENESS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: WORKPLACE BULLYING/CYBERBULLYING</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 02/20/2015, 1/2025

<b>POLICY: ANNUAL BACKGROUND CHECKS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: CRIMINAL BACKGROUND CHECKS (CORI) POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/2021 removed
<b>POLICY: ABUSER REGISTRY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/2021
<b>POLICY: BACKGROUND RECORD CHECK POLICY FOR EEC (DEPARTMENT OF EARLY EDUCATION AND CARE) PROGRAMS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 02/03/2015
<b>POLICY: IMMIGRATION LAW COMPLIANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: VALUING AND MANAGING DIVERSITY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>EMPLOYMENT APPLICATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/17/2018
<b>POLICY: NEW HIRE PROCEDURE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: PHYSICAL REQUIREMENTS</b>	<b>Approval Date: 7/1/2014</b>

Effective Date: 7/1/2014	Revised Date:
<b>POLICY: EMPLOYMENT CLASSIFICATIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 02/06/2015, 8/2021
<b>POLICY: SALARY ADJUSTMENTS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: TEMPORARY EMPLOYEE SCHEDULE CHANGES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: COMPENSATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: Time Worked/Onsite Shift Policy</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/27/2019
<b>POLICY: OVERTIME PAY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: DAYLIGHT SAVINGS TIME – IMPACT ON HOURS PAID</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: SALARY ADJUSTMENTS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: PAYROLL PERIODS AND WORK WEEKS</b>	<b>Approval Date: 7/1/2014</b>

Effective Date: 7/1/2014	Revised Date:
<b>POLICY: EXEMPT EMPLOYEE PAY (including acceptable and unacceptable pay reductions)</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: EMPLOYMENT-AT-WILL</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: GARNISHMENTS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: DIRECT DEPOSIT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: CODE OF ETHICS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 02/22/2016
<b>POLICY: CORPORATE COMPLIANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: BOUNDARIES – ETHICAL INTERACTIONS WITH PERSONS SERVED</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: CONSENSUAL RELATIONSHIPS BETWEEN EMPLOYEES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:



<b>POLICY: MANDATED REPORTING OF SUSPECTED ABUSE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: COMMUNICABLE DISEASES POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/2021
<b>POLICY: INFECTIOUS DISEASES, MANTOUX, HEPATITIS A VACCINE, AND HEPATITIS B VACCINE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/1/2021
<b>POLICY: VACCINATION POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/4/2021, 1/2025
<b>POLICY: HAZARDOUS MATERIALS COMMUNICATION POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 10/13/2015
<b>POLICY: CONFIDENTIALITY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: CONFLICTS OF INTEREST</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: DRESS/PERSONAL APPEARANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: WORKPLACE CIVILITY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:

<b>POLICY: EMPLOYEE FILES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: INFORMATION SYSTEMS USAGE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: PROTECTING PERSONAL INFORMATION AND PREVENTING IDENTITY THEFT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: BLOGS AND SOCIAL NETWORKING SITES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 1/2025
<b>POLICY: NON-SMOKING POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: SAFETY AND SECURITY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: PUBLIC RELATIONS / MEDIA INQUIRIES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 1/1/2025
<b>POLICY: IN-KIND DONATIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: INTEGRATED PEST MANAGEMENT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:

<b>POLICY: SOLICITATIONS AND DISTRIBUTIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: SUBPOENAS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: SEARCH WARRANTS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: SUBSTANCE-FREE WORKPLACE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/17/2018
<b>POLICY: VEHICLE SAFETY AND DRIVING RECORD EVALUATIONS POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: TRAVEL REIMBURSEMENT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 02/06/2015; 9/18/2018
<b>POLICY: CELL PHONE USE POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/2021, 1/2025
<b>POLICY: VOLUNTEERS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: NO-RECORDING POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:

<b>POLICY: VIOLENCE PREVENTION POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 07/22/2015; 8/2021, 1/2025
<b>POLICY: VISITORS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/18/2018
<b>POLICY: YOUR WORK SCHEDULE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: TELEWORK</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/18/2018; 8/2021
<b>POLICY: BREAKS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: ABSENCES/ON-SHIFT POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 10/2019
<b>POLICY: MEDICATION ADMINISTRATION PROGRAM (MAP)</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/20/2018
<b>POLICY: OTHER REQUIRED CERTIFICATIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/20/2018
<b>POLICY: VISITING ANIMAL POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:

<b>POLICY: SERVICE ANIMAL POLICY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: GENERAL INFORMATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/2021 (removed)
<b>POLICY: FLEXIBLE BENEFIT PLAN</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: HEALTH &amp; DENTAL INSURANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 10/2018
<b>POLICY: MASSACHUSETTS HEALTH CARE REFORM</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: MEDICARE PRESCRIPTION DRUG COVERAGE – MEDICARE PART D</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: LIFE &amp; AD&amp;D</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: LONG TERM DISABILITY INSURANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: WORKERS' COMPENSATION INSURANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:

<b>POLICY: INSURANCE PREMIUM PAYMENTS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: VACATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: HOLIDAYS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/1/2021, 12/2023
<b>POLICY: PERSONAL TIME</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 12/2023
<b>POLICY: SICK TIME</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 9/12/2019
<b>POLICY: USE OF BENEFIT TIME</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 12/2023
<b>POLICY: RELIGIOUS OBSERVANCES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: JURY DUTY/WITNESS DUTY</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: BEREAVEMENT LEAVE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: TIME OFF TO VOTE</b>	<b>Approval Date: 7/1/2014</b>

Effective Date: 7/1/2014	Revised Date:
<b>POLICY: LEAVES OF ABSENCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 12/2023, 1/2025
<b>POLICY: DOMESTIC VIOLENCE LEAVE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: SEVERE WEATHER AND EMERGENCY CLOSINGS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: INTRODUCTORY PERIOD</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 8/2021
<b>POLICY: PERFORMANCE EVALUATIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date: 1/2025
<b>POLICY: JOB POSTINGS AND PROMOTIONS</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: PROFESSIONAL DEVELOPMENT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: AGENCY ORIENTATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: TUITION REIMBURSEMENT</b>	<b>Approval Date: 7/1/2014</b>

Effective Date: 7/1/2014	Revised Date: 8/2021, 1/1/2025
<b>POLICY: PERFORMANCE IMPROVEMENT</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: GENERAL INFORMATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: VOLUNTARY SEPARATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: INVOLUNTARY SEPARATION</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: CONTINUATION OF BENEFITS (COBRA)</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: UNEMPLOYMENT INSURANCE</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: REFERENCES</b>	<b>Approval Date: 7/1/2014</b>
Effective Date: 7/1/2014	Revised Date:
<b>POLICY: GPS MONITORING &amp; VIDEO SURVEILLANCE ON AGENCY-OWNED AND LEASED VEHICLES</b>	<b>Approval Date: 11/7/2024</b>



Effective Date: 11/7/2024	Revised Date: 1/17/2025
<b>POLICY:</b>	<b>Approval Date:</b>
Effective Date:	Revised Date:
<b>POLICY:</b>	<b>Approval Date:</b>
Effective Date:	Revised Date:
<b>POLICY:</b>	<b>Approval Date:</b>
Effective Date:	Revised Date:
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Effective Date:	Revised Date:
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