

“When you focus on someone’s disability you’ll overlook their abilities, beauty, and uniqueness. Once you learn to accept and love them for who they are, you subconsciously learn to love yourself unconditionally.” — Yvonne Pierre



Employee Handbook

The content of this handbook does not constitute, nor should it be construed as a promise of employment or as a contract between The Arc of East Central Iowa and any of its employees.

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1 Welcome

The Arc of East Central Iowa (herein after referred to as The Arc) is delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us.

The Arc started in 1953 when families came together to provide services for their children who were affected by intellectual and related disabilities. Since our inception, we have worked closely with families in the community. Today, The Arc provides advocacy and services to thousands of individuals and families in East Central Iowa.

You are part of an organization that has a reputation for outstanding advocacy, leadership, and dedicated employees. Our employees are passionate about the services they provide to our participants and their families. With your support, The Arc will continue to achieve its goals. We sincerely hope you will take pride in being an important part of our success. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further the mission of The Arc.

This document has been developed in order to familiarize employees with The Arc and provide information about working conditions, key policies, procedures, and benefits affecting employment at The Arc.

This employee handbook does not constitute a contract for employment with The Arc, either expressed or implied. The Arc reserves the right at any time to amend, delete, or add any provision in its sole discretion.

Please take time to review The Arc's general policies, benefits and expectations contained in this handbook. An electronic copy is available on the website (www.arceci.org) in the employee portal. If you have questions, feel free to ask your supervisor or contact the Human Resources Department.

The content of this handbook does not constitute, nor should it be construed as a promise of employment or as a contract between The Arc of East Central Iowa and any of its employees.

2 Introduction

The Arc of East Central Iowa (The Arc) is a not-for-profit 501(c) 3 corporation. The Arc was organized to advocate for people with intellectual and related developmental disabilities. The Arc addresses needs and provides services to individuals and their families.

The Arc is affiliated with The Arc of Iowa and The Arc of the United States. The agency is also a United Way of East Central Iowa partner agency.

The Arc is governed by a volunteer board of directors, all of whom are members in good standing. The board meets on a regular schedule and can meet in special sessions. The board has an executive committee made up of the following officers: President, Vice President, Secretary, Treasurer and Past President. The Executive Committee shall act as the personnel committee for The Arc. The Executive Committee may also exercise its option to meet in special sessions.

The agency receives funds from United Way, donations, grants, program fees, fundraising events, third party reimbursement and membership. All employees are strongly encouraged to support the mission of The Arc through membership in the agency.

2.1 Vision

A world where everyone belongs.

2.2 Mission statement

The Arc of East Central Iowa empowers individuals with disabilities and their families to engage in lifelong opportunities to live, learn, work, play, and advocate with full dignity and inclusion in their communities.

2.3 Values

- *Dignity*
Everyone has a right to be treated with dignity and respect. Their thoughts, feelings and desires are important in driving the priorities of the agency.
- *Diversity*
Everyone adds to the tapestry of their community. Diversity challenges us to understand others, grow stronger together, increase our cultural responsiveness and broaden our perspectives in meeting the needs of our organization and community.
- *Equity*
Everyone is unique and has value. We are committed to building upon each person's strengths, visions, and needs to support access to lifelong opportunities. We believe that individuals must be treated with dignity.
- *Inclusion*
Everyone deserves quality education, vocational, social, and living opportunities in an integrated and diverse community. Elimination of systemic barriers ensures the voices of individuals with disabilities and their families are heard.

2.4 Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, The Arc of East Central Iowa reserves the right to add, modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

Not all agency policies and procedures are set forth herein. Although this information includes several important agency policies, there are other policies and practices which employees are required to abide by, including the policies and practices of specific services and/or programs. If any provision in this Employment Manual is found to be unenforceable, that finding does not invalidate the entire Handbook, but only that particular provision.

This handbook is designed to inform employees of The Arc's general policies, benefits, and expectations. The Board of Directors of The Arc has approved these policies as outlined.

2.5 Employment at Will

Employment at The Arc is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President of the Board of Directors.

This means that either the employee or The Arc may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing contained in this, or any other document provided to the employee, is intended to be, nor should it be construed as a contract that employment or any benefit will be continued for any period. In addition, no representative of The Arc is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. Employees have the right to engage in or refrain from such activities.

3 Equal Employment Opportunity and Commitment to Diversity

3.1 Equal Employment Opportunity

The Arc provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender-identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

A "whistleblower" is someone who reports waste, fraud, abuse, corruption, or dangers to public health and safety to someone who is in the position to address the wrongdoing. A whistleblower typically works inside of the organization where the wrongdoing is taking place; however, being an agency or company "insider" is not essential to serving as a whistleblower. What matters is that the individual discloses information about wrongdoing that otherwise

would not be known. The Arc expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties will not be tolerated.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources. The Arc will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels they have been subjected to any such retaliation, they should bring it to the attention of the Operations Director.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process.

“Adverse conduct” includes but is not limited to:

- Shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
- Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation.
- Denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination may be filed according to the procedures described in the Harassment and Complaint Procedure located in the employee portal.

3.2 Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to applicants and employees with a health condition and/or disability that substantially limits one or more known major life activities, The Arc strives to provide reasonable accommodations unless undue hardship on the operation of the business would result. To begin the process for reasonable accommodations, complete the section on the application or new employee paperwork. The Operations Director will review and communicate the decision.

A reasonable accommodation might include, but is not limited to, modifying job duties, changing work schedules, accessibility to work area, and leave for medical care.

An example of a reasonable accommodation would be for an employee who is experiencing low vision to have a magnified screen. To start the accommodation process, it is the responsibility of the employee to request an accommodation. The employee and the employer will work together and try to create a reasonable accommodation request.

3.3 Commitment to Diversity

The Arc is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in The Arc policy and

the way we do business at The Arc and is an important principle of sound business management.

The Arc is committed to affirmative actions that will build on the strengths of the current workforce and continually enhance the diversity of the organization.

The Arc expects all employees to treat individuals from different backgrounds with respect and dignity in line with our mission statement and core values. Staff must be inclusive in their approach to dealing with others (encouraging open dialogue, inviting others to share perspectives, respecting varying opinions and being open to learning about valuing differences) and to be aware of unique verbal expressions and differences in communication styles, customs and rituals. Staff are expected to follow appropriate policies and procedures, respect others, think before speaking, avoid retaliation, and respectfully inform others how their actions or comments affect others and to report harassment or discrimination in the workplace to the Operations Director.

3.4 Ethical Standards

The Arc insists on the highest ethical standards in conducting its business. Acting with integrity to do the right thing is the force behind The Arc's great success story. When faced with ethical issues, employees are expected to make professional decisions consistent with The Arc's principles, standards, and mission statements.

Employees are responsible for presenting a professional image of the agency through their interactions with people both inside and outside the agency. Initiation of, or participation with, malicious character attacks on an individual are both personally damaging and may contribute to a hostile work environment.

Staff Member Conduct

- The Arc discourages staff persons from engaging in interpersonal relationships with individuals receiving services.
- All staff-individual relationships must be formed for professional purposes only.
- Possessing, dispensing, or using a controlled substance during work hours without medical prescription is strictly prohibited.
- Reporting to work or working under the influence of alcohol or a controlled substance without a medical prescription is strictly prohibited.
- Reporting to work, or working under the influence of alcohol, legal drugs, or controlled substances, with or without a prescription, that affect your judgement and/or pose a threat to you, other employees or individuals served is strictly prohibited.
- Insubordination is the refusal of a legitimate, work-related order from a supervisor or from management personnel, or the use of obscene or otherwise objectionable language to such personnel in a threatening manner. All employees shall avoid insubordinate behavior.
- Employees shall maintain a high level of professionalism in their work. Among other things, professionalism requires an employee to adhere to the performance and ethical

standards of their profession, to work in a courteous and efficient manner, to undertake continuing efforts to improve relationships with the public, coworkers, and participants, and to maintain a positive attitude toward their work.

Any employee who is determined to be the source, or who served to contribute to a hostile work environment, is subject to disciplinary action, up to and including termination of employment.

3.5 Harassment

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 as amended, as well as many state laws. Unlawful harassment based on a characteristic protected by law, known as protected classes, includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

It is The Arc's policy to provide a work environment free of sexual and other harassment. To that end, harassment of employees by management, supervisors, coworkers, or non-employees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. The Arc will take all steps necessary to prevent and eliminate unlawful harassment.

Unlawful harassment is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; *or*
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute

sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether or not they include physical touching.
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess.
- Displaying sexually suggestive objects, pictures, or cartoons.
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments.
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of sexual harassment complaint, is unlawful and will not be tolerated at The Arc.

3.6 Grievance Procedure

All Arc employees have the right to file a grievance for an alleged misapplication of The Arc employment policies. Additionally, any employee who believes they have been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested, and encouraged to make a complaint.

This process represents a way to resolve disputes. Failure by The Arc to comply with specifics of this process will not subject The Arc to a breach of contract claim. A written grievance must be filed no later than ten calendar days after the date on which the aggrieved condition was discovered.

Any employee may present a grievance to their immediate supervisor for discussion. The supervisor shall have five working days in which to respond to the appeal. Should the supervisor fail to respond within this time limit or if the employee finds the response unsatisfactory, an appeal may be submitted in writing, clearly specifying the policy misapplied, and the relief requested. The appeal should be submitted to the Operations Director within five business days of the initial request. The Operations Director should respond in writing within five working days of receipt. If the Operations Director fails to respond within this time, or if the employee finds the response unsatisfactory, or if the Operations Director is the immediate supervisor, the employee may submit an appeal to the Executive Director.

Upon receipt of a written appeal, the Executive Director may convene a meeting wherein statements may be taken from the appealing employee and the employee's immediate supervisor, Operations Director, as applicable, either separately or jointly at the discretion of the Executive Director. The Executive Director may also request statements from other employees. The Executive Director may refuse the employee's request for appeal when the issues are minor in nature, or involve evaluations or judgments by management, unless they appear contrary to policy, malicious or vindictive. The Executive Director shall have ten regular

working days in which to respond to the employee in writing concerning the relief requested. If the Executive Director fails to respond within this time, or if the employee finds the response unsatisfactory, or in cases where the Executive Director is the immediate supervisor, the employee may petition the Executive Committee of the Board of Directors. Failure on the part of the employee to petition the Committee of the Board within thirty days of the result shall result in the appeal being waived.

The Executive Committee shall conduct such an investigation, as it deems appropriate. The Executive Committee will respond to the grievant in writing with the final decision. The Board chair will report the grievance and the result at the next regularly scheduled Board meeting during closed session following the general meeting.

4 Conflicts of Interest and Confidentiality

The Arc expects all employees to conduct themselves and the agency's business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. Employees are bound through The Arc's Code of Ethics to act in the interests of their employer and not for their own personal gain. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest, or an unethical business practice is both a moral and a legal question. The Arc recognizes and respects the right of an employee to engage in activities outside of employment, which are private in nature and do not in any way conflict with or reflect poorly on the agency.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

- Conducting agency business with a business in which the employee, or a close relative of the employee, has a substantial ownership or interest.
- Holding a substantial interest in, or participating in the management of, a business to which The Arc makes sales or from which it makes purchases.
- Borrowing money from customers or businesses, other than recognized loan institutions, from which our agency buys services, materials, equipment, or supplies.
- Any gifts offered by clients, their families, vendors, or suppliers, can only be accepted if they are of nominal value. Accepting higher value gratuities such as tickets to events or gift cards can give rise to a conflict of interest or the appearance of one.
- Participating in civic or professional organization activities in a manner that divulges confidential agency information.
- Misusing privileged information or revealing confidential data to outsiders.
- Using one's position in the agency or knowledge of its affairs for personal gains.

- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of agency business.
- Employees must not work in any outside business that might create a conflict of interest with their responsibilities to The Arc, or that might reflect poorly or discredit The Arc.

4.1 Confidential Information

The protection of confidential business information is vital to the interests and success of The Arc. Confidential information is any information disclosed to or known by you because of employment with The Arc that is not generally known to people outside the agency about its business. An employee who improperly uses or discloses confidential business information is subject to disciplinary action up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

All inquiries from the media must be referred to the Executive Director.

4.2 HIPAA – Health Insurance Portability and Accountability Act

HIPAA is a federal law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals, and other health care providers.

Under HIPAA, protected health information (PHI) is individually identifiable information relating to the past, present, or future health status of an individual that is created, collected, or transmitted, or maintained by a HIPAA covered entity in relation to the provision of healthcare, payment for healthcare services, or use in healthcare operations (PHI healthcare business uses).

The individuals served by The Arc are protected under HIPAA and their PHI cannot be disclosed to any unauthorized individuals. PHI includes but is not limited to diagnoses, treatment information, medical test results, prescription information, national identification numbers and demographic information such as birth dates, gender, ethnicity, and contact and emergency contact information. PHI relates to physical records, and any PHI that is created, stored, transmitted, or received electronically.

PHI is only considered PHI when an individual could be identified from the information. If all identifiers are stripped from health data, it ceases to be protected health information and the HIPAA Privacy Rule's restrictions on uses and disclosures no longer apply.

The sharing or accessing of PHI, either intentionally or inadvertently, is a violation of the laws that govern HIPAA. could result in disciplinary action up to and including termination. The following are ways to keep PHI confidential.

- Secure PHI from inadvertent exposure such as electronic devices with visible PHI
- Only share PHI with authorized personnel in a secure and private location
- Only access PHI on a "need to know" basis.

5 Employment

5.1 General Employee Guidelines

Employees covered by this policy are employed to fulfill certain duties and expectations that support the mission and values of The Arc and are expected to conduct themselves in a manner deserving of public trust. The following is a general overview and is not all-inclusive but is intended to illustrate the minimum expectations for acceptable workplace conduct and performance.

Employees who contribute to the success of an agency's mission:

- Report to work as scheduled and seek approval from their supervisors in advance for any changes to the established work schedule.
- Perform assigned duties and responsibilities with the highest degree of public trust.
- Maintain the qualifications, certification, licensure, and/or training requirements identified for their positions.
- Demonstrate respect for the agency, coworkers, donors, participants and their families, and volunteers.
- Support efforts that ensure a safe and healthy work environment
- Make work-related decisions that are in the best interest of The Arc
- Maintain utmost confidentiality with staff and client information with an emphasis on adhering to HIPAA regulations.
- Report circumstances or concerns that may affect satisfactory work performance to management, including any inappropriate (fraudulent, illegal, unethical) activities of other employees.
- Honor the requirements of all governing bodies including Iowa Medicaid and Center for Medicaid and Medicare Services, and other governing bodies who set forth regulations.
- Obtain approval from supervisor prior to working overtime if non-exempt under the Fair Labor Standards Act (FLSA)
- Always conduct themselves in a manner that supports the mission of The Arc and the performance of their duties.
- Must reside in the state of Iowa.

5.2 Work From Home (WFH)

WFH is a work arrangement that allows administrative employees to WFH for a portion of their regularly scheduled hours as approved by their supervisor. Although not all jobs can be performed working from home, The Arc realizes that in some cases it can provide a mutually beneficial option for The Arc and its administrative employees. The number of days approved to WFH could vary based on job responsibilities.

As a condition of working remotely, workers are expected to meet the same deadlines and performance requirements as any other member of the team, and remote workplaces must be safe and free from hazards. You must have the ability to receive and respond to communications. Unless otherwise arranged, your normal work schedule will apply. The complete WFH Policy is located on The Arc's website in the employee portal.

5.3 Background Checks

Prior to the start of employment, The Arc will conduct a job-related background check. A comprehensive background check will include a search of the following registries: Dependent Adult Abuse, Child Abuse, and Sex Offender. Additionally, all applicants submit to a criminal record verification, OIG record verification and EPLS record verification. Prior employment, professional reference checks, education confirmation and credit checks will be conducted where appropriate and deemed necessary. Employees who work in a DHS licensed program also require fingerprinting.

5.4 Immigration Law Compliance

All offers of employment are contingent on verification of the applicant's right to work in the United States. Within three days of hire, every new employee will be asked to provide acceptable original documents verifying their right to work, and as required by federal law, to complete and sign the Federal Form I-9, Employment Eligibility Form. Under federal regulations, employees cannot be allowed to work if they have not successfully completed an I-9 form on the first day of employment.

5.5 New Employee Orientation

All employees will attend an employee orientation to become acquainted with The Arc. This orientation is to inform employees of the agency's policies, and to confirm completion of required training. In addition, departmental orientation is held to acquaint employees with work schedules, job responsibilities and expectations, methods of communication, and other information pertinent to the employee's job.

As part of the onboarding process an offer of employment letter will be reviewed and signed by the employee. The employment letter will include a job title, wage information, employment status and start date of employment. A job description and handbook will also be provided and acknowledged at this time. The employment letter nor this employee handbook are contracts.

The job description serves as a guide to employees and supervisors to communicate about job expectations and to evaluate performance. From time to time, an employee may be expected to perform duties outside of their normal responsibilities. Job descriptions are not fixed agency policies but serve as guidelines and can be expected to change at any time.

Employees providing direct client services will be provided with an I.D. badge that should be worn when working with a client to help identify you as an employee of The Arc.

5.6 Work Week and Office Hours

The Arc of East Central Iowa's standard workweek is Sunday 12:00 a.m. until Saturday 11:59 p.m. The main office is open Monday through Friday from 9:00AM-3:30PM. Individual work schedules and locations may vary based on the services being provided.

5.7 Employment Classifications

In order to determine eligibility for benefits and overtime status and to ensure compliance under Fair Labor Standards Act and the Department of Labor, The Arc classifies its employees as shown below and may review or change employee classifications at any time. Changes to employee classifications will be communicated to staff by Human Resources.

5.7.1 Arc designated Full-time

Eligible for Paid Time Off and benefits. Employees are assigned a designated work schedule that can be modified to meet the needs of the agency. Full-time status will be designated in the offer letter.

- Exempt – paid based on an annual salary and not eligible for overtime pay
- Non-exempt - paid on an hourly basis and eligible for overtime pay for time worked in excess of 40 hours in an established workweek.

5.7.2 Arc designated Part-time

Eligible for prorated Paid Time Off. Employees are assigned a designated work schedule of less than 30 hours per week that can be modified to meet the needs of the agency. Part-time status will be designated in the offer letter.

- Non-exempt - paid on an hourly basis and eligible for overtime pay for time worked in excess of 40 hours in an established workweek.

5.7.3 Variable hour

Benefit eligibility is defined under the Affordable Care Act based on the average number of hours worked per month over a 12-month measurement period. Variable hour employees are not eligible for Paid Time Off. Employees have flexibility in determining their work schedule but must average 10 hours/month over a four-month period to remain active. Variable hour status will be designated in the offer letter.

- Non-exempt - paid on an hourly basis and eligible for overtime pay for time worked in excess of 40 hours in an established workweek.

5.8 Date of Hire

An employee's date of hire is the date on which an employee was originally hired unless it has been replaced with a rehire date. This date is used to determine service tenure with The Arc. This date may also be used to determine leave policies such as FMLA, and other applicable benefits.

5.9 Bridging of Service

Employees who voluntarily resigned may be eligible to be rehired by The Arc. If an employee is rehired within one year of termination, prior years of service and the rate of pay will be reinstated.

5.10 Meal and Rest Breaks

Employees are entitled to a 30-minute unpaid meal break during their shift of 6 hours or more. If an hourly administrative employee is approved to work through a meal break, they will be paid for the 30-minute period. Employees are also encouraged to take short break periods each day. Meal and rest breaks will be scheduled as determined by each department. Employees not able to take a meal break due to the nature of the job, such as direct service providers, will be paid for their entire shift.

5.11 Break Time for Nursing Mothers

The Arc supports and follows the Fair Labor Standards Act guidelines by accommodating a mother who wishes to express milk during the workday when separated from a newborn child.

For up to one year after the child's birth, any employee who is nursing her child will be provided reasonable break times to express milk for her baby. A private area will be identified at Arc facilities for this purpose. Staff working in the client's home or in the community will need to make prior arrangements to express milk.

5.12 DSP Responsibilities

The specific responsibilities of the DSP position is reviewed in detail during new hire orientation. Each DSP is required to complete a form acknowledging their understanding of the responsibilities.

5.12.1 Service Documentation

All in-home and community-based service documentation is due as soon as possible following the completion of service, but no later than the end of the following day. An example would be a service provided on Monday must be submitted by the end of the day on Tuesday.

Staff working in site-based programs are required to complete service documentation as part of their scheduled shift, unless approved by a supervisor.

Documentation that requires a revision must be completed within 48 hours of being notified that a revision is pending. It is the responsibility of the Direct Service Provider to have access to a personal device and internet to complete required documentation as outlined above. Not having a personal device or internet is not an acceptable reason for late documentation.

Documentation turned in outside of these guidelines will be considered late and the employee is subject to disciplinary action, up to and including termination of employment. Only approved notes will be submitted for payroll processing. Notes pending a revision will be processed in the payroll cycle after the note has been successfully revised and approved.

A full list of DSP responsibilities is located on The Arc's website in the employee portal.

5.13 Employee Earnings

The Arc seeks to pay employees wages that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual and agency performance, and in compliance with all applicable laws.

5.14 Recording Hours Worked

Under no circumstances should an hourly employee be asked to work and not report it. Hourly employees are to be paid for all hours worked as scheduled by their supervisor. No employee

has the authority to ask another employee to work off the clock. Hours worked in one workweek cannot be held over to another workweek to avoid overtime pay.

5.15 Payroll Records

All nonexempt employees are required to complete accurate time reports showing all time worked. These records are enforced by government regulations and are used to calculate regular, and overtime pay. Based on your employment classification, documentation of payroll records may vary. This will be covered as part of your new hire training. All employees receive their pay from an outside payroll vendor contracted with The Arc. Employees are provided access to the payroll portal to review their pay data.

5.16 Paychecks

The pay period for all employees is semimonthly on the 1st and 16th. If a payday falls on a federal holiday or weekend, employees will receive their paycheck on the following business day. The Arc requires all employees to use direct deposit. Paychecks are directly deposited into your checking and/or savings accounts as designated.

5.17 Overtime

When required, due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 hours in a defined workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay. Paid leave, such as holiday, PTO, bereavement time, and jury duty does not apply toward hours worked. All overtime must be approved in advance by a supervisor or manager. Failure to receive approval for overtime is subject to disciplinary action up to and including termination of employment.

5.18 Payroll Deductions

The Arc does not make improper deductions from the salaries of employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). The FLSA limits the types of deductions that may be made from the pay of an employee.

- Mandatory deductions - Social Security, state and federal withholding tax, garnishments, or other court ordered deductions. Mandatory deductions do not require the approval of the employee.
- Voluntary Deductions - require the approval of the employee and include deductions for employee benefits, 401k, Flex Spending, or other allowable deductions as directed by the employee.
- Improper deductions - If an employee believes that an improper deduction has been taken from their pay, the employee should immediately report the deduction to the payroll department. The report will be promptly investigated and if it is found that an improper deduction has been made, The Arc will reimburse the employee for the improper deduction.

5.19 Access to Personnel and Medical Files

Employee files are maintained by the Human Resources Department and are considered confidential. Managers and supervisors may only have access to personnel file information on a

need-to-know basis. Upon request, personnel and medical file access by current and former employees will generally be permitted within 3 days of the request unless otherwise required under state law.

Active employees have the right to review their personnel and medical file at a time agreed upon by the employer. Employees have the right to view and copy all information in their personnel and medical file. The Arc of East Central Iowa has a right to charge a fee for all copies made. Personnel files are to be maintained and audited by the Human Resources Department.

Employee files may not be taken outside the department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information. In these cases, the Operations Director or the Executive Director will oversee the review of documents. All medical records, if any, will be kept in a separate confidential file.

5.20 Change of Personal Data

The Arc needs current information on its employees for personnel records. Keeping this information current is vital to the employee and might affect insurance benefits, payroll deductions, or how quickly family members are contacted in the event of an emergency. Employees must notify the Human Resources Department promptly of changes in any of the following:

- Change in name.
- Change in email.
- Change in home address, phone number(s), or mobile carrier.
- Change of address or phone number of the emergency contact.
- Change in marital status.
- Change in number of exemptions.
- Changes in direct deposit information.
- Change in employment eligibility.

5.21 Employment of Relatives and Domestic Partners

Relatives and domestic partners may be hired by The Arc if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, “relatives” are defined as spouses, children, siblings, parents, or grandparents. A “domestic partnership” is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with The Arc provided they do not work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, The Arc will attempt to reassign one of the employees to another position for which they are qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign.

5.22 Voluntary Resignation

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors at least 10 business days in advance of the last day worked. Management staff are strongly encouraged to provide a written notice of at least 15 business days prior to their last day worked to allow for a comprehensive transition of duties.

5.23 Exit Interview

You will be asked to participate in an exit interview with Human Resources when you terminate employment from The Arc. The purpose of the exit interview is to provide management with greater insight into employee relations and to use feedback for continuous improvement. Your cooperation in the exit interview process is instrumental to our continued success.

5.24 Reductions in Force

A reduction in force (RIF) is defined as a separation from employment due to lack of funds, lack of work, redesign or elimination of position(s) or reorganization, with no likelihood or expectation that the employee will be recalled because the position itself is eliminated. Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be determined by the Executive Director.

5.25 Return of Agency Property

Any Arc property issued to employees, such as computer equipment, keys, parking pass, badges, or agency credit card, must be returned to The Arc at the time employment ends. Employees will be responsible for any lost or damaged items.

5.26 Personal Property

The Arc of East Central Iowa assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at Arc work sites.

5.27 Employment Verification

If an external request is received, HR can provide:

- dates of employment
- position title
- eligible for rehire
- salary verification – where proof of income is required.

5.28 Employee Legal Situations

Employees must report protective or restraining orders that may impact the workplace and report any arrests or conviction for any criminal offenses. The situation will be assessed, and a decision will be made regarding their job status.

6 Workplace Safety

6.1 Commitment to Safety

The main office is equipped with security cameras that monitor the parking lot, and main employee entrances for the safety of our employees, tenants, and guests. Protecting the safety of our employees and visitors is of importance to The Arc. All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices by notifying management when any health or safety issues are present. All employees are encouraged to collaborate with management to ensure maximum safety for all.

Badge access into and within the main office building is intended to limit access to restricted areas. Employees needing access to these areas will be issued a passcode. Administrative employees are issued badges to access the building and their designated work area.

In the event of an emergency during normal business hours, notify a member of the Safety Committee whenever possible and provide a brief description of the emergency. Depending on the nature of the emergency, a Safety Committee member will address the situation or seek assistance in calling 911 to activate the medical emergency services. If the emergency is after hours or not at an Arc occupied facility, the employee should call 911 immediately and seek help from others nearby if possible.

Members of the Safety Committee have a first aid notation on their nameplate outside their office. Each member is American Heart Association certified in First Aid, Adult and Child CPR and is equipped with a backpack with supplies to assist in basic First Aid.

The safety and health of all employees is a priority. The Arc makes every effort to comply with all federal and state, workplace safety requirements.

In the event of fire, bomb threat, natural disasters, utility failures, medical emergencies, and threatening situations, detailed procedures for all programs can be found on The Arc's website in the employee portal.

Note: a MSDS folder (Material Safety Data Sheets) is kept in the second-floor janitor's closet and the first-floor kitchen.

6.2 Drug-Free and Alcohol-Free Workplace

It is the policy of The Arc of East Central Iowa to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others doing business with The Arc.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on The Arc or client premises or while performing services for The Arc is strictly prohibited. The Arc also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. The Arc will reasonably accommodate an employee who seeks assistance with a drug or substance abuse problem. However, consistent with policy of employment at will, the company may terminate an employee who cannot perform their duties because of current drug or alcohol use.

In addition, The Arc prohibits off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or The Arc's reputation in the community.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

- Pre-employment: As required by The Arc for all prospective employees who receive a conditional offer of employment.
- Random: As authorized or required by federal or state law

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening are subject to termination of employment. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law. Any employee violating this policy is subject to discipline, up to and including termination of employment.

6.3 Smoke-Free Workplace

Smoking is only permitted during break times and is not allowed on The Arc's property, including buildings, work areas, agency vehicles or outside areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco) and electronic smoking devices.

6.4 Workplace Violence Prevention

The Arc is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at Arc sponsored functions.

The Arc employees share the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline because of reporting a threat in good faith under this guideline.

Any employee engaging in workplace violence will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination. The Arc strictly prohibits the possession of weapons on its property at all times, including the parking lots and agency vehicles. Additionally, while on duty, employees may not carry a weapon of any type including, but not limited to, handguns, rifles, automatic weapons, and knives that can be

used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to disciplinary action up to and including termination of employment.

The Arc reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on The Arc property. In addition, The Arc may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time and may remove all items that are in violation.

6.5 Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When arranging for visitors, employees should request that visitors enter through the main reception area and wait to be escorted to the appropriate location. Visitors are not allowed beyond the general waiting area unless accompanied by staff.

6.6 Emergency Office Closing

The Arc will always make every attempt to be open for business. In situations where employees are concerned about their safety, management may advise supervisors to notify their staff that the office is not officially closed but may choose to leave the office if they feel unsafe.

If the office is officially closed during the course of the business day, non-exempt, administrative employees may work remotely if approved by their supervisor, and job duties can be performed without impact. If the staff is not able to come into the office and cannot work remotely, PTO time can be used. If no PTO time is available, or non-exempt staff prefer, they can take the time as unpaid. Exempt employees will be paid for a normal day but are still expected to complete their assigned work.

In the event the office is closed, it will be posted on various media outlets as soon as a decision is made.

6.7 Work Related Illness or Injury Treatment and Reporting

All workplace related illness or injury should be reported. If an employee needs medical treatment for their work-related illness or injury, they should follow the steps listed below and report the incident to a supervisor. If outside of business hours, employees must call the after-hours phone at 319-521-5242.

- If your situation is a medical emergency requiring immediate attention call 911 or proceed to the nearest hospital.
- Bites that break the skin must be treated at the nearest hospital
- Submit an employee incident report online at <https://arceci.org/employee-incident-report-2/>
- After-hours please the on-call phone at 319-521-5242 to report the injury
- If medical attention is needed, please select one of the providers listed below. Please identify yourself as an employee of The Arc of East Central Iowa. If requested our carrier is Key Risk and our policy number is KEY0146168

- Virtual MD – Dr. John Peter McBride • 866-687-0710 • able to assess and diagnose, as well as provide referrals and prescribe medications as needed.
- Ann McKinstry St. Luke’s Work Well Clinic • 830 1st Ave NE Cedar Rapids 319-369-7173 Hours 7AM-5PM
- The Sr Operations Director or HR will file the FROI (first report of injury)
- You will receive a call from the Operations Director if there is information needed to submit the claim.
- Once a claim has been filed, you can expect a call from a representative of Key Risk to review the incident. Please provide all needed information for assure timely processing of the claim.
- If you have any questions, please reach out to Kyle Schramp at kschramp@arceci.org or 319-431- 7425.

Please Note: It is important that you seek treatment from the providers listed to ensure the cost of the treatment is covered by Worker’s Compensation insurance. Failure to do so may result in personal responsibility for the cost of medical treatment. In the event of a medical emergency, please call 911 or go to the nearest hospital immediately.

Incident Report - The supervisor will direct staff to document the details of the accident or illness and expedite an Incident Report and submit it to the Operations Director. It is critical this is filled out completely for a timely and comprehensive First Report of Injury.

7 Workplace Expectations

7.1 Attendance

All employees are expected to arrive on time, ready to work, as scheduled.

If an employee is unable to arrive at work on time or is absent for an entire day, the employee must contact their supervisor as soon as possible, but no less than three hours before their scheduled start time. The employee must provide a brief reason for the absence including when they will return to work.

Direct Service Providers scheduled to provide service to a client are required to notify the client or family, their supervisor and fill out a cancellation note.

An employee who fails to give proper notification will be charged with an unexcused absence. Excessive absenteeism or a pattern of unexcused absences is subject to disciplinary action up to and including termination of employment.

If an employee fails to report to work for three consecutive days without notifying their supervisor, the employee will be considered to have voluntarily resigned from employment.

7.2 Job Performance

Communication between employees and their immediate supervisor is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional feedback is needed.

Formal performance reviews are conducted no less than annually. An evaluation is completed by both the employee and their supervisor followed by a meeting to discuss the content, set new goals, or other items of relevance regarding job performance and expectations for the next evaluation period.

7.3 Promotions

In an effort to match you with the best job and to meet the business needs of The Arc, you may be transferred from your current job. It is The Arc's policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job. A complete copy of the promotion policy can be found on The Arc's website under policies and procedures.

7.4 Internal Transfer Guidelines

Transfers from a current position to new one must follow the guidelines listed below:

Lateral Transfers or Promotions (DSPs to Benefits Eligible, Benefits Eligible Lateral Transfer, Benefits Eligible to Administrative):

Staff must be in their position for a minimum of 120 days before eligible for a transfer or promotion. Staff must complete the internal application and any other required documents (resume, cover letter, etc.) and inform their current supervisor of their intent if selected for an interview. DSPs that accept an offer resulting in a transfer or promotion MUST provide at least 2 weeks' notice to their current supervisor. While The Arc will work in good faith to complete the transfer in approximately 10 business days, we reserve the right to ensure that the delivery of services to consumers is not negatively impacted as a result of a promotion. If a dispute arises regarding the date of transfer, Human Resources and/or the Senior Operation Director will make a final determination.

Lateral Transfer or Promotion (Administrative Staff):

Administrative Staff must be in their current position for at least 9 months before eligible for a lateral transfer or promotion. Staff interested in current openings at this level must submit the internal application as well as any other required documents (resume, cover letter, etc.) and speak with their current supervisor about their intent if selected for an interview. If selected for the position, the staff member must provide the notice period outlined in the employee manual and a final date of transfer will be agreed upon by the current and future supervisor. The Arc reserves the right to make a final decision with regards to a transfer date so that essential and normal business operations are not negatively impacted. If a dispute arises regarding the date of transfer, Human Resources and/or the Senior Operation Director will make a final determination.

If selected for a position, the current and future supervisor should work out the timeline in a manner that minimizes any impact. It is assumed this timeline will not be less than two weeks, unless extenuating circumstances exist, which must be approved by the Director of Operations.

All employees promoted into new job positions will undergo an introductory period for training and mentoring, but unlike new hires, such employees will continue to receive The Arc benefits for which they are eligible. Consideration for a promotion or transfer includes but are not limited to, tenure with company, current and past disciplinary action, and most recent performance evaluations.

7.5 Dress code and Personal Appearance

The Arc of East Central Iowa provides a casual yet professional work environment for its employees. While at work, it is important to convey a positive and professional image to our participants, coworkers, and the public. Due to the nature of our business, different areas of the agency may allow various types of dress depending on the type of work performed. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Any questions or complaints regarding the appropriateness of attire should be directed to the Human Resources Department. Decisions regarding attire will be made by the Human Resources Department and not by individual departments or managers. A complete copy of the dress code can be found on The Arc's website in the employee portal.

7.6 Social Media

At The Arc of East Central Iowa, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all employees who work for The Arc.

Under no circumstances is it permissible to post photos or other identifying information regarding people served by The Arc of East Central Iowa or their families without the prior approval from the Executive Director and a signed release of information from the individual and/or guardian.

Guidelines - In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet. This includes your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with The Arc of East Central Iowa, as well as any other form of electronic communication. The same principles and guidelines found in The Arc of East Central Iowa policies and procedures apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects participants, customers, suppliers, people who work on behalf of The Arc or legitimate business interests may result in disciplinary action up to and including termination.

The following is a listing of some of the general guidelines for using social media.

- Know and follow the rules.
- Be respectful.
- Be honest and accurate.
- Post only appropriate and respectful content
- Do not speak on behalf of The Arc
- No personal use of social media during work hours

A complete copy of the social media policy can be found on The Arc’s website under policies and procedures.

7.7 Media Requests

All media inquiries, without exception, should be directed to the Executive Director or their designee, who will act as the official spokesperson. Employees should not speak to the media on behalf of The Arc.

7.8 Solicitation

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on working time. “Working time” is defined as the time during which an employee is being paid and is not on a paid break, or on the premises immediately before or after their shift.

Employees are also prohibited from distributing written materials, advertisements, or any other type of literature during working time and, at all times, in “working areas,”

including all office areas. Break rooms, parking lots, or common areas shared by employees are not considered “working areas.” Arc employees should also refrain from soliciting families, participants and other stakeholders in their home or the community.

Employees may not trespass, solicit, or distribute materials anywhere on The Arc property at any time without prior approval.

7.9 Political Activity

All employees are entitled to exercise their rights as citizens. Employees are not allowed to persuade participants or peers to endorse a specific candidate. An employee shall not solicit in any manner contributions for any political activity during working hours, nor use The Arc’s office for any political activities. The Arc does not endorse political candidates.

7.10 Identifying and Reporting Abuse

All employees are required to complete training in identification and reporting of child and dependent adult abuse prior to orientation and maintain certification throughout employment. To waive this training, proof of a valid training certificate must be submitted for approval to the Human Resources Department.

Through the course of their work with The Arc, employees, contractual persons, student interns, and volunteers are mandatory reporters of child and dependent adult abuse and are

compelled to report any incident where abuse is observed or suspected. This includes abuse by staff, volunteers, parents, or any other source. All suspected incidents of abuse must be immediately reported to the direct supervisor, Operations Director, or the Executive Director.

The employee is required to file a report with The Department of Human Services as defined under Iowa law. A written report must be submitted within 48 hours after the verbal report. If the victim is in immediate danger, the employee should call 911 immediately.

7.11 Detecting and Preventing Medicaid Waste, Fraud and Abuse

Federal and state laws prohibit waste, abuse, and fraud of Medicaid funds that The Arc receives for services provision. These laws include the 2005 Deficit Reduction Act and False Claims Act (amended 1986). The Arc prohibits Medicaid waste, abuse, and fraudulent practices.

Medicaid Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal or state law. Medicaid Abuse is provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary costs to the Medicaid program.

Medicaid waste, abuse or fraud may include, but is not limited to, the following:

- Medical Identity Theft
- Billing for unnecessary services or items
- Billing for services or items not provided
- Upcoding (billing for services at a level of complexity that is higher than the service provided)
- Unbundling (multiple procedure codes billed for a group of procedures that are covered by a single comprehensive code)
- Billing for non-covered services or items
- Giving or accepting kickbacks

The federal False Claims Act also contains provisions to protect individuals who report in good faith an act of fraud or waste to the government, or files a lawsuit on behalf of the government. These individuals are referred to as “whistleblowers”. Whistleblowers are protected from retaliation from their employers and under Qui Tam provisions may be entitled to a percentage of the funds recovered by the government.

The Arc also monitors Medicaid documentation in order to detect and prevent improper payments for Medicaid services.

Providers who engage in fraud and abuse are subject to sanctions under a number of Federal and State laws. Sanctions under Federal law, for example, can take the form of administrative, civil, and criminal penalties. These penalties range from monetary fines and damages to prison

time and exclusion from the Federal healthcare programs, including Medicaid. The federal False Claims Act allows the government to recover money stolen through fraud by government contractors. Anyone who knowingly submits or causes another person or entity to submit false claims for payment of government funds is liable for three times the damages, or loss, to the government, plus civil penalties of \$5,500 to \$11,000 per false claim.

The Arc has key mechanisms and procedures in place to detect and prevent Medicaid waste, abuse, fraud, and improper documentation, including, but not limited to:

- Annual external audits are completed by an outside Certified Public Accountant (CPA) for all Medicaid funded services.
- Review of all Medicaid prospective and annual cost reports submitted to the Department of Human Services (DHS) by the Finance Committee or designee.

- Initial and annual training is provided to all employees on detecting and preventing Medicaid abuse, waste, and fraud, including reporting procedures.
- Each month Quality Assurance staff complete random reviews of samples of Medicaid intervention notes throughout services, with a report generated including any corrective actions to improve the quality of documentation.

Any employee who suspects Medicaid waste, abuse or fraud should immediately report that allegation to the Executive Director or designee. If the employee suspects the Executive Director of Medicaid waste, abuse, or fraud, the report should be made to the President of The Arc of East Central Iowa's Board of Directors. An internal investigation will be initiated immediately, with appropriate corrective actions taken based on the investigative findings, including self-reporting to the Department of Health and Human Services (HHS). Appropriate disciplinary actions will be implemented because of the internal investigation. All documentation related to the investigation will be maintained in the administrative assistant's confidential records.

Employees may report suspected Medicaid waste, abuse or fraud to:

- The Iowa Medicaid Enterprise (IME) Program Integrity Unit
 - 1-877-446-3787 (toll free) or 515-256-4615 (locally in Des Moines.)
- Health and Human Services Office of Inspector General; phone number
 - Call: 1.800.447-8477
 - Online: <https://oig.hhs.gov/fraud/report-fraud/>

7.12 Computers, Internet, Email, and Agency Resources

The Arc of East Central Iowa provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the office telephone, cell phone, voicemail, fax, scanner, Internet, intranet, email, text messaging or any other The Arc-provided technology, its use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of The Arc computer, phone, or other communication tools. All communications made using The Arc-provided equipment or services including email and internet activity are subject to inspection by The Arc. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy could be archived on The Arc's systems.

Employee use of The Arc-provided communication systems, including personal email and internet use that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through email and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage The Arc's systems as well as the reputation and/or competitiveness of The Arc.

To protect against possible problems, delete any email messages prior to opening that are received from unknown senders and advertisers. It also is against The Arc policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on The Arc computers. Violations of this policy may result in disciplinary action up to and including termination of employment.

The Arc encourages employees to use email only to communicate with fellow employees, suppliers, customers, or potential participants regarding Arc business. Internal and external emails are considered business records and may be subject to federal and state recordkeeping requirements as well as discovery in the event of litigation. Be aware of this possibility when sending emails within and outside The Arc.

All use of The Arc-provided communications systems, including email and internet use should conform to The Arc guidelines and policies, including but not limited to, the Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. For example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.

Email, telephone and voicemail, and internet connectivity are provided by The Arc for business purposes and are critical to its success. Your communications may be accessed without notice by the Information Technology department administrators to ensure compliance with this guideline.

Electronic communication systems are not always secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means. Confidential information should be encrypted prior to sending.

The Arc reserves the right to monitor customer calls to ensure employees abide by The Arc quality guidelines and provide appropriate levels of customer service. Personal use of Arc phones is discouraged.

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment as protected under the National Labor Relations Act. Employees have the right to engage in or refrain from such activities.

7.13 Vehicle Use Policy

This policy establishes guidelines for the use of agency and privately-owned vehicles used in the course of your employment with The Arc. All vehicles must be operated at all times in full compliance with state and local laws. All passengers riding in an Arc or privately-owned vehicle are required to wear seat belts at all times. The driver will be held responsible for seeing that all passengers are securely fastened.

Texting and other uses of phones or other devices while driving is expressly prohibited. Should the need arise to communicate or get driving instructions, the driver is expected to do so only after pulling over in a safe place.

Employees are not allowed to transport passengers not employed or affiliated with the agency, are not allowed to drive a vehicle under the influence of drugs or alcohol and are not allowed to run personal errands while working.

Should an accident occur, no matter how minor, even parking lot accidents, The Arc employee involved must call the appropriate law enforcement agency. The law enforcement agency will determine if the accident is reportable. At the very least, they will require an exchange of personal information in case damage is underestimated.

The employee must call their immediate supervisor as soon as possible. The Arc administrative staff will assist the employee in determining if the accident is a major incident, which requires additional reporting. (Arc administrative staff involved in an accident should report it to the Operations Director immediately. An incident report must be submitted within 24 hours of the accident for staff and participants.

7.13.1 Agency Vehicles

Arc employees who have reviewed the operating procedures of the vehicle may operate Arc owned/leased vehicles. All drivers of an Arc vehicle must carry a valid driver's license and be subject to a Motor Vehicle Record check. This is done at the time of hire and annually thereafter for all employees. Employees are not permitted to use agency vehicles for personal use, unless authorized to do so by the Executive Director or the Operations Director. A violation of this policy may result in termination of employment.

The driver will be responsible for fines or other court-imposed sanctions. Employees are expected to put enough money into parking meters to cover the anticipated length of the meeting or activity. Employees are also expected to drive within the set speed limit. All violations must be reported to the Operations Director within 24 hours of the violation.

Employees using Arc vehicles are responsible for the following:

- Reserving vehicle

- Report any issues or damage to their supervisor.
- Report any citations received.
- Report any service indicators by regularly checking oil level, tire pressure, etc. and refueling as needed.
- Keep the vehicle clean, both inside and outside.
- Keep the windows rolled up and the doors locked when the vehicle is not in use. Report any maintenance problems to the Operations Director so corrective action can be taken.
- The driver is responsible for refueling the vehicle if the fuel gage is below half full.

7.13.2 Privately owned vehicles

Use of a privately-owned vehicle for official Arc business or purposes shall not be mandatory unless use is specifically made a condition of employment.

Prerequisites for Use of a Privately-Owned Vehicle:

- Privately owned vehicles shall be in sound mechanical condition to provide transportation in a safe and legal manner.
- Privately owned vehicles shall be equipped with all required safety devices and equipment, including compliant child restraints.
- Employees authorized to use a privately-owned vehicle for official Arc business and purposes shall:
 - Possess and retain a valid driver's license of the proper class
 - Possess current proof of automobile liability/property damage insurance with policy coverage limits not less than \$100,000/300,000 liability and \$50,000 property damage or \$300,000 combined single limit as required by state law
 - All maintenance costs associated with use of a privately-owned vehicle for Arc business or purposes are the responsibility of the vehicle owner. Loss or damage that occurs to any privately-owned vehicle while parked on or near Arc work sites, at the employee's residence, or during normal employee commuting to and from work, is the responsibility of the vehicle owner, unless The Arc is found to have legal liability.
 - If during the operation of the private vehicle while on The Arc of East Central Iowa business an accident, theft or mishap of any kind occurs, the responsible insurance agency will be the car owner's and a claim must be sent to the owner's insurance agency. The owner of the vehicle is responsible for payment of the deductible. The Arc of East Central Iowa purchases automobile liability insurance, which provides limited non-ownership coverage to privately owned vehicles while being used for authorized Arc business. The Arc's coverage is in excess of any valid and collectible insurance on the privately-owned vehicle.

The Arc of East Central Iowa will run the motor vehicle record of all employees and volunteers annually to ensure that all drivers meet and maintain adherence to The Arc of East Central Iowa's MVR guidelines.

7.14 Disciplinary Process

The purpose of The Arc's disciplinary process and procedures is to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee work behavior and performance issues.

Below are the steps of The Arc's disciplinary process and procedures. The Arc reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training; the employee's work record; and the impact the conduct and performance issues have on the agency.

Nothing in this disciplinary process provides any contractual rights regarding employee discipline or counseling, nor should anything in this process be read or construed as modifying or altering the employment-at-will relationship between The Arc and its employees.

Supervisors can coach and counsel employees about how to meet job expectations by making necessary improvements in job skills and behaviors in a variety of ways. Dependent on the situation, corrective action steps are not limited to and may include:

Counseling and Verbal Warning

This step creates an opportunity for the immediate supervisor to bring attention to the existing performance, and/or conduct issue. The supervisor is expected to discuss with the employee the nature of the job performance problem or the violation of The Arc's policies and procedures and to clearly describe job expectations and steps the employee must take to improve their performance or resolve the problem.

Following the meeting with the employee, the supervisor will prepare written documentation of the verbal counseling. The employee will be asked to sign the document to demonstrate their understanding of the performance issues and the corrective action. This document will be retained in the employee's personnel file and copy provided to the employee.

Written Warning

The immediate supervisor and Human Resources will meet with the employee to review any additional incidents or information about the job performance, conduct, or attendance issues as well as any prior relevant corrective action plans. Management will outline the consequences to the employee of their continued failure to meet performance or conduct expectations.

The supervisor will prepare a formal letter of written warning that includes the undesirable behavior and/or performance issues, and the job expectations requiring the employee's immediate and sustained corrective action. The written warning may also include a statement indicating that the employee may be subject to further disciplinary action, up to and including

termination, if immediate and sustained corrective action is not taken. The employee will be asked to sign the document to demonstrate their understanding of the performance issues and the corrective action. The written warning will be retained in the employee's personnel file and copy provided to the employee.

Final Written Warning or Suspension

Final Written Warning - In the final written warning step, the immediate supervisor and their supervisor, or designee will meet with the employee to review any additional behavior and/or performance issues that are unacceptable as well as any prior relevant formal disciplinary and corrective action plans.

Following the meeting with the employee, the supervisor will prepare a formal letter of final written warning of the performance issue, job expectations and requiring the employee's immediate and sustained corrective action. The final written warning may also include a statement reminding the employee that this is the final disciplinary step before termination of employment, if immediate and sustained corrective action is not taken by the employee. The employee will be asked to sign the document to demonstrate their understanding of the performance issues and the corrective action. The final written warning will be retained in the employee's personnel file and copy provided to the employee.

Suspension - Some performance, conduct or safety incidents are so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the immediate supervisor may recommend suspension, with or without pay, of the employee pending the results of an investigation. Suspensions are subject to approval from The Operations Director or Executive Director.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full day increments consistent with federal, state and local wage and hour employment laws. Nonexempt/hourly employees may not substitute or use any accrued PTO or personal days in lieu of the unpaid suspension. HR will provide guidance to ensure that the discipline is administered without jeopardizing the FLSA exemption status.

In compliance with the Fair Labor Standards Act (FLSA), unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee of wrongdoing.

Recommendation for Termination of Employment

Consistent with policy of employment at will, The Arc can terminate employment at any time for any reason with or without advance notice, and with or without imposing previous disciplinary action.

Management's recommendation to terminate employment must be approved by the Operations Director, or designee.

Below is a list that is not all-inclusive of serious workplace safety or conduct issues:

- Theft or inappropriate removal or possession of agency property
- Falsification of timekeeping or expense records
- Falsification of client documentation or other information
- Drinking of alcohol on the job
- Use of controlled substance on the job
- Breach of confidentiality
- Behavior that in any way harms self, the agency's participants, or staff either physically or emotionally
- Sexual or other unlawful or unwelcome harassment
- Violence or threats of violence
- Retaliation

8 Paid Time-Off

Paid Time-off include:

- PTO
- Personal Days
- Holidays
- Bereavement
- Jury Duty

Paid time off is based on the employee's classification as referenced in section 5.7.

8.1 Eligible Employees

The following employee classifications are eligible for paid time-off benefits:

- Arc designated full-time employees
 - Exempt
 - Nonexempt
- Arc designated part-time employees
 - Nonexempt

8.2 Ineligible Employees

The following employee classifications are not eligible for paid time-off benefits:

- Variable hour employees

8.3 Paid Time-Off (PTO)

The Arc recognizes the importance of the time off from work to relax and spend time with family, and friends. Eligible employees are encouraged to use PTO throughout the year. PTO for full-time employees is calculated at a designated rate based upon the number of hours worked and years of service. PTO for employees will be prorated in proportion to the number of hours worked if less than 40 regularly scheduled hours. For employees who work less than 40 regularly scheduled hours a week but more than 20, PTO will be prorated proportionally. PTO does not accumulate during a leave of absence of more than 10 continuous business days.

PTO is calculated from the first day of eligibility; either date of hire or date of transfer to a PTO eligible position. PTO is not available to use until 30 days after date of eligibility. Employees requesting PTO must have an accrued balance at least equal to the PTO hours being requested.

FMLA approved absences are not subject to disciplinary action.

PTO Accrual Schedule

All staff who are PTO eligible will be awarded based on the following scheduled, based on years of service. Staff who were hired prior to 1/1/2024 will be grandfathered on their current PTO schedule.

Length of Service	PTO Accrual
Year 1	80 Hours
Years 2-4	120 Hours
Years 5-10	160 Hours
Years 11-15	200Hours
Years 16-20	224 Hours
Years 21+	240 Hours

For employees with nine or less years of service, a maximum of 200 hours of PTO may be carried over from the current year to January 1 of the following year. Employees with ten or more years of service may carry over up to 240 hours. Throughout the year, PTO accrual is capped at 300 hours. Once the cap is reached, no further time will be earned until the time off balance is below the cap of 300 hours. Time earned once the cap is reached will be forfeited. Once a balance goes below the cap, earned time will resume.

A maximum of 200 hours of PTO will be paid out upon an employee’s resignation or termination of employment for employees with 5 or less years of service and 240 hours for employees with 6 or more years of service. No payout will be made to employees who terminate prior to completion of six months of employment. Maximum carry-over hours will be prorated for all employees who qualify for PTO that average less than 40 hours per week. Exception to this policy must be approved by the Executive Director.

8.4 Personal Time

During the first year of employment, paid Personal Days are awarded based on date of hire and available after 30 days of employment. These can be used for non-Arc holidays, personal religious observances, or at the discretion of the employee.

Jan 1 through April 30	40 hours
May 1 through August 31	24 hours
Sept 1 through Dec 31	8 hours

Personal days DO NOT carry over to the following year. Unused personal days are forfeited upon voluntary or involuntary termination. Personal day accrual is renewed on January 1 of each year.

8.5 Time off Guidelines

Employees should submit time-off requests to their supervisor at least four weeks in advance if taking more than five consecutive days. Requests for less than five days should be made with as much advance notice as possible. Requests for more than two consecutive weeks of time off must be approved by a director. Time off can be scheduled in increments of 30 minutes.

Management has the right to designate when some or all PTO must be taken. All eligible employees are encouraged to take five consecutive days of Paid Time-Off per year.

Time off without advance notice is considered an unexcused absence and is subject to disciplinary action up to and including termination of employment.

Occasionally, due to low client census or cancellations, a non-exempt hourly employee may not be needed to work their scheduled hours. In this case, the employee has the choice to use paid time off or to take the time off as unpaid.

An employee on an approved leave is allowed to retain a maximum of 16 hours of PTO. All PTO and Personal Time in excess of 16 hours must be exhausted prior to taking unpaid time.

Absences must be covered by available paid leave which includes PTO which accrues monthly, and personal time which accrues on Jan 1st or upon date of hire. If an exempt employee has no accrued PTO or personal time available, either due to not yet being eligible, or having exhausted all available paid leave, full day absences will be unpaid. More than three unpaid absences in a 90-day period are subject to disciplinary action, up to and including termination, with the exception of FMLA approved absences.

8.6 Holidays

The Arc observes and allows paid time off on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

If a holiday falls on a weekend, The Arc will select either the following Monday or the preceding Friday as a substitute holiday.

8.7 Bereavement

The Arc of East Central Iowa believes this time is needed to grieve the loss of a close family member, prepare for, and attend a funeral, and/or attend to any other immediate post-death matters.

Eligible employees may take from one to five days of paid bereavement leave upon the death of a member of their immediate family. This is defined as spouse, domestic partner, fiancé, child/stepchild, parent/stepparent/ legal guardian, sibling/stepsibling, sister/brother-in-law, mother/father-in-law, son/daughter-in-law, grandparent, or grandchild. Eligible employees may take one to three days of paid bereavement leave to attend the funeral of an extended family member (aunt, uncle, cousin, niece, nephews).

The determination of bereavement leave is based on factors such as the need for travel, and responsibility for handling matters related to the death. The Arc may grant additional time

dependent on extenuating circumstances approved by the Operations Director or the Executive Director.

The Arc may require verification of the need for the leave. The employee's supervisor in conjunction with the Operations Director will determine this on a case-by-case basis.

Bereavement leave is computed at the regular hourly rate for non-exempt employees. Time off granted in accordance with this policy will not be credited as time worked for the purpose of computing overtime.

Exceptions to this policy must be approved by the Operations Director or the Executive Director.

8.8 Jury Duty/Court Appearance

Employees are encouraged to participate in their civic duty to serve on a jury. Eligible employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence. Hourly employees will be paid at their hourly rate of pay. Exempt employees will also receive their normal pay for any days they serve as a juror or witness in a workweek. If an employee is released from jury duty after 4 hours or less of service, they must report to work for the remainder of the workday.

Jury Duty is computed at the regular hourly rate for non-exempt employees. Time off granted in accordance with this policy will not be credited as time worked for the purpose of computing overtime.

Time for appearance in court for personal business will be the individual employee's responsibility. This will follow the guidelines for time off requests.

9 Leaves of Absence

The Arc supports the following leaves of absence:

- Family and Medical Leave (FMLA)
- Parental Leave
- Military Leave
- Voting

9.1 Family and Medical Leave

The Arc complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The Arc also abides by any state and local leave laws. The more generous of the laws will apply to the employee if the employee is eligible under both federal and state laws.

Leaves under FMLA may be paid, using PTO and/or Personal Time, unpaid, or a combination of paid and unpaid leaves depending on the criteria for leave and the employee's eligibility for leaves. Please note there are many requirements, qualifications, and exceptions under these laws and each employee's situation is different. Contact the Human Resources Department to discuss options for leave.

Employees are eligible for FMLA coverage if they have worked at least 1,250 hours over the prior 12 months, and work at a location where The Arc employs 50 or more employees within a 75-mile radius. If an employee works from home, the office that assigns the work is considered the work location. Whether an employee has worked the minimum 1,250 hours is determined according to FLSA principles for determining compensable hours of work. The FMLA requires employers to provide eligible employees with up to 12 weeks of unpaid, job-protected leave in a 12-month period for family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee first uses FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

The FMLA covers eligible employees for the following reasons:

- Birth and care of the newborn child of an employee
- Placement with the employee of a child for adoption or foster care
- Care for an immediate family member (spouse, child, or parent) with a serious health condition
- Employee's own serious health condition.

Military Family Leave Entitlements is available for eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies.

During FMLA leave, The Arc will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. The employee must be able to perform their job responsibilities with reasonable accommodation, if applicable. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to The Arc's operations. A "key" employee is an eligible salaried employee who is among the highest paid ten percent of the Arc's employees within 75 miles of the worksite. Employees will be notified of their status as a key employee, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

A serious health condition is an illness, injury, impairment, or physical or mental condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

An employee does not need to use FMLA in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment to avoid undue disruption to the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with normal call-in procedures. The Arc may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide enough information to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Employees also must inform The Arc if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees are also required to provide a certification and periodic recertification supporting the need for leave. The Arc may also require a second, and if necessary, a third opinion at The Arc's expense when the leave is a result of the employee's own serious health condition. The Arc also may delay or deny approval of leave for lack of proper medical certification. A release from a medical provider is required upon returning to work.

Human Resources will inform employees requesting leave whether they are eligible. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. Eligible employees cannot waive their rights to coverage under FMLA. If employees are not eligible, Human Resources will provide a reason for the ineligibility.

Human Resources will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If The Arc determines that the leave is not FMLA-protected, Human Resources will notify the employee. FMLA Forms are available on The Arc's website in the employee portal.

9.2 Parental Leaves

If an employee does not meet the eligibility for coverage under FMLA, The Arc will accommodate an approved unpaid leave for the birth and care of the newborn child or the placement of a child for adoption or foster care.

- Maternity leave - 10 additional days of leave in addition to the leave required by state law can be taken within 120 days after birth or placement for adoption or foster care. State law normally allows up to eight weeks but can vary based on the recommendation of the medical provider.
- Paternity leave - 10 days can be taken within 120 days after birth or placement for adoption or foster care

9.3 Military Leave

The Arc of East Central Iowa supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the Human Resources

Department and his or her supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination. All employees who enter military service may accumulate a total absence of 5 years and retain employment rights.

9.4 Personal Leaves of Absence

The Arc may grant additional leave that is unpaid. A request for consideration of unpaid leave must be presented in writing to the employee's direct supervisor with as much advance notice as possible. The employee's supervisor will discuss such leave with the Operations Director and/or Executive Director. Each request will be evaluated on a case-by-case basis. In some cases, certain days or times of the year may be designated as "no leave" periods. All PTO must be exhausted prior to requesting unpaid leave.

9.5 Cancellation of Leave of Absence

Any leave of absence will be canceled if the employee accepts other employment or enters into self-employment during the leave or continues a leave for purposes other than those originally stated.

9.6 Voting

The Arc recognizes that voting is a right and a privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this will not be the case, contact your supervisor to discuss scheduling accommodation.

10 Employee Benefits

The Arc recognizes the value of benefits to employees and their families. The Arc supports employees by offering a competitive benefits program. The first day an employee reports to work is the official anniversary date. Arc designated full-time employees become benefit eligible on the first of the month following 30 days of employment. An employee who is promoted to an Arc designated full-time position will become benefit eligible on the first of the month following 30 days of the effective date of the full-time position.

10.1 Arc Designated Full-time Employee Benefits

Arc designated full-time employees working a minimum of 30 hours per week, are eligible for health and welfare benefits. Eligible employees will be invited to an annual enrollment meeting. Benefit details will be provided at the meeting and are available on the Arc website in the employee portal and are updated each year prior to annual enrollment.

If an employee is on Family Medical Leave, short-term disability, long-term disability, leave for a worker's comp injury, or other approved leave, arrangements must be made in advance for the payment of the employees' portion of benefit payments. Any wages paid out after the date an employee goes on leave will deduct benefit payments.

Upon termination, employee health benefits will continue through the last day of month in which the employee resigns. Employees and their eligible dependents may have the right to continue health care coverage at their own expense through the Consolidated Omnibus Budget Reconciliation Act (COBRA) for a limited period. Information regarding enrollment will be sent to the employee's home address or email on file.

For more information regarding benefit programs, please refer to The Arc Employee Benefit Guide distributed at the time of enrollment or upon eligibility.

10.2 Variable Hour Employee Benefits

Variable hour employees' benefit eligibility is determined by the guidelines of the Affordable Care Act (ACA). A one-year measurement period is used to determine if a variable hour employee qualifies benefit eligible under the ACA. To be eligible an employee must work an average of 130 hours per month during the measurement period. Variable hour employees who qualify will be notified of the health benefits available to them. ACA health benefits are pre-taxed, must be affordable, and provide minimum essential coverage.

Upon termination, employee health benefits will continue through the last day of month in which the employee resigns. Employees and their eligible dependents may have the right to continue health care coverage at their own expense through the Consolidated Omnibus Budget Reconciliation Act (COBRA) for a limited period. Information regarding enrollment will be sent to the employee's home address or email on file.

10.3 Benefits for All Employees

All employees are eligible regardless of classification for the following benefits:

- **Parking**
Is provided at no cost to employees who work in the office located at 680 2nd Ave SE.
- **401(k) Plan**
Employees who have worked 1,000 hours or more in a year, are aged 21 and have at least one year of service are eligible to join The Arc's 401(k) plan. Enrollment occurs twice a year on January 1 and July 1. Employees will be notified of enrollment dates. Eligible employees are able to payroll deduct a percentage of their gross wages or a defined dollar amount each pay period up to the current annual federal limit.
- **Employee Assistance Program (EAP)**
From time to time and employees may encounter difficulties that require outside assistance. There is no cost to you for utilizing EAP services. This is a completely confidential counseling program that covers personal or job-related concerns such as emotional well-being, family and relationships, legal and financial matters, healthy lifestyles, and work and life transitions. Four face-to-face sessions with a counselor is included at no extra cost (per household per calendar year.) To set up an appointment, please call 1-800-316-2796. No preapproval is required.
- **Social Security**
All employees are covered by the Federal Social Security Act. A required percentage of each employee's salary is deducted from each paycheck to pay the employee's portion of this protection. The agency matches the employee's deduction dollar-for-dollar. The plan is designed for the employee's future and security of their dependents. Social Security provides for retirement, disability, death, survivor and Medicare benefits.
- **Worker's Compensation**
Employees are protected under the state workers' compensation laws against loss of income due to injury or death that occurs during work activities. The Arc pays the entire cost of the worker's compensation insurance premium. Employees must report all job-related accidents, injuries, and illness immediately after experiencing any symptoms. If an employee cannot work due to a confirmed work-related injury or illness, workers' compensation insurance pays their medical bills and provides a portion of their income until they can return to work. The insurance carrier will determine the benefits, if any, the employee is entitled to. Please reference section 6.7 for treatment of job-related illness or injury.
Any employee injured on the job will report the injury immediately to his or her supervisor, regardless of whether the injury is minor or of no apparent significance. Consistent with applicable state law, failure to report an injury within a reasonable period could jeopardize your claim for benefits. Additionally, failure of the employee to document job-related injuries may result in disciplinary action, including termination of employment. Reporting job-related injuries is the responsibility of the employee and serves to protect both The Arc and the employee. A statement from the medical provider must be provided when the employee is released to return to work, with or without restriction. Employees may be required to return to work on temporarily

restricted work duties and hours based on the restrictions provided on the most recent medical documentation.

11 Expenses

The following is a guide to The Arc's expense policy and procedures for the reporting and reimbursement of expenses. Any supervisor who approves expense reports should be familiar with this policy. Authorizing an expense report indicates to The Arc that the expenses reported are legitimate, reasonable, and comply with this policy.

11.1 Agency Supplies, Other Expenditures

Only authorized persons may purchase supplies in the name of The Arc. Employees whose regular duties do not include purchasing, may not incur any expense on behalf of The Arc without prior approval.

On occasion, a staff member may need to purchase products or articles for the normal day-to-day operation of programs. When possible, staff should avoid using personal funds for agency purchases. Prior planning for purchases should be made so agency purchasing can be arranged. Any purchase over \$300.00 must be approved by the Executive Director. In order to receive reimbursement, purchase receipts must be submitted with an itemized listing on an Expense Reimbursement form.

11.2 Travel Reimbursement

When a staff member is approved for travel the most appropriate means of travel and overnight accommodations will be determined. Travel accommodations will be made near where a conference or training takes place if cost effective. The Arc will prepay registration fees if applicable. Employees attending out-of-town conferences or training will be reimbursed a predetermined allowance to cover meals not included in registration and other incidental expenses (taxi, luggage handling, etc.). Receipts will be required for all expenses.

11.3 Mileage Reimbursement

Employees who must travel to business appointments or meetings or other official business in the performance of their normal duties will be reimbursed for mileage on their personal vehicles at the rate determined by the Board of Directors. It is the responsibility of the employee to submit accurate mileage reimbursement forms.

Parking fees for ramps or meters that are related to employment will be reimbursed.

Employees are responsible for the cost of the commute to and from work each day. If an employee goes directly from home to a location other than their primary office, on official business, they should deduct the amount of miles they would normally commute from home to work. Employees that do report to an office are responsible for the cost of their commute from home to their first work site of the day and from their last work site of the day to their home

unless those work sites are out of town. Mileage between sites is reimbursed. Expenses will be reported on an Expense Reimbursement form.

11.4 Credit Cards

Only those who are authorized and who have signed the Credit Card User Agreement may use The Arc's credit cards. Credit cards shall only be used to purchase goods or services for the official business of The Arc.

All authorized users of The Arc's credit cards shall submit documentation each month detailing the goods and services purchased, the cost of the goods or services, the date of the purchase, and the official business for which it was purchased. In addition, receipts must be obtained for each credit card transaction and submitted as proof of purchase.

Authorized employees issued a credit card are responsible for its protection and custody and shall immediately notify the Finance Director or a designee if the credit card is lost or stolen.

Employee issued credit cards shall return the credit card immediately upon termination of their employment or service with The Arc. Unauthorized use of credit cards may result in disciplinary action, up to and including termination of employment.

12 Volunteers/Interns

An effective volunteer program can save time, money, and help increase engagement with the organization. Administrative volunteers and student interns interested in working at The Arc will be interviewed by appropriate staff members to determine their qualifications and placement. Administrative volunteers and student interns will not be permitted to drive participants in a personal or agency vehicle.

In accordance with this policy, administrative volunteers and student interns may be required to:

- Complete a volunteer application.
- Be subject to Criminal background check, Child and Adult Abuse registry checks, Sex Offender registry and professional/personal reference checks.
- Be directly supervised by a paid staff member.
- Be scheduled for agency orientation including the mission and values of The Arc, HIPAA, and the individuals and families we serve.
- Be trained by a supervisor overseeing the work assigned to them.
- An evaluation of their performance.
- Complete Mandatory Reporter training.



13 Employee Handbook Acknowledgement and Receipt

I hereby acknowledge receipt of the employee handbook of **The Arc of East Central Iowa**. I understand and agree that it is my responsibility to adhere to the policies within the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, The Arc practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that this document, nor any other communication, shall bind The Arc to employ me now or hereafter. My employment may be terminated by The Arc or me at any time, without reason. I understand that no representative of The Arc has the authority to enter into any agreement for employment for any specified period, to assure any other personnel action, to assure any benefits, terms, or conditions of employment, or make any agreement contrary to the foregoing.

This manual supersedes all previous employee manuals.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE