

Child-Adult Resource Services, Inc.

Employee Manual



2025

To empower by developing community based options and opportunities that will benefit individuals, families and the community-at-large

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SECTION 1

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Welcome to C.A.R.S.

It is a pleasure to welcome you as a member of the Child-Adult Resource Services Team. At C.A.R.S., we are proud of C.A.R.S.' previous achievements and eagerly anticipate new challenges to help us better serve individuals in all of our many and varied programs.

As each of us values our independence and our ability to make choices affecting our own lives, the persons and the families we serve have the same needs and values. We at C.A.R.S. are deeply committed to enabling each person served to further their own independence in social, educational, and work domains.

Some of us do this through direct service; others through administrative and support positions. Regardless of our work responsibilities, we must take our vision and commitment very seriously. For us to fulfill requirements of our positions, our first and foremost objective must be the empowerment of all persons and families served within our varied programs. To accomplish these goals depends entirely upon the willingness of all employee team members to work efficiently together across program lines with intelligence and resourcefulness in each of our positions. Your cooperation with all individuals, families, and employees is essential to accomplish our goal.

Please accept my best wishes and expression of hope that your term of employment with Child-Adult Resource Services will be a happy and mutually beneficial experience.

Sincerely,

Basil Weinman

Basil Weinman
President /CEO

Notice

This Employee Manual has been prepared to inform you of C.A.R.S. history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee.

Some Things You Must Understand

The policies in this Employee Manual are to be considered as guidelines.

- C.A.R.S., at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Employee Manual at any time without prior notice as business, employment legislation, and economic conditions dictate.
- Any such action will apply to existing as well as to future employees, unless otherwise stated in this manual.
- Employees may not accrue eligibility for monetary benefits that they have not become eligible for through actual time spent at work.
- Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.
- No one other than the President/CEO, after review by the Board of Directors of C.A.R.S., may alter or modify any of the policies in this Employee Manual. Any alteration or modification of the policies in this Employee Manual must be in writing.
- No statement or promise by a supervisor, manager, or division director, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.
- None of the policies in this handbook will be applied to prevent non-supervisory employees from discussing their terms or conditions of employment or to otherwise interfere with their rights under the National Labor Relations Act or other applicable laws.

Should any provision in this Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only that particular provision.

Reviewed and approved by the CARS Board of Directors (February 27th, 2025)

This Employee Manual replaces (supersedes) any and all other or previous C.A.R.S. Employee Manuals, or other C.A.R.S. policies whether written or oral and is effective March 1st, 2025.



CHILD ADULT RESOURCE SERVICES, INC. Program Overview

C.A.R.S. Mission Statement:

To empower by developing community based options and opportunities that will benefit individuals, families and the community at large.

Child-Adult Resource Services, Inc. is a private not-for-profit agency dedicated to providing services for children, families and adults who have a variety of support, education and rehabilitation needs.

C.A.R.S. provides services in several counties in West Central Indiana. C.A.R.S. is approved to provide Employment Services throughout all 92 counties of Indiana.

Our *Children's Division* provides direct services, community outreach and education services for numerous Indiana families. Programs for families and children include:

Healthy Families:

This is a family support program designed to assist at-risk families in becoming self-sufficient. Services may begin when the mother becomes pregnant and continue until the child is five years of age. Families have received intensive education and support services in their homes.

Our *Adult Division* provides services for adults who have a wide range of disabilities, as well as serving individuals who are moving to self-sufficiency or personally need employment support services.

DHG / DHI – Day Services:

Day Services are center and community based. Day Services provides opportunities for adults with developmental disabilities to increase their independence in areas such as daily living, personal health and safety, socialization, communication, education, recreation, and skills exploration within a meaningful, practical and fulfilling day. This program helps individuals develop connections and networks in the community.

BMG – Behavioral Support Services:

BMG services provide opportunities for training, supervision and/or assistance in appropriate expression of emotions and desires, compliance, assertiveness, acquisition of socially appropriate behaviors, and the reduction of inappropriate behaviors

Beyond ICAN / My Fabulous Self Program:

In 2015 C.A.R.S. partnered with the Beyond ICAN (BIC) program in Muncie, IN. This program has been replicated to form a second are program called My Fabulous Self (MFS). BIC / MFS is used to enhance the Day Service program. BIC / MFS is dedicated to enriching the lives of individuals through the experience of running their own business, from artistic design & production to marketing & sales. BIC / MFS creates jobs & experiences that allow individuals with developmental disabilities the opportunity to operate a business with assistance of staff. BIC / MFS provides an integrated work place where there is respect for all. Artisans can work in their own unique way & take pride in their work accomplishments & giving to their community.

PAC – Participant Assistance and Care Services:

PAC services are home and community based. PAC services are provided in order to allow individuals with intellectual/developmental disabilities to remain and live successfully in their own homes, function and participate in their communities, and avoid institutionalization. PAC services support and enable the individual in activities of daily living, self-care, and mobility with the hands-on assistance, prompting, reminders, supervision, and monitoring needed to ensure the health, safety, and welfare of the individual.

RSP – Respite Care Services:

Respite Care services are home and community based. Respite services provide individuals unable to care for themselves that are furnished on a short-term basis because of the absence or need for relief of those persons who normally provide care for the individual. Respite Care can be provided in the individual's place of residence, in the respite caregiver's home, in a camp setting, in a DDRS-approved day habilitation facility, or in a non-private residential setting.

Residential – RHS – Residential Habilitation Support Services (Daily or Hourly):

RHS services provide opportunities for adults with developmental disabilities to develop independent living skills in the areas of cooking, self-medication, money management, socialization, behavior management and community. Individuals within this program lives independently or with their family.

Residential – SGL – Group Home:

Group Home services provide opportunities for adults with developmental disabilities to develop independent living skills in the areas of cooking, self-medication, money management, socialization, behavior management and community. Individuals within this program lives in a group home which provides 24/7 supervision.

Employment Services:

Employment Services provides employment consultants to support individuals who have a range of disabilities, in obtaining and maintaining community employment. Employment Specialists match client skills and abilities with the needs of employers in

the community. The employment specialists make contact with potential employers; assist the individuals in the interview, hiring and training process and then provide follow-up services as needed to assist individuals in maintaining successful work experiences. Services may include evaluation, job placement, job coaching, on-the-job training and skills building.

Pre-Employment Transition Services

Pre-Employment Transition Services (Pre-ETS) is to ensure students 14-22 years of age have access to meaningful career planning in order to help with the seamless movement from high school to employment or post-secondary training. Students must have an IEP or 504 plan. Services include; job exploration counseling, work-based learning experiences, counseling regarding opportunities for post-secondary education or training, workplace readiness, and instruction in self-advocacy; working with selected school systems.

C.A.R.S. Contracted Work Projects:

Industrial Services:

- Assorted Contracts – Rockville, IN

Indiana Department of Transportation Rest Areas:

- Bartholomew County, IN – Taylorsville Rest Area
- Delaware County, IN-Pipe Creek Rest Area
- Fountain County, IN – Spring Creek Rest Area
- Hancock County, IN-Greenfield Rest Area
- Hendricks County, IN – Lizton and Plainfield Rest Areas

Janitorial Services/Supports:

- Futurex – Bloomington, IN
- Community Action-Covington, IN and Perrysville, IN

The purpose of C.A.R.S:

The reasons for which C.A.R.S. was organized are:

1. To promote the general welfare of individuals with developmental disabilities.
2. To foster the development of programs on behalf of the developmentally disabled population.
3. To develop individual plans for each individual served to best assist them in becoming independent, self-reliant, and self-sustaining as their abilities allow.
4. To participate in and encourage research related to mental disabilities and other developmental disabilities.
5. To develop appropriate work for individuals, who are served by C.A.R.S., in accordance with each individual's abilities.

6. To administer contracts, appropriated monies, grants, gifts, etc., in accordance with approved accounting procedures and rules and laws of the State of Indiana.
7. To administer and direct the activities and payroll functions for the C.A.R.S. staff.
8. To provide supervised residential housing support to individuals served by C.A.R.S. Residential Programs.
9. To offer assistance in resolving problems those parents, guardians, and other significant persons may encounter.
10. To educate the public in understanding individuals with developmental disabilities.

C.A.R.S. Mission Statement

To empower by developing community based options and opportunities that will benefit individuals, families and the community-at-large

Employment Service Mission Statement

To empower individuals to achieve independence through community employment

Day Service Mission Statement

To empower individuals to have meaningful, practical and fulfilling lives

Community Integration Missions Statement

To empower individuals with the skills to be comfortable in their community

Work Service Missions Statement

To empower individuals with work experience and trainings which may aid their independence

Residential Service Mission Statement

To empower individuals to gain the skills to live independently

Residential Habilitation Service Mission Statement

To empower individuals in maintaining their greatest level of independence living in their communities

Children's Division Mission Statement

To empower families and children by offering resources, opportunities and experiences that contributes to the growth and development of individuals, families and communities

PHILOSOPHY

Philosophy is a statement of values and beliefs, which influence operational decisions. For C.A.R.S. these values and beliefs are as follows.

The overall goal of C.A.R.S. is to provide individuals and families with training and experience that will increase their independent skills.

C.A.R.S. provides an organized setting in which the individual's growth, self-expression and independence can increase.

The agency approaches each individual served as a person of value, possessing individual differences. Individualized programs accommodate these differences. Where possible, the successful culmination of an individual's goals result in increased independence and integration into the community. Increased independence requires that the individual be permitted to assume "reasonable risks" and be recognized for their accomplishments.

Staff orientation toward persons served is based on the following:

1. Each person learns and grows throughout their lifetime. Since learning is an identifiable process that is neither mysterious nor automatic, thoughtful individual programming can enhance it.
2. Therapies work at overcoming disabilities. Outside the realm of therapies, it is more valuable to work at developing abilities, rather than overcoming disabilities.
3. Every person possesses qualities, which give him or her intrinsic value.
4. Every person tends to function better as his or her self-concept and self-esteem grow.
5. The needs of those persons we serve always supersede staff convenience. Meeting individual needs is always a function of people dealing with people, not a bureaucratic response.
6. Every person has strengths and limitations in their abilities to one degree or another due to their inherited traits and capacities, and due to their psychological, physiological, and educational experiences.
7. Every individual perceives every situation differently.
8. Each individual deserves equal protection under the law and equal access to the judicial system, regardless of property, sex, race, creed, color, or disability.
9. It is more important to teach self-help than it is to merely help an individual with a disability.
10. Assisting the individual with a disability does not mean imposition or control over that person. Individual needs and rights must be preserved to allow the individual to grow.
11. As more expectations of the individual with a disability are normalized, the more responses of the disabled person can be expected to normalize.
12. Social and community integration enhances the opportunity for inclusion.
13. The development of wholesome personalities tends to increase as individuals improve their ability to choose for themselves.
14. As the public becomes more educated concerning the challenges of the individual with a disability, their problems and expectations, the probability of success with agency programs increases.
15. Program results increase as family education and participation increase.
16. Services received must be person centered and linked to Individual Service Plans. Staff will be oriented to client plans on an ongoing basis and understand how they connect to the Individual Service Plan.

Principles

Child-Adult Resource Services, Inc.'s philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality of life all people need to lead lives of self-fulfillment and meaning. Achieving quality of life entails:

- Exposure to opportunities
- Freedom of reasonable choice
- Participation in community life
- Self-directedness

The people of Child-Adult Resource Services, Inc. further believe that five concepts must be our guideposts to attain this quality of life. These five concepts are:

- Normalization
- Empowerment
- Integration
- Inclusion
- Autonomy

Core Values

Child-Adult Resource Services, Inc. has established Codes of Ethics to guide the actions of staff/board members, treatment of those receiving services, business/ financial practices, and marketing.

Each new board member will be required to review and sign the pertinent code, indicating acceptance of it. Code of Ethics is contained within the C.A.R.S. Employee Manual which new employees receive and sign indicating acceptance of it. Any staff member who violates one of the Agency's Codes of Ethics may face corrective action. Board action may be taken with any board member who violates the Code of Ethics.

The core values that serve as roots for our Code of Ethics are:

Respect for Each Other

Staff and board members will exercise thoughtful consideration of the needs of others – staff persons, board members, and persons receiving services.

Conciliation

Staff and board members act in spirit of compromise and agreement. Each individual will hear and respect the other person's point of view and be open to constructive discussion.

Honesty

All staff and board members will deal honestly with other staff persons, board members, customers, and those receiving services. The value of honesty cannot be compromised. We must be honest without being hurtful.

Trust

Each of us will be non-judgmental on issues. We will be supportive of others and responsive in any time of need.

Code of Ethics

Code of Ethics – C.A.R.S.

1. C.A.R.S. will provide professional services with objectivity and with respect for the unique needs and values of the individual being provided services.
2. C.A.R.S. will avoid discrimination on the basis of factors that are irrelevant to the provision of services.
3. C.A.R.S. will provide sufficient objective information to enable an Individual, or the Individual's Legal representative, to make informed decisions.
4. C.A.R.S. will require all owners, directors, officers, employees, contractors, subcontractors or agents to:
 - Accurately present professional qualifications
 - Assume responsibility and accountability for personal competence in the practice of the person's profession and in the provision of supported living services
 - Maintain the professional's licensure or accreditation
 - Adhere to acceptable standards for the owner, director, officer, employee, contractor, subcontractor or agent's area of professional practice
 - Comply with all laws and regulations governing a licensed or accredited person's profession
 - Maintain the confidentiality of Individual information consistent with the standards of IAC 460 and all other state and federal laws and regulations governing confidentiality of Individual information
 - Conduct all practice with honesty, integrity, and fairness
 - Fulfill professional commitments in good faith
 - Inform the public and colleagues of services by use of factual information.
5. C.A.R.S. will not advertise or market services in a misleading manner.
6. C.A.R.S. will not engage in uninvited solicitation of potential Individuals, who are vulnerable to undue influence, manipulation, or coercion.
7. C.A.R.S. will make reasonable efforts to avoid bias in any kind of professional evaluation.
8. C.A.R.S. will not allow for nepotism during the conducting, directing, reviewing or other managerial activity of an investigation into an allegation of Abuse or Neglect, by prohibiting friends and relatives of an alleged perpetrator from engaging in these managerial activities.
9. C.A.R.S. will not subject its directors, officers, employees, contractors, subcontractors or agents to negative consequences as outlined in IC 22-5-3-3 following the director, officer employee, contractor, subcontractor or agent reporting:
 - The alleged abuse or neglect of an Individual
 - Violation of C.A.R.S. policies and procedures

- Violation of Division of Disability and Rehabilitative Services (DDRS) policies and procedures
 - Violation of state and federal laws.
10. C.A.R.S. will notify the appropriate party of any unprofessional conduct that may jeopardize an individual's safety or influence the individual or individual's representative in any decision making process, which may include:
- The Division of Disability and Rehabilitative Services
 - The Indiana State Department of Health
 - A licensing authority
 - An accrediting agency
 - An employer
 - The office of the Indiana Attorney General, Consumer Protection Division
 - The individual's guardian
11. C.A.R.S. will be prohibited against providing and/or the exchange of gifts, money and/or gratuities with
- Federal and State employees
 - Special state appointees
 - The spouse or un-emancipated child of an employee
 - The spouse or un-emancipated child of a special state appointee
 - An Individual potentially receiving service from C.A.R.S.
 - Any guardian or family member of an Individual potentially receiving service from C.A.R.S.
12. C.A.R.S. will be prohibited against providing and/or the exchange of gifts, money and/or gratuities with
- An individual receiving service from C.A.R.S.
 - Any guardian or family member of an individual receiving service from C.A.R.S.
13. C.A.R.S. will not permit personal fundraising / solicitation of any cause during working time and in working areas. C.A.R.S. will not permit distribution of non-company literature in work areas at any time during working time. C.A.R.S. will not permit employees to sell chances, merchandise or otherwise solicit or distribute literature without management approval.
- C.A.R.S. will allow pamphlets be left in common areas (i.e.: copier room) for employees to review.
14. Although C.A.R.S. cannot prevent the development of friendships or romantic relationships between co-workers, C.A.R.S. requires all employees to maintain professional relationships with other personnel during work hours and within the working environment.
15. All contact with persons served by C.A.R.S. employees must maintain clear boundaries of personal and professional conduct. Any employee who wishes to pursue a romantic relationship with a person served must notify the CEO or Division Director and request to be removed from direct involvement with the person served.
16. C.A.R.S. employees may witness legal documents; however, the employee is instructed to consult with their supervisor prior to witnessing a legal document such as power of attorney, guardianship, advance directives, etc. The employee witnessing the legal document should only do so if they are certain that the individual:
- understands the nature and effect of the document they are signing

- the delegation of their decision making power
 - and is not being influenced by another person
17. C.A.R.S. receives state, federal and Medicaid funding as well as money awarded through grants. C.A.R.S. expects all personnel to maintain high ethical standards by not wasting funds through fraudulent, abusive and/or other wrongdoing actions.
 18. C.A.R.S. employees will not be allowed to drive a vehicle owned and/or registered by an individual and/or an individual's family member.
 19. C.A.R.S. employees will not be allowed to ride in a vehicle that is being driven by an individual and/or an individual's family member.
 - If it is necessary for an employee to be a driver or rider:
 - (1) Employee must obtain authorization from his/her immediate supervisor
 - (2) IDT and C.A.R.S. must be in agreement
 - (3) Agreement and reasoning must be documented in the individual's PCISP
 - (4) Vehicle Insurance must be provided by the individual and /or individual's family to cover employee

Code of Ethics – Treatment of Persons Receiving Services

1. The following questions will serve as principles that will guide my actions in dealing with those individuals receiving services from or employed by Child-Adult Resource Services, Inc.
 - Do my actions....
 - Promote self-esteem in those we serve/supervise?
 - Demonstrate empathy and a willingness to use insights thus gained in such a way as to improve the situation?
 - Enlist the involvement of those we serve/supervise by increasing the worth of these individuals?
2. Persons receiving services must always be treated with respect and dignity, regardless of disability or other potential deficit area.
3. The input of persons receiving services into the rehabilitation process is not only important but it is paramount. That input should always be accepted in a respectful manner.
4. Persons receiving services give up no legal rights when they join Child-Adult Resource Services, Inc. Hence, an individual's legal rights must be respected at all times.
5. An atmosphere must be maintained in which those receiving services may learn and develop.
6. The organization must be ever mindful of the attitudinal, architectural, and communication barriers that may exist in the agency. Where barriers exist, the organization must consider corrective action.

Code of Ethics – Staff Members

1. I will do my best to see that Child-Adult Resource Services, Inc. meets the needs of the persons receiving services.
2. I will respect the value and dignity of all individuals.
3. I will do my best to create and maintain a climate of loyalty, trust, and mutual respect.
4. I will support a work atmosphere in which the work of each individual is respected as important.

5. I will recognize excellent work done by other staff members and persons receiving services.
6. I will strive to speak to everyone in a friendly, positive, enthusiastic, and courteous way.
7. I will support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.
8. I will support the decisions of management. I may state my position, but ultimately staff members must follow management's final decision.
9. I will be loyal to the agency. I will refrain from doing anything that might bring discredit to the agency.
10. I acknowledge that enthusiasm and a positive attitude always make for a better work place.
11. I will uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Child-Adult Resource Services, Inc.'s ability to meet its mission.
12. I will be a responsible steward of Child-Adult Resource Services, Inc.'s resources.
13. I will strive for personal and professional growth to improve my effectiveness.
14. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have on Child-Adult Resource Services, Inc.'s reputation in my community and elsewhere.

Code of Ethics – Board of Directors

1. I will do my best to see that Child-Adult Resource Services, Inc. is operated in a manner that upholds the agency's integrity, adhere to its bylaws, and merits the trust and support of the public.
2. I will strive to adhere to all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Child-Adult Resource Services, Inc.'s ability to accomplish its mission.
3. I will treat others with respect, doing for and to others as I would have done for and to me in similar circumstances.
4. I will be a responsible steward of Child-Adult Resource Services, Inc.'s resources.
5. I will take no actions that could benefit me personally at the expense of Child-Adult Resource Services, Inc., avoiding even the appearance of a conflict of interest.
6. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have, positively or negatively, on Child-Adult Resources, Inc.'s reputation in my community and elsewhere.
7. I will strive for personal and professional growth to improve my effectiveness as a Child-Adult Resources, Inc.'s Board Member.
8. I will refrain from unwarranted intrusion into the responsibilities of Child-Adult Resource Services, Inc.'s operational management.
9. Each new board member will be required to review and sign the pertinent code, indicating acceptance of it. Code of Ethics is contained within the C.A.R.S. Employee Manual which new employees receive and sign indicating acceptance of it.

Code of Ethics – Financial Practices

1. All financial practices of Child-Adult Resource Services, Inc. shall be handled in accordance with the applicable federal, state and local laws.

2. All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
3. All financial matters that fall within the purview of the agency's financial management policies shall comply with those policies.
4. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

Code of Ethics – Marketing Activities

1. Marketing activities are part of Child-Adult Resource Services, Inc.'s accountability to the public.
2. Marketing activities/efforts shall always respect the dignity and privacy rights of those receiving services.
3. Marketing activities will never knowingly mislead or misinform the public or misrepresent Child-Adult Resources, Inc.
4. Marketing activities will uphold the integrity of Child-Adult Resources, Inc. so as to merit the continued support and trust of the public.

Code of Ethics – Treatment of Community Members

1. Community members must always be treated with respect and dignity.
2. Requests for information from community members are responded to in a timely manner.
3. Concerns or complaints from the community are addressed.
4. Input is solicited from the community and is considered in a respectful manner.

Code of Ethics – Social Media

1. "Social Media" may include but is not limited to: Facebook, Twitter, Instagram, YouTube, Yelp, Blogs, Websites, broadcast news (tv/radio), printed media (newspaper/magazine) or any other media platform.
2. CEO and/or Division Directors will be the ONLY C.A.R.S. Representative allowed to speak and/or release information to any type of social media platform.
3. Each employee is responsible for what they post online to his/her own social media account.
4. C.A.R.S. discourages supervisors and managers from "friending" their employees as friends on social media as this can create issues regarding boundaries and interfere with working relationships.
5. Employees are prohibited from posting comments, pictures and/or videos about clients, co-workers and/or C.A.R.S. in general that are vulgar, obscene, threatening, intimidating or harassing.
6. Employees can be held liable for comments, pictures, videos deemed to be copyright infringement, defamatory, proprietary, slanderous, or obscene about clients, co-workers and/or C.A.R.S. in general.
7. Employees can be held liable for comments, pictures, videos that violate privacy, confidentiality and HIPAA laws for clients, co-worker and/or C.A.R.S. in general.

Code of Ethics – Reporting Allegation of Violations

1. An employee, individual served or any other stakeholder has the right to report an allegation of violation of ethical codes. ,

2. For having made a report an employee cannot be dismissed from employment, have salary decreased, employment related benefits withheld, be transferred or reassigned, be denied a promotion or be demoted,
3. All allegations of violations will be addressed and investigated within 5 business days.
 - o C.A.R.S. Investigation Policy & Procedure will be followed.
4. Pending the results of an investigation – any employee found guilty or was involved in a violation of ethical codes will receive disciplinary action. Disciplinary action may include but is not limited to: Suspension, Termination, Criminal charges
5. All records of the violation / investigation will remain confidential.

Rights of Individuals and Families Served

Staff will at all times safeguard the rights and interests of people served and will refrain from undertaking any activity which would diminish the civil or legal rights of any person receiving services through the Agency.

The people served must understand the therapeutic relationship with the staff that might affect his/her decision to enter or continue training. The people served must be aware of training methods, anticipated training results, and possible reactions and consequences. The people served have the right to know of the confidentiality surrounding his/her training as it might affect his/her relationship with the staff.

When the individual served is not competent to understand the above, the person designated responsible for the individual must be informed

What You Can Expect From C.A.R.S.

C.A.R.S. believes in creating a harmonious working relationship between all employees. In pursuit of this goal, C.A.R.S. has created the following employee relations objectives:

1. Provide an exciting, challenging, and rewarding workplace and experience.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
3. Review wages, employee benefits and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.
4. Provide benefit time and holidays to all eligible employees.
5. Provide eligible employees with health benefits.
6. Assure employees, after talking with their supervisor, an opportunity to discuss any issue or problem with management of C.A.R.S.
7. Take prompt and fair action of any complaint that may arise in the everyday conduct of our business/services, to the extent that is practicable.
8. Respect individual rights, and treat all employees with courtesy and consideration.
9. Maintain mutual respect in our working relationship.
10. Provide buildings and offices that are functional, orderly and safe.

11. Promote employees on the basis of their ability and merit.
12. Make promotions or fill vacancies from within C.A.R.S. whenever practical.
13. Keep all employees informed of the progress of C.A.R.S., as well as the company's overall goals and objectives.
14. Promote an atmosphere in keeping with C.A.R.S. mission and goals.

What C.A.R.S. Expects From You

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and to maintain a good team attitude.

How you interact with fellow employees and those whom C.A.R.S. serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by C.A.R.S. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed C.A.R.S. expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making C.A.R.S. a company where you can approach your manager, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of C.A.R.S. We are all human, so please communicate with each other and with management.

Remember, you help create the pleasant and safe working conditions that C.A.R.S. intends for you. The result will be better performance for the company overall, and personal satisfaction for you. C.A.R.S. needs your help in making each working day enjoyable and rewarding.

Open Communication Policy

C.A.R.S. encourages you to discuss any issue you may have with a co-worker or supervisor directly with that person. If a resolution is not reached, please arrange a meeting in accordance with the proceeding Levels of Supervision to discuss any concern, problem, or issue that arises during the course of your employment. Any information discussed in an Open Communication/ Grievance Procedure meeting is considered confidential. Should you be unable to resolve a concern or conflict, please follow the established Levels of Supervision: those being Supervisor, Manager, Division Director, and President/CEO. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable and will not be tolerated. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat corporate rumors or office gossip. It is more constructive for an employee to consult his/her supervisor immediately with any questions.

Suggestions

We encourage all employees to bring forward their suggestions and ideas about how our services can be enhanced, company can be made a better place to work, and our products improved.

When you see an opportunity for improvement, please talk it over with your supervisor. She/he can help you bring your idea to the attention of the people in the agency that will be responsible for possibly implementing it.

All suggestions are valued and listened to. When a suggestion from an employee has particular merit, we provide for special recognition of the individual(s) who had the idea.

We have created a form to help you communicate your ideas and suggestions. We call it the "Bright Idea Form." A copy of this form is located in the form section of this Manual found at each C.A.R.S. location. It's a template written to help you define the problem or situation, describe an ideal situation and your proposed solution, as well as list the requirements necessary for implementing your proposed solution. The form also insures that you get maximum recognition for your contribution.

SECTION 2

Employment

At-Will Employment

Your employment with C.A.R.S. is at-will. This means that neither you nor C.A.R.S. has entered into a contract regarding the duration of your employment. You are free to terminate your employment with C.A.R.S. at any time, with or without reason. Likewise, C.A.R.S. has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of C.A.R.S.

No employee of C.A.R.S. can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without written approval from the President.

Termination of Your Employment

C.A.R.S. will consider you to have terminated your employment if you do any of the following:

1. Resign from C.A.R.S.,
2. Fail to return from an approved leave of absence on the date specified, or
3. Fail to report to work or call in for three (3) or more consecutive workdays.

You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of C.A.R.S. policies. However, your employment is at-will, and you and C.A.R.S. have the right to terminate your employment for any or no reason.

Confidential Information

Upon accepting employment with C.A.R.S., you were asked to sign a Confidentiality Agreement that provides that you will not disclose or use any C.A.R.S. confidential information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with C.A.R.S. assumes an obligation to maintain confidentiality, even after you leave our employ.

Additionally, the people served, customers, and suppliers entrust C.A.R.S. with important information relating to their lives and businesses. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, C.A.R.S. earns the respect and further trust of the people we serve and consumers.

We all become part of the persons lives that we serve and in turn they become part of our lives. This requires that we keep the trust of that person, and that we do not exploit them in any way, the very fact that we know that they are persons with special needs is confidential information. The place that they live and the relationships that they have are also protected information.

We are all covered under the same Confidentiality Statement so we can as needed talk between ourselves and we have persons outside CARS sign the statement as needed. But our friends and families are not covered under the Statement. With that said, posting information and pictures of

the persons we serve on social media is breaking confidentiality and will lead to disciplinary action including termination

If you are questioned by someone outside the company or your department and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to your supervisor.

No one is permitted to remove or make copies of any C.A.R.S. records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

Privacy and Security

A BREACH occurs when Sensitive Information / PHI that, by law, must be protected is...

- Lost, stolen or improperly disposed of
- “Hacked” into by someone or through a mechanized program that is not authorized to have access
- Communicated or sent to others who have no official need to receive it

A breach and/or the improper use or disclosure of Sensitive Information / PHI presents the risk of (1) Identity theft (2) Invasion of privacy (3) Harm & embarrassment to client and/or employee

It is the responsibility of every C.A.R.S. employee to protect the privacy and security of Sensitive Information / PHI in all forms

HIPPA violations are enforced not only by C.A.R.S. but also by the Department of Health & Human Services (HSS). Breaches of information can result in...

- Disciplinary action
 - Verbal / Written Warning
 - Suspension from C.A.R.S.
 - Termination from C.A.R.S.
- Criminal penalties
 - Up to 10 years in prison
- Financial penalties
 - \$50,000 or higher
 - Employee can be fined and/or C.A.R.S. can be fined as an agency

It is the responsibility of every C.A.R.S. employee to report privacy and security breaches to:

- C.A.R.S. Privacy & Security Officer
 - Holly Leach – Quality Assurance
 - Parke Center
 - 765-569-2076 ex.1003
 - hleach@cars-services.org

C.A.R.S. cannot threaten or retaliate against any individual filing a HIPPA report or complaint including notifying the C.A.R.S. Privacy & Security Officer of a breach of information.

C.A.R.S. is required to maintain a log of all reported breaches and submit this log to the Department of Health and Human Services annually.

People Served/Customer Relations

The success of C.A.R.S. depends upon the quality of the relationships between C.A.R.S., our employees, people we serve, customers, suppliers and the general public. The people served/customers' impression of C.A.R.S. and their interest and willingness to purchase from us is greatly formed by the people who serve them. Each staff member is an ambassador for C.A.R.S. The more goodwill you promote, the more the people served/customers will respect and appreciate you, C.A.R.S. and C.A.R.S. services and products.

Below are several things you can do to help give a good impression of C.A.R.S. These are the building blocks for our continued success.

1. Act competently and deal with the people served/customers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on requests, questions, and orders promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.

These policies apply to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

Cultural Competency & Diversity

The purpose of Cultural Competency & Diversity is to demonstrate an awareness and respect for the diversity of people you interact and work with each day. This includes persons served, personnel, stakeholders, family members, contractors, members of the community, etc. Each person is diverse in their own way such their cultural background, spiritual beliefs, socio-economic status, language spoken, race, citizenship status, national origin, age, gender, sexual orientation, physical or mental disability, political affiliation, or any other factor protected by law. It is C.A.R.S. policy for each employee to interact effectively with people of diversity, particularly in the context of persons served, personnel and other stakeholders.

Equal Employment Opportunity

This institution, C.A.R.S., is an equal employment opportunity provider, and employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientations, gender identity, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. C.A.R.S. complies with the law regarding reasonable accommodation for employees with handicaps or disabilities.

It is the policy of C.A.R.S. to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). C.A.R.S. will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. C.A.R.S. will also make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on C.A.R.S.

Equal employment opportunity notices are posted near employee gathering places as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that C.A.R.S. equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employees, including managers, involved in discriminatory practices will be subject to termination.

Accommodation Policy

Employees who believe they have a mental or physical disability or have a sincerely held religious belief requiring reasonable accommodation to be able to perform the essential functions of their job should contact the Human Resource Manager or CEO. The company will then engage in an interactive discussion with the individual employee to verify the existence of a disability covered under the law, identify possible accommodations, including a reasonable amount of time off work, and determine which accommodations the company can and will provide under special circumstances.

Affirmative Action Policy

It is the policy of the Child-Adult Resource Services, Inc. to provide equal opportunity to all people without regard to race, color, religion, sex, national origin, age, disability, status as a Vietnam era or special disabled veteran or any other protected class through a positive, continuing program to be known as the Child-Adult Resource Services, Inc. Affirmation Action Policy.

The primary objective of the Affirmative Action Policy is the achieving of equitable representation and distribution of minorities and females throughout the staff. This objective will be attained by aggressively seeking individuals for all job levels within the organization through recruitment of minority group members and females.

To insure the efficient organizational functioning and program operation, the Agency will employ and advance individuals within the Agency, on the basis of merit, ability and potential, regardless of their race, color, religion, sex, national origin, disability, status as a Veteran era or special disabled veteran or any other protected class in relation to the requirements of the position for which the individual is being considered.

Dissemination of Policy

The Affirmative Action Policy will be communicated to all relevant audiences within and outside the structure of the Agency.

1. The policy will be included in the Personnel Policies Manual.
2. A copy of the policy will be available to all staff through access to a copy of the Personnel Policy located in each location.
3. All employment advertising will carry the statement: "Equal Opportunity Employer".
4. In all transactions with local minority organizations, employment agencies, secondary schools, colleges and universities, each will be advised of the Agency's Affirmative Action Program.

Responsibility for Implementation

The President is responsible for, although not limited to:

1. Assisting in establishing goals and objectives.
2. Insuring that minorities and females are equitably represented and distributed throughout the Agency's staff.
3. Insuring that the merits and talents of staff, particularly those who are minority or female, are fully developed and utilized.
4. Suggesting appropriate individuals for participation of staff development programs.
5. Insuring that minorities and females are free from discriminatory actions in their daily work.
6. Adherence to all recruitment, promotion, and training procedures outlined in this document.
7. Soliciting staff input and assistance in the planning, development and implementation of the program.

Program to Attain Goals

1. Recruitment

The recruitment program of the Agency will be conducted in a manner to insure that it is actively reaching all segments of the Service Area. If regular channels of recruitment are not providing sufficient minority or female applicants, direct initiative will be taken to make certain minority and female candidates are identified, made familiar with available positions and encouraged to make application. This will be achieved by:

- a) Recruiting advertisements in minority group news media where advertising in the general media is used to fill positions.
- b) Identification and contact with university placement offices with special programs for minorities.
- c) Direct contact with groups and organizations specifically oriented to and concerned with minority groups and females.

2. Promotions

Every consideration will be given to internal promotions before seeking candidates outside the organization.

- a) A review of present staff will be conducted to assess qualifications for individual promotions.
- b) Position openings will be formally announced in order that present staff are aware of these positions and may have an opportunity to make application.

3. Training

Learning opportunities, leading to more responsible positions, will be available to all staff on a continuing basis.

Audit, Report and Evaluation

The following records will be maintained for statistical purposes and will be reviewed periodically by the President to evaluate the status of the Agency's Affirmative Action Program.

1. Changes in composition of the organizational work force by the type of job and level of management as these relate to the Affirmative Action Program goals.
2. Changes being made to the Affirmative Action Program as a result of the activities during the reporting year.

Reporting

Any person who is aware that any potential violation of this policy should report such concerns to Human Resources or CEO/President as soon as possible; a thorough investigation and prompt resolution to resolve such complaints in strict compliance with all applicable laws. Any employee violating this policy or retaliating in any way against compliance under this policy will be subject to discipline, up to and including termination.

Harassment Policy

C.A.R.S. intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses that might interfere with work performance. Harassment of any sort - verbal, physical, and visual - will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin or ancestry, gender identity, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

What Is Harassment?

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

Responsibility

All C.A.R.S. employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or the designated management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting

While C.A.R.S. encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your supervisor immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to a manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action up to and including termination. C.A.R.S. will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

C.A.R.S. accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. C.A.R.S. Management will take action, including but not limited to, the investigation of the allegation upon report of the harassment. C.A.R.S. Management cannot correct a problem which has not been reported. C.A.R.S. may or may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

Policy Statement on Sexual Harassment

What Is Sexual Harassment?

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. Among other perceived unconventional situations, sexual harassment may involve two women or two men.

Sexual harassment may exist on a continuum of behavior. For instance, one example of sexual harassment may be that of an employee showing offensive pictures to another employee.

Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in your working conditions and/or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of an employee. This behavior does not necessarily link improved working conditions in exchange for sexual favors. It is also against C.A.R.S. policy to download inappropriate pictures or materials from computer systems.

C.A.R.S. prohibits any employee from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual.

C.A.R.S. will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace.

How You Were Selected

C.A.R.S. is confident that as a result of the mutual selection process undertaken, your employment will prove to be beneficial to C.A.R.S. as well as yourself and we look forward to having you join us.

Hiring Procedure Policy

- ❖ Open positions are posted on the CARS website and sent via CARS email, then if deemed necessary and requested by the division director, advertisements are placed in the appropriate newspapers or other recruiting methods.
- ❖ Applications received are reviewed and approved by the Human Resource Manager, and then sent to the appropriate supervisor or division director;
- ❖ The supervisor or division director reviews the approved applicants for education, experience, and required position qualifications and if job qualifications are satisfied, an interview is scheduled with the potential applicants;
- ❖ The applicant is asked a standard battery of questions, to include questions specific to respective agency divisions in some instances, some of which includes a written assignment. All responses are recorded during the interview process, and the applicant is scored on a point system; the applicant then is determined to be either hireable or not hireable;
- ❖ All hireable applicants are then systematically compared on essential job requirements;
- ❖ The most qualified applicant is then selected;
- ❖ Prior to offer, contact with all work and personal references listed on application are made with a minimum of three contacts completed; simultaneously, background checks are completed

- ❖ The Human Resource Manager makes a written employment offer to the individual. Upon receipt or acknowledgement of acceptance by the applicant, the new hire is required to receive some or all of the following; submit to a drug screen as well as a TB and fingerprinting depending on job assignment.
- ❖ The first day of employment is agency orientation.

This selection process helps C.A.R.S. find and employ people who are concerned with their own personal success and the success of C.A.R.S.; people who want to do a job well; people who can carry on their work with skill and ability; and people who are comfortable with C.A.R.S. and who can work well with our team. An employee who willfully leaves employment within 30 days of hire, resigns within 30 days of hire, or does not maintain continuous employment for 30 days of hire, will be responsible for the price of the criminal check, driving record check, physical exam and drug test and all other expenses related to the hiring process.

Employee Background Check

Prior to becoming an employee of C.A.R.S., a job-related background check was conducted. As you may know, a comprehensive background check may consist of prior employment verification, professional reference checks, and education confirmation. Depending on job assignment may include:

- Department of Motor Vehicle driving check
- Indiana State Police
- Safehire-social security trace and all counties in all states over last 3 years
- Certified Nurse Aid through Indiana Licensing Board
- Medicaid Fraud through Office of Inspector General Dept H&H Services
- National Sexual Registry
- Department of Family and Children State Registry
- My Case
- Fingerprinting

Credit Investigation

Following the requirements imposed by the Federal-Truth-In-Lending and the Fair Credit Reporting Acts, a federal statute that regulates the activities of consumer reporting agencies and users of credit reports, and protects consumers from invasions of privacy by placing certain restrictions on persons who may use or disseminate credit information about consumers, C.A.R.S. conducts a pre-employment credit check only on those applicants for positions that involve financial responsibility. Your employment with us may be conditional upon our review of the information in the credit check. C.A.R.S. reserves the right to conduct this credit check at any time after you have been employed. Remember, you have certain legal rights to discover and to dispute or explain any information prepared by the credit checking company.

Criminal Records

Due to the nature of CARS' services, limited criminal record checks will be performed on all employees as part of the hiring process and periodically after employment.

CARS will not employ or contract with any person whose limited criminal history check indicates conviction of the following offences:

1. A sex crime.
2. Felony Battery, Neglect, or Exploitation of an endangered adult or child.
3. Failure to report battery, neglect or exploitation of an endangered person, adult or child.
4. Crimes of dishonesty or moral turpitude.
5. Felony or misdemeanor theft; only if the conviction occurred less than ten (10) years before the persons' employment date.
6. Criminal Conversion.
7. Criminal Deviate conduct.
8. Murder.
9. Manslaughter voluntary or involuntary.
10. Felony or misdemeanor battery at time of conviction.
11. Any offense relating to alcohol or a controlled substance.

Driver's License and Driving Record and Personal Insurance

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and insurance as well as a driving record acceptable to our insurer. C.A.R.S. will request your authorization to monitor your driving record at time of hire and periodically thereafter. A current copy of your drivers license and insurance should be keep on file in the Human Resources Department. Depending of position and responsibilities Division Director may waive the need for current vehicle insurance to be included in your file.

Any changes in your Driving or Criminal Record must be reported to HR immediately, failure to do so may result in disciplinary action, up to and including possible termination.

Specialty License

Some positions may require the employee to obtain a specialty drivers license. The cost in obtaining this license will be paid by C.A.R.S.

TB Testing

TB testing may be done upon hire as required based on standards of program the employee is working in and may be required annually. If a person cannot medically take this test, the Agency will pay for chest x-rays to be taken. This will be done at a C.A.R.S. Worker's Compensation Medical Provider or a provider designated by C.A.R.S.

An employee who tests positive for tuberculosis and is in a contagious state will be put on medical leave until they are no longer contagious. Sick days may be used if the employee has accrued sick days.

Direct Care employees will receive annual TB education.

Hepatitis B Vaccine

The Hepatitis B Vaccination Series (3 shots) is an optional vaccination.

If an employee chooses to obtain the Hepatitis B Vaccination – the following steps need to be completed...

- Employee must obtain the Hepatitis B Vaccination (all 3 shots) at a doctor's office / Health Department / etc.
- Employee must obtain all documentation regarding the Hepatitis B Vaccination
- Employee must obtain all receipts regarding the Hepatitis B Vaccination
- Employee must turn in all documentation and receipts to the Human Resource Manager for reimbursement

If an employee chooses not to obtain the Hepatitis B Vaccination and is exposed while working at C.A.R.S. – the employee will be sent to Occupational Health to receive the Hepatitis B Vaccination which will be paid for by C.A.R.S.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to C.A.R.S. and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor for an explanation.

Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment; either you or C.A.R.S. may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

1. Violation of any company rule; any action that is detrimental to C.A.R.S. efforts to operate profitably.
2. Violation of security or safety rules or failure to observe safety rules or C.A.R.S. safety practices; failure to wear required safety equipment; tampering with C.A.R.S. equipment or safety equipment. Failure to wear seat belt.
3. Negligence or any careless action that endangers the life or safety of another person.
4. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises or on company time, except medications prescribed by a physician which do not impair work performance.
5. Unauthorized possession of dangerous firearms, weapons or explosives on company property or while on duty.

6. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing C.A.R.S.; fighting, or provoking a fight on company property or when representing C.A.R.S., or negligent damage of property.
7. Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
8. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
9. Engaging in an act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow employees, people served, customers, suppliers, or visitors in any manner.
10. Theft or unauthorized possession of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
11. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by C.A.R.S.; alteration of company records or other company documents.
12. Violating the Confidentiality Agreement; giving confidential or proprietary C.A.R.S. information to competitors, other organizations, individuals, or to unauthorized C.A.R.S. employees; breach of confidentiality of personnel or those served including all verbal, non verbal and electronic means.
13. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
14. Immoral conduct or indecency on company property.
15. Conducting a lottery or gambling on company premises.
16. Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your supervisor.
17. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
18. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time specified for such purposes.
19. Sleeping or loitering during working hours.
20. Excessive use of company telephone for personal calls.
21. Smoking in restricted areas or at non-designated times, as specified by department rules.
22. Creating or contributing to unsanitary conditions.
23. Posting, removing or altering notices on any bulletin board on company property without the permission of a supervisor.
24. Failure to report an absence or late arrival; excessive absence or lateness.
25. Obscene or abusive language toward any manager, employee, person served or customer; indifference or rudeness towards a person served, customer or fellow employee; any disorderly/antagonistic conduct on company premises or company time.
26. Speeding or careless driving of company vehicles, or personal vehicle while conducting agency business.

27. Failure to immediately report damage to, or an accident involving, company equipment.
28. Failure to use your AccelTrax personal access mode; unauthorized alteration of your work time or attendance records; punching or altering another employee's AccelTrax access to records, or causing someone to alter your AccelTrax or records.
29. Employees must report violations of any C.A.R.S. policies and procedures, DDRS, policies and procedure and/or state and federal laws to an appropriate supervisor immediately. Employees that report such violations will not be dismissed from employment, have salary and/or benefits withheld, be transferred or reassigned, be denied a promotion and/or be demoted. Employees that furnish false violations may be subject to disciplinary action and/or termination.

Disciplinary Actions

The Agency is dedicated to a positive approach to the solution of problems. Behaviors that interfere with the delivery of services and the conduct of business may have serious impact on the Agency. C.A.R.S. expects that these problems can be and should be resolved in a manner that will avoid the use of disciplinary action. However, when other processes fail, and discipline is in order, the following will apply:

- A. The purpose of these four steps of disciplinary action is to provide the employee with sufficient warning concerning their conduct so that problems can be corrected without resorting to dismissal.
- B. Notice of any disciplinary action will be sent to the appropriate C.A.R.S. Division Director and the Human Resources Department within one working day of when the action was taken. Notice of any disciplinary action taken under steps 3 or 4 will be sent to the C.A.R.S. President, within one working day of when the action was taken.
- C. It is anticipated that the Supervisor or Division Director for whom an employee works will take most disciplinary actions.
- D. If a matter is judged to be of a nature that requires action other than reprimand, the Supervisor or Division Director may skip steps 1 and 2 and go directly to steps 3 or 4.

Discipline will take one or more of the following forms:

1. Verbal Reprimand
The employee shall receive a verbal reprimand. When one is delivered it shall be documented including date and signature of the Supervisor or Director giving the reprimand. This document shall become part of the employee's personnel file.
2. Written Reprimand
When verbal reprimand proves unsuccessful in correcting a problem, the employee may receive a written reprimand from their Supervisor or Division Director. This reprimand shall be signed by both the employee and the Supervisor or Division Director and dated. This document will become part of the employee's personnel file. This reprimand may reference the verbal reprimand.

3. Reinstatement of Provisional Status Period

It is the option of the Division Director to reinstate a Provisional Status Period, not to exceed three months. Employee must be presented with improvement guidelines and a step-by-step plan must be reviewed with the employee every two weeks. At the end of the reinstated provisional status period, the employee will either be taken off provisional status or terminated. All benefits and accrual of benefits will remain the same during this period.

4. Dismissal

When repeated disciplinary actions do not solve a problem of substance; where there is a problem of incompetence; or where there are unlawful acts of moral turpitude, the employee may be notified in writing of dismissal and forfeiture of benefit. This shall become part of the employee's personnel file.

Suspension

Three Day Suspension

When a problem reoccurs or is of such flagrancy to require it, the employee shall be notified in writing of a 3-day suspension without pay or benefits. Personal time cannot be used during this time period. This shall become part of the employee's personnel file. If a situation requires an investigation to determine appropriate discipline or whether discipline is required at all, then an extended suspension may be imposed on the employee. (Reference suspension policy)

If you commit any of the actions listed below or any other action not specified but similarly serious, you will be suspended without pay pending an investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken.

1. Neglect or abuse of any individual served (child or adult);
2. Theft;
3. Falsification of C.A.R.S. records;
4. Failure to follow safety practices;
5. Breach of Confidentiality Agreement;
6. Threat of, or the act of, doing bodily harm;
7. Willful or negligent destruction of C.A.R.S. property;
8. Use and/or possession of intoxicants, drugs or narcotics while on duty;
9. Test positive for the use of illegal drugs;
10. Insubordination.

The provision of this Disciplinary Policy is not a guarantee of its use. C.A.R.S. reserves the right to terminate employment at any time, with or without reason. Additionally, C.A.R.S. reserves the right to prosecute any employee for any of the above infractions.

Provisionary Period

The Agency recognizes three separate conditions under which employees may be placed on provisional status.

The first is the 180-day provisionary period for new employees. This period is established to benefit both the employee and the Agency. It is a period of adjustment and adaptation, both personally and in terms of learning the job requirements and Agency work guidelines. If, during this period, you are unable to adapt successfully to the requirements of the position, the division, or the Agency as a whole, your employment can be terminated immediately.

If you decide at any time during this provisionary period that you would be happier employed elsewhere, you are free to resign at any time, just as the Agency is free to separate you from employment at any time. However, a two-week notice is a courtesy the Agency appreciates.

The second type of provisional status occurs when an employee changes jobs within the Agency. If the employee is on the introductory period status, the two terms of provisional employment will run concurrently. Non-provisional employees who experience a job change will have a three-month provisional period in the new position. Full benefits will continue during this type of provisional status when the employee has already achieved that status.

The third type of provisional employment is for inadequate performance or improper behavior at any time after the introductory period for new employees. You may be placed on provisional status for deficiencies that you are able and willing to correct. Full benefits will be in effect during this provisional status period. Please reference the discipline policy for more information on this type of provisional status period.

Each type of provisional employment will be a period when both you and your supervisor pay particular attention to your performance and progress. After you have successfully completed a provisional period, you will be subject to the normal guidelines for discipline and performance appraisal discussed elsewhere in this manual. Please note, though, that under these provisions you can be separated immediately if it appears you are unable or unwilling to correct a problem, or if your continued employment would be contrary to the Agency's best interest or the welfare and safety of other employees and/or people served by the agency.

Anniversary Date

The first day you report to work is your anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Employee Manual.

Immigration Law Compliance

All offers of employment are contingent on verification of your right to work in the United States. On your first day of work you will be asked to provide original documents verifying your right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form. Additionally, CARS utilizes E-Verify to verify all hires. If you at any time cannot verify your right to work in the United States, C.A.R.S. may be obliged to terminate your employment.

New Employee Orientation

All new employees will receive orientation to the Agency, its policies, facilities, job description and responsibilities, the staff and to the people served by the agency. During the first week of

employment all new employees will be given an employee policy manual and be asked to fill out all new hire paper work required. All new hires will receive an in depth agency orientation from the Human Resources Department within the first six weeks of employment. Any other required orientation will occur in phases during the employees first six months of employment.

All temporary employees, internship employees or volunteers are also required to go through an agency orientation with the Human Resources Department.

Your supervisor will introduce you to your co-workers and site layout. Please feel free to ask your colleagues any questions not answered during your orientation.

Work Schedule

Business Hours

Our regular operating hours vary with location and service provided.

Your particular hours of work and the scheduling of your meal period will be determined and assigned by your supervisor. Should you have any questions concerning your work schedule, please ask your supervisor.

Telecommuting Employees

Telecommuting is working at home or other off-site locations that are linked through computers, fax machines, and other equipment to one of CARS sites or corporate location. CARS maintains complete discretion over which employees and which positions may be eligible to telecommute and the duration of such arrangement. This discretion is generally defined by the essential job function of each job. The policy does not apply to situations in which a Supervisor may permit an employee to work at home on a temporary, irregular basis.

Employees eligible for a telecommuting arrangement are those who have presented no performance or disciplinary problems. Employees must also generally have a proven performance record and the ability to work independently with limited supervision.

Certain positions are obviously more amendable to telecommuting than others. Positions that involve clearly defines and independently achievable objectives and minimal face-to face contact are naturally more appropriate for telecommuting than positions requiring frequent personal interaction with, supervisor, clients, children, families or other co-workers. Your supervisor can tell you whether you are a candidate for telecommuting and will decide on a case by case basis subject to job-specific essential functions.

An employee working pursuant to telecommuting arrangement is subject to the same terms and conditions of employment and will be expected to maintain the same level of professionalism, work quality, and work quantity that would be expected under a traditional work setting. Telecommuting employees will abide by all CARS policies and requirements as traditional employees. Working hours will be mutually agreed upon by the supervisor and employee and will be dictated by the needs of client, family, or child. Non-exempt employees will be expected to maintain scrupulous records of all time worked. Telecommuting employees will be required to report to office for work, meetings, and trainings on an as needed basis.

Telecommuting employees who are not assigned to current CARS site as their main site, you will not need to deduct commute mileage from your mileage sheet. Your mileage for reimbursement will begin at your home and end at your home. If at some point a CARS location is established in your local area and you are assigned to that location as your office, then you will revert back to the existing policy that the distance between your home and office is your commute mileage.

Telecommuting employees must be able to establish a designated workspace in their home. This workspace must provide assurance that confidential information pertaining to CARS, its employees, clients, families, and children, will remain confidential. CARS retains the right to inspect the work area to ensure that a safe, protective environment is being maintained. CARS will provide telecommuting employees with necessary equipment. CARS property may not be used for personal matters without the written permission of the Division Director or CEO. Telecommuting employees must comply with all software license limitations imposed on or held by CARS. Dependent care issues must not interfere with the telecommuting employee's work productivity or performance. Any tax implications related to at-home work arrangement are the sole responsibility of the employee.

CARS reserves the right to terminate any and all telecommuting arrangements at any time with or without notice.

Attendance

C.A.R.S. would like you to be ready to work at the beginning of your assigned daily work hours, and to reasonably complete your projects by the end of your assigned work hours. Please let your supervisor know if you will be away from your workstation for an extended period of time and when you expect to return.

Absence or Lateness

From time to time, it may be necessary for you to be absent from work. C.A.R.S. is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. Sick days and/or personal days have been provided for this purpose.

If you are unable to report to work, or if you will arrive late, please contact your supervisor immediately. If you know in advance that you will need to be absent, please request this time off directly from your supervisor (using the Employee Time Off Request Form).

When you call in to inform C.A.R.S. of an unexpected absence or late arrival, simply ask for your supervisor. If you're arriving to work late, please let your supervisor know when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you.

Absence from work for three (3) consecutive scheduled workdays without notifying your supervisor will result in termination.

If you are absent because of an illness for three (3) or more successive days (24 hours), your supervisor will request that you submit written documentation from your doctor stating you are

able to resume normal work duties before you will be allowed to return to work. (Please see Sick Policy)

A consistent pattern of questionable absences can be considered excessive, and may be cause for concern. In addition, excessive lateness or leaving early without letting your supervisor know will be considered a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration.

Your supervisor will make a note of any absence or lateness, and their reasons, in your personnel file. Be aware that excessive absences, lateness or leaving early may lead to disciplinary action, including possible dismissal.

Severe Weather and Emergency Conditions

In the event of severe weather conditions or other emergencies, a particular site may be closed. As such, you will be notified as soon as possible, either directly or the call in voice mail system.

If your supervisor asks that you remain at work to complete assigned work duties after the site has closed because of severe weather conditions or another emergency, you will be paid at regular time for the remaining hours that you work beyond the announced closing time.

If a snow emergency is declared in the county of your primary work site, the site will automatically be closed to all employees and people served. **If a site is closed for any reason, and you are not assigned to work at another accessible site, you will not be paid unless you use Personal Time. Sick Time may not be used unless you meet the requirements for it's use.**

At all other times, the site will open to staff but one of the following conditions may apply:

1. Site open but no transportation provided.
2. Site open but delayed; you will be paid only for the actual hours worked, or you may use Personal Time.
3. Site open with transportation running snow routes only or snow routes on delay.
4. Site may be closed to clients, but open for staff

Notification of the above will be made via your center's weather voice mail number. You should plan to listen to the voice mail phone number to see if the site is closed or delayed; it is your responsibility to find out if the site is closed or delayed. If your worksite uses a different notification system – it is still your responsibility to find out if the site is closed or delayed.

If employees are unable to make it in to work, they will need to call in and report it to their supervisor and will be expected to use a personal day or a no payday.

Employment Classifications

At the time you are hired, you are classified as full-time, part-time or temporary. In addition, you are classified as either non-exempt or exempt. All other policies described in this Employee Manual and communicated by C.A.R.S. apply to all employees, with the exception of certain wage, salary and time off limitations applying only to "non-exempt" employees. If you are unsure of which job classification your position fits into, please ask your supervisor.

C.A.R.S. is an at-will employer and the defining of employment into any classification should not be construed as a contract or assurance for continued employment.

Full Time Employee - An employee whose position is 12 months per year and 30 hours or over per week.

Part Time Employee - An employee who works less than 30 hours per week.

Temporary Employee - An employee who is hired to work on a specific task for a period of time.

Temporary Employment

A temporary employee is one that is hired to work on a specific task for a period not to exceed six months (if full time), and who is paid either hourly or salaried. *Certain positions may require more than 6 months temporary status.* Any employee hired for any such position will sign saying they acknowledge/agree to the terms upon hire.

A full temporary person who reaches their six-month anniversary must be separated from employment or their status must be changed to reflect them no longer being a temporary employee. A part time temporary position does not have any longevity restrictions, though these positions should be evaluated at six-month intervals.

A temporary employee is not eligible for sick days, personal leave days, holidays, or any option in our benefit package.

A temporary employee is required to go through an orientation with the Human Resources Department. A temporary employee is required to follow the policies of the Agency. Appropriate training/orientation will be given to all temporary employees.

The new hire process starts when an employee is taken off temporary status. The employee is required to go through all steps involving a new hire. An employee's time as a temporary employee does not count towards benefit eligibility, benefit accrual, or employee seniority.

Transfers

In accordance with the Agency's mission, it may be necessary from time to time to temporarily transfer employees to work sites other than their base of employment. It will be the responsibility of the appropriate Division Director to initiate, justify, and monitor such transfers.

Temporary transfers will be for three-month periods with consecutive three-month periods being allowable with justification. In order to compensate employees for added time, travel, and inconvenience, the Division Director may:

1. Pay for the additional time in travel to the transfer site;
2. Pay for the additional mileage to the temporary site;
3. Provide special considerations, i.e., back-to-back shifts, different hours, etc., during the transfer period.

Temporarily transferred employees will remain on the staff rosters of their base work sites and will take part in the normal meetings of their primary stations and of the transfer sites to the extent reasonably possible.

Layoff

The President shall have the authority to implement layoffs with the concurrence of the Executive Committee of the Board of Directors.

Layoffs may be implemented for either of the following circumstances:

1. Budget related – When it becomes clearly apparent that the only means for preventing a deficit-operating budget is to reduce the costs of personnel.
2. Service related – When for whatever reason the Agency is unable to provide a specific service and some or all staff assigned to that service cannot be reassigned to other services.

Uses of Fringe Benefits are as follows;

1. Sick days, personal days, and holidays will not be accrued during any layoff period.
2. Employees who have been laid off but who are recalled within one year will retain the seniority and benefits to which they were entitled at the time of the layoff. (See Separation From Employment Policy)

Working Conditions

1. Hours – All C.A.R.S. offices and center facilities are open an average of 40 hours per week, Monday through Friday. However, changes and accommodations are made based on service requirements.
2. Hourly employees must appropriately access the AccelTrax system daily during their assigned work schedule. Supervisors will review employees actual hours worked in a timely fashion. The appropriate supervisor must approve any overtime.
3. Hourly paid staff must record their time when leaving the facility for a lunch break or when leaving the facility for any personal reasons.
4. Special Events – Events during nonscheduled shifts/hours that require supervision of people served or that are requested by one's supervisor will be compensated. Other event participation may be compensated with prior authorization from one's Division Director. Activities during normal work hours will be at the discretion of the Division Director. Compensation shall occur at an individual's normal rate.
5. Employees who for any reason are unable to report to work at their regular time should notify their immediate supervisor at the earliest possible time. The rule of thumb is the more lead-time the better. Any day service staff needs to report to their supervisor by 7 A.M. on the day involved.
6. The pay period begins on Saturday at midnight and ends on the following Saturday at midnight; the day worked will be defined as the day the shift began. The payroll period shall be biweekly with payday being the second Friday of the period.
7. Hourly employees must get pre-approval from their supervisor to work at home.

Residential Division Working Condition

1. Residential sites are staffed (shift times and staff quantity) in accordance with each home's needs.
2. Employees who are unable to report to work should notify their supervisor of their impending absence no later than 3 hours before work is to begin.
3. Weekend assignment and holiday assignment shall be split as evenly as possible on a calendar year average. Residential Staff shall annually identify holiday preference.
4. Overtime and supplemental time is to be distributed as evenly as possible on a calendar year basis to those staff that request it.

Personnel Records and Administration

The task of handling personnel records and related personnel administration functions at C.A.R.S. has been assigned to the Human Resources Department. Questions regarding insurance, wages, and interpretation of policies may be directed to the Human Resources Department.

Your Personnel File

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the items listed below, please be sure to notify the Human Resources Department as soon as possible.

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record or status of driver's license
9. Military or draft status
10. Exemptions on your W-4 tax form
11. Training Certificates
12. Professional License

Upon experiencing a family status change, please notify Human Resources within 31 days for benefit modifications, if necessary.

You may see information that is kept in your own personnel file if you wish, and you may request and receive copies of all documents you have signed. Please make arrangements with the Human Resources Department.

Your Medical Records File

All medical records, if any, will be kept in a separate confidential file. C.A.R.S. maintains this information in the strictest confidence and may not use or disclose medical information about an

employee without the employee first having signed an authorization form permitting such use or disclosure.

Conflict of Interest

Staff may not hold employment outside C.A.R.S. that would conflict with their job responsibilities at C.A.R.S. Each employee is required to disclose any possible conflicts of interest they may have at any time during his/her employment with C.A.R.S.

Further, staff may not use information or knowledge gained by virtue of employment at C.A.R.S. for personal financial gain. Should there be the slightest concern that any action the staff has taken or is contemplating would be in conflict with this directive, it is to immediately be brought to the attention of the President/CEO.

SECTION 3

Compensation

The goal of C.A.R.S. compensation program is to attract potential employees, meet the needs of all current employees and encourage well-performing employees to stay with our organization. With this in mind, our compensation program is built to balance both employee and C.A.R.S. needs.

Wage and Salary Policies

Compensation Philosophy

It is C.A.R.S. desire to pay all regular employees' wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable.

C.A.R.S. applies the same principles of fairness to all employees, regardless of organizational level, race, color, citizenship status, national origin, ancestry, gender, gender identity, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

Basis for Determining Pay

Several factors may influence your rate of pay. Some of the items C.A.R.S. considers are the nature and scope of your job, what other employers pay their employees for comparable jobs (external equity), what C.A.R.S. pays their employees in comparable positions (internal equity), and C.A.R.S. performance. C.A.R.S. has a current Job Description on hand that broadly defines your job responsibilities.

Time Computation

1. Time will be computed in quarter hour increments.
2. Any change to an employee's time card will be documented and approved with the employee.
3. For an hourly employee the minimum amount of fringe benefit time which can be claimed or charged is one-quarter (1/4) hour.
4. The length of the workday for employees "working" at a location other than their base facility may include normal non-stop round trip travel time from the facility to the work location.

Pay Period and Hours

Our payroll workweek begins on Saturday at midnight and ends on Saturday at midnight. An employee's hours will be captured through our AccelTrax system. Your supervisor will assist you with this. The employee will be held accountable for an appropriate entry of actual hours worked; their supervisor will be responsible for reviewing and approving actual hours worked.

Pay Cycle**Bi-Weekly Pay Cycle**

Payday is normally on every other Friday for services performed during the two (2) week period ending the previous Sunday at 00:01. The bi-weekly pay schedule is made up of twenty-six (26) pay periods per year.

Changes will be made and announced in advance whenever C.A.R.S. holidays or closings interfere with the normal pay schedule.

Pay Advances

CARS does not allow employees to receive pay in advance of regularly scheduled pay dates.

Direct Payroll Deposit

C.A.R.S. employees will utilize direct payroll deposit. Direct payroll deposit is the automatic deposit of your pay into the financial institution accounts of your choice. Contact your Payroll Administrator for details and the necessary authorization forms.

On Call

C.A.R.S. will follow or exceed Federal Wage and Hour Laws regarding On Call time.

Mandatory Deductions From Your Paycheck

C.A.R.S. is required by law to make certain deductions from your paycheck each time one is prepared. As required by law, these deductions include, your federal, state and local income taxes and your contribution to Social Security. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from the Payroll Manager immediately. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever C.A.R.S. is ordered to make such deductions.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your supervisor immediately. He/she will take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

Overtime Pay

Overtime for non-exempt employees will be compensated in accordance with federal wage and hour regulations. If you are a non-exempt employee, you will be eligible to receive overtime pay of one and one-half (1 1/2) times your regular hourly wage for approved hours worked over forty (40) hours in one (1) week. If, during that week, you were away from the job because of a job-related injury, paid holiday, jury duty, personal day, or paid sick time, those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

All salaried personnel who are exempt from federal overtime payment regulations are expected to work a minimum of forty hours. Persons who work split positions will be compensated for overtime whenever any of the positions held is non-exempt.

Your supervisor must approve all overtime in advance.

Work Performed on Company Holidays

Hourly employees who are eligible for holiday pay will be paid the commiserate with your normal hours worked for the holiday and regular and overtime if appropriate

Staff working in a twenty-four hour operated facility, such as Rest Area and Residential, will be paid their regular rate, plus receive holiday pay when working on a CARS recognized holiday. If not working, they will receive only holiday pay at their regular rate.

Note: Please see the Holiday Policy in the section titled "Paid Leaves" of this Employee Manual for further information.

Compensatory Time Off

C.A.R.S. does not offer compensatory time off, ("comp time"), to any C.A.R.S. employee in lieu of overtime pay or additional time off for overtime hours worked.

Time Records

By law, we are obligated to keep accurate records of the time worked by employees. This is accomplished by the use of Acceltrax/Provide.

You are responsible for accurately recording your time. No one may record hours worked on another's timesheet. Tampering with another's time sheet is cause for disciplinary action, up to and including possible termination, of both employees. In the event of an error in recording your time, please report the matter to your supervisor immediately.

Wage Garnishments

We hope you will manage your financial affairs so that we will not be obligated to execute any court-ordered wage garnishments. However, when court-ordered deductions are to be taken from your paycheck, you will be notified.

C.A.R.S. acts in accordance with the federal Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from your paycheck.

Performance Reviews

Because we want you to grow and succeed in your job, C.A.R.S. conducts ongoing informal reviews for all employees and formal reviews as needed. Reviews may also be conducted in the event of a promotion or change in duties and responsibilities or as part of a work improvement plan.

During a formal performance review, your supervisor may cover the following areas:

- The quality and quantity of your work.
- Strengths and areas for improvement.
- Attitude and willingness to work.
- Initiative and teamwork.
- Attendance.
- Problem solving skills.
- Ongoing professional growth and development.

Direct Care Staff evaluations will include input from at least one client from whom they provide services.

Additional areas may also be reviewed as they relate to your specific job.

Your review provides a golden opportunity for collaborative, two-way communication between you and your supervisor. This is a good time to discuss your interests and future goals. Your supervisor is interested in helping you to progress and grow in order to achieve personal as well as work-related goals - perhaps he/she can recommend further training or additional opportunities for you. The performance review gives your supervisor an opportunity to suggest ways for you to advance and make your job at C.A.R.S. more fulfilling.

Your supervisor can answer any questions you may have about the performance review process.

Other Compensation Programs and Policies

Employee Referral Program

Open positions are posted on CARS website. You are encouraged to recommend and refer qualified candidates for employment with C.A.R.S. If you know of someone who would like to work here, we will be glad to consider him or her for employment. You can get an Employee Referral Form from the forms manual.

Should your candidate be hired by C.A.R.S. for any full or part time position, and if that person satisfactorily completes required days of employment and you are still employed

by C.A.R.S you will receive a \$300 bonus for the referral. This bonus is paid in 3 installments of \$100 after their successful completion of 30, 60, and 90 days of employment. This bonus entitlement does not apply to individuals who are normally responsible for recruiting and hiring functions. Employee Referrals need to be completed and turned in to Human Resources within thirty (30) days from the new employee's date of hire.

Promotion and Transfer Policy

C.A.R.S. has a policy of providing our employees with every opportunity for advancing to other positions within the company. Approval of promotions or transfers depends largely upon training, experience, and work record. Promotions and transfers are made without regard to race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. However, C.A.R.S. will continue to look outside the company for potential employees as well.

It is our policy to advise all employees about advancement opportunities. Please submit your request for consideration for a specific position directly to the Human Resources Department. You are encouraged to discuss any contemplated transfer with your current supervisor.

Position vacancy notices will be sent to all C.A.R.S. email accounts and sites to allow current staff an opportunity to apply for any vacancy. Contact with the local employment office and/or advertising may be utilized concurrently with posting.

Personnel records of current staff seeking promotions or transfers will be reviewed to determine if the individual possesses the qualifications and employment history necessary to fill the vacant position. Any employee that is on an action plan will not be eligible for transfer.

Qualified current staff will be considered in filling a vacant position and transfers and promotions will be made when the transfer or promotion is in the best interest of C.A.R.S., its programs or consumers, and the individual.

A staff member may not change positions for six (6) months unless it is in the best interest of C.A.R.S.

SECTION 4

Benefits

C.A.R.S. is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits that will enhance your job satisfaction. We are certain you will agree the benefits program described in this Employee Manual represents a very large investment by C.A.R.S.

A good benefits program is a solid investment in C.A.R.S. employees. C.A.R.S. will periodically review the benefits program and will make modifications as appropriate to the company's condition. C.A.R.S. reserves the right to modify, add or delete the benefits it offers.

Health Insurance

C.A.R.S. Management Team and the Board of Directors feel that the health insurance is the #1 benefit that we can offer to employees. C.A.R.S. will review major medical insurance options annually and determine C.A.R.S. contribution toward the various types of plans and coverage's. However, if an employee chooses coverage for other members of their family, the employee must pay the additional premium cost. Coverage is currently available under the following categories: Employee or Employee and Child(ren) (See below for requirements).

Benefit Elections

An employee who works at least 30 hours a week is considered a full-time employee and is eligible for all insurance coverage's offered. Insurance eligibility will be effective the first of the month after completing 60 days of employment. .

An employee should apply for their benefits prior to becoming eligible for the benefits package. The primary purpose for making an early election is to make sure that benefits are not forfeited due to failure to enroll, and to ensure that all necessary enrollment forms are completed and submitted by the effective benefits eligibility date.

Additional Benefits Offered

Each year, management will review various options on offering additional benefits; the Human Resource Manager will review with you the availability and associated costs to you of additional benefits. Management reserves the right to add or delete additional benefits as deemed necessary.

401K Plan

After six-months of employment, and you are at least 18 years of age, you will be eligible to contribute into a 401k. Both full-time and part-time employees are eligible. Open enrollment for the 401k is held monthly. CARS will review and determine annually as to whether an employer contribution or form of matched funds will be implemented.

Life Insurance

As a full-time employee, you will be automatically enrolled in \$50,000 worth of life insurance effective the first of the month after completing 60 days of employment. Employees will need to complete a Beneficiary form during orientation; however this can be changed at any time during employment by contacting Human Resources. Failure to have a Beneficiary form on file will result in benefit being paid out to employee's estate. You may request, in writing, to waive this coverage due to religious beliefs.

Dental Insurance

As a full-time employee, you have the option of electing dental insurance. The employee, at their expense, may elect coverage for additional family members under the Employee/Child, Employee Spouse, or Employee Family coverage's.

Corporate Wellness

Full-time and part-time employees who have completed their 90 days of employment, and wish to participate in the wellness plan, will receive a \$25.00 stipend each month, after submitting to the accounting department supporting documentation, along with a check request showing they are a member of, and have participated in, a fitness membership at a facility of their choice, the previous month.

Employee Assistance Program

Perspectives 1-800-456-6327

Another great benefit C.A.R.S. offers its employees is the Employee Assistance Program (EAP) through Lifeservices EAP. The EAP provides a confidential, easily accessible professional counseling service for our employees whose personal problems are affecting their abilities to function effectively at work or home. This service is available to all employees and their immediate family members. You may contact the EAP for you or a member of your family who has questions concerning legal, family, or financial issues, child care, elder care, relationships, substance abuse or addiction questions and concerns, work-related issues and any mental health issue.

Confidentiality is one of the most important aspects of this program. Contacting the Employee Assistance Program directly helps maintain confidentiality.

No information concerning the nature of your problem will be released without your written consent. C.A.R.S. assumes the costs for the Employee Assistance Program.

Government Required Coverage

Workers' Compensation

All employees are entitled to Workers' Compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness that is directly related to performing your assigned job duties. This job-injury insurance is paid for by C.A.R.S. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illness arising out of the scope of your employment must be reported to your supervisor immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Insure your right to benefits by reporting every injury, no matter how slight.

Although C.A.R.S. will pay for the time lost because of a work-related accident during the remainder of the normal workday in which the accident occurs, Workers' Compensation payments for lost wages are not made for the first seven (7) days.

Employees returning to work after being absent due to a work-related injury must report to their supervisor before beginning work and must bring a doctor's clearance for returning to work.

Medical Treatment for Worker's Compensation

Ask the individual if it is okay to perform first aid. If the individual refuses first aid, this should be documented. First Aid should be used in the treatment of minor injuries and illnesses. Universal Precautions should be used as appropriate.

An ambulance should be called for serious injuries or illnesses that need emergency treatment and the injured individual needs to be transported to an emergency facility, i.e. hospital.

Individuals not requiring emergency treatment are required to use one of the following C.A.R.S. Worker's Compensation Medical Providers. The Human Resource Department will assist you in making the initial appointment; follow up appointments as requested by the Medical Team will be the responsibility of the employee. Employees must attend appointments as a condition of employment. CARS will meet its obligations to our employees; each employee must meet their appointments and obligations.

Union Hospital Occupational Health, 4001 Wabash Ave., Terre Haute 812-238-7788

St Francis Occupational Health 1215 Hadley Rd Suite 205 Mooresville 317-834-5220

St Francis Occupational Health	747 E County Line Road Greenwood	317-528-8009
Regional Occupational Care Center	1321 Unity Pl St A Lafayette	765-446-2450
Carle Clinic	2300 N Vermilion Danville, IL	217-431-4606
Reid Hospital Occupational Health	1100 Reid Pkwy Richmond	765-983-3000
Witham Health Services	400 N Mount Zion Rd Lebanon	765-335-0123
Good Samaritan Convenient Care	1813 Willow St St A Vincennes	812-885-8941
Wellness Works	Multiple Locations Daviess County	888-977-3319
CRH Occupational Health	3015 10 th St Suite A Columbus, IN 47201	812-376-5104

***Concentra and Fast Pace Health-multiple sites throughout Indiana

Please reference the Worker's Compensation information posted at each worksite

Non-emergency injuries or extended follow-up should be completed with one of the above, approved providers. Doctors' recommendations will be used to determine further treatment, follow-up, etc. In order to be covered under worker's compensation, it is MANDATORY to go to one of these providers. Failure to do so will forfeit any responsibility of C.A.R.S. to cover these expenses:

The following are the procedures for the above situations:

1. Any visit to the above providers (including emergency room and/or subsequent referral to another provider) which are a direct result of the job related illness or injury may be done on agency time. This includes travel time.
2. Employees are encouraged to utilize their own transportation. If this is not possible, contact your immediate supervisor for assistance in arranging transportation.
3. Any misuse of this policy may result in disciplinary action.

Early Return to Work

To assist employees, C.A.R.S., is committed to providing an early return to work opportunity, when at all possible. Early return to work is helping injured workers get back to work by providing them with temporary, modified jobs that take into consideration physical restrictions, skills, interests and capabilities. As the employee's health and strength improves, job tasks are gradually increased until the employee is back to work and functioning at full capacity.

The Human Resources Department shall be responsible for overseeing this program.

All Worker's Compensation medical providers will be provided a copy of appropriate Agency job descriptions to assist C.A.R.S. in determining opportunities and options regarding job modifications or duties.

Recommendations of the medical providers will be followed and may include but not be limited to:

1. Participation in a recovery program such as:
 - a. Functional Capacity Assessment – to evaluate physical tolerance
 - b. Work Hardening – progressive program to gradually recondition the injured worker
 - c. Back Schools – classes on proper body mechanics and back health care
 - d. Vocational Rehabilitation
2. Modified job duties
3. Change in job

Following the doctors/medical provider's recommendation, including returning to work with light duty, is a condition of employment.

Under this policy, an employee may be required to change jobs, and/or divisions within C.A.R.S.

Employees will be paid at their normal rate of pay during a job reassignment, job modification or participating in a recovery program.

If temporary relocation of job site is necessary, the employee will be paid for the travel time and mileage difference from their normal job site.

There shall be a review of all situations, involving a recovery program or early return to work situation, on at least a monthly basis.

Return to Work Program

Purpose

The purpose of this program is to define procedures that will ensure that all employees who sustain a work-related injury are promptly, properly, and appropriately treated and given every opportunity to return to work as quickly as possible.

Policy

It is the responsibility of C.A.R.S. to provide employees with a safe and healthy environment. To help achieve this objective we pledge to:

Provide employees with medical and income protection, in compliance with State and Federal regulations, in the event of an injury or occupational disease sustained while in the course and scope of employment.

Duties and Responsibilities

Employee Responsibilities

1. All new employees are required to attend an orientation program at the time of employment. This program will include the *Return-To-Work Program*. These programs will be part of on-going staff training and will be reviewed with the injured employee at the time of injury.
2. The injured employee must report the injury to the supervisor immediately.
3. An incident, accident, or near miss report should be completed that day.
4. The employee will be required to receive medical attention from an agency designated medical provider.
5. It will be the responsibility of the injured employee to have the treating physician fill out the *Employee Work Capability Evaluation* form (Form #044)

Supervisor Responsibilities

All supervisors will be trained in the administration of policy and procedure of the *Return-To-Work Program*. This program will include light duty as set forth by the treating physician. Responsibilities are as follows:

1. Assure that an Incident, Accident, Near Miss Report is properly filled out and sent via mail or facsimile to the Agency designated person.

Designated Program Administrator

The agency-designated person will perform the following responsibilities:

1. Coordinate this program by monitoring the employee's progress.
2. Maintain close contact with the insurance adjuster, the employee, and the treating physician.
3. Communicate with the treating physician (e.g. every week, every other week) for progress reports and keep informing the physician of the light duty program.
4. When the employee returns to the treating physician for the first time after the injury, make sure that the physician has a copy of the employee's job description, available light duties, and the *Employee Work Capability Evaluation Form* (044) so that they may be filled out immediately.
5. When the treating physician allows the employee to return to work on light duty, make sure that the employee's supervisor reviews the light duties with the employee.
6. Suggest accommodations that can be made to place the employee in a work assignment consistent with physical restrictions.

Note: Re-evaluation of these duties shall take place at least every two weeks, and the treating physician shall update the employee's progress and try to return the employee to full capacity as soon as possible or at least in three months.

Light Duty

C.A.R.S. will provide appropriate light duty that is designed so it does not put the injured employee at risk for re-injury.

Conditions

Physician's Restrictions: Light duty will be within the restrictions of the treating physician.

Duration: Light duty is temporary and usually lasts no more than three (3) months. If a condition persists longer than three months, the employee may be permanently reassigned.

Consequences of Refusal: Refusal of light duty could lead to the termination of the employee's employment/benefits.

Unemployment Compensation

Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with C.A.R.S. The Division of Unemployment Insurance of the State Department of Labor determines eligibility for Unemployment Compensation. C.A.R.S. pays the entire cost of this insurance program.

Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work. You should apply for benefits through the local State Unemployment Office as soon as you become unemployed.

Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, C.A.R.S. is required to deduct this amount from each paycheck you receive. In addition, C.A.R.S. matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Your Social Security number is used to record your earnings. Employees are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 Form are correct. You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213 or you may even access them on-line at www.ssa.gov.

General Liability Insurance

All employees are covered directly as insured under the Agency's general liability policy. In general, this policy protects the individual employee as well as the Agency for most accidents that occur during Agency business. Personal auto related accidents are not covered under this policy. Accidents while in an Agency vehicle are covered.

Statement of Employee Retirement Income Security Act (ERISA) Rights

As a participant of C.A.R.S. plan, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA provides that all plan members shall be entitled to:

- Examine all plan documents, at the plan administrator's office, without charge. This includes insurance contracts and copies of all documents filed by the plan with the U.S. Department of Labor. Examples of this include detailed annual reports and plan descriptions.
- Obtain copies of all plan documents and other plan information upon written request to the plan administrator. The administrator may make a reasonable charge for the copies.
- Receive a summary of the plan's financial report. The plan administrator is required by law to furnish each member with a copy of this summary annual report.

In addition to creating rights for plan members, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your plan, called "fiduciaries" of the plan, have a duty to do so prudently and in the interest of you and other plan members and beneficiaries. No one, including your employer, may terminate you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA. If your claim for a welfare benefit is denied in whole or in part, you must receive a written explanation of the reason for denial. You have a right to have the plan reviewed and your claim reconsidered.

If you have any questions about your Plan, you should contact the Plan Administrator. If you have any questions about this statement or about your rights under ERISA, you should contact the nearest Area Office of the U.S. Labor-Management Services Administration, Department of Labor.

Other Benefits

Professional Development

Eligibility

Employees who wish to attend school must get approval from their supervisor, Division Director, and President/CEO. Employees will be prioritized based on the guidelines set forth by funding sources.

Employees must complete a Training Request form and return to their supervisor at least one semester before enrolling in classes. No more than two classes or 6 credits per semester can be taken. If an employee wishes to take more than two classes or 6 credit hours per semester, they must sign a waiver that has been approved by their supervisor, Division Director, and President.

Education Assistance

It is the policy of C.A.R.S. to offer educational assistance to its employees in accordance with the guidelines established below.

To be eligible and considered for tuition support, employees must have successfully completed one (1) year of employment.

1. Employees who want educational assistance must obtain approval from the Division Director and have successfully completed one (1) year of uninterrupted employment. This approval will not be granted without a positive recommendation by the employee's direct supervisor. If extenuating circumstances are present, the Division Director may choose to approve an employee's request that has not yet completed their one (1) year of uninterrupted employment.
2. Employees must seek outside funding sources to lessen the financial obligation on the Agency. These sources may include, but are not limited to, Pell Grant, and Scholarships, etc.
3. Eligible employees may be reimbursed only for courses of study that C.A.R.S. determines are directly related to the employee's potential for advancement to a position within C.A.R.S. and to which the individual has a reasonable expectation of advancing. And, reimbursement will only be paid for courses taken whereby the employee must achieve a grade equivalent to an A, B, or C; the Agency will not reimburse the employee for D's or F's. For continuing reimbursement, the employee must as well maintain the equivalent of a C grade point average (GPA) throughout the pursuit of their learning endeavor. In addition, only courses that are offered by pre-approved institutions of learning will be eligible for reimbursement.

Employee Development

In recognition of the importance of a well informed and well trained staff, the Agency will strive to promote personnel development through individual and group training objectives, in-service training programs, maintenance of an updated resource library, allowance for visitations to other facilities, and assignment of attendance at workshops and conferences.

All individuals and group training objectives will be reviewed by the Human Resource Department, Division Directors, and CEO/President. This review will be conducted for the purposes of:

1. Determining individual and group progress in training.
2. Determining the consistency of individual and group training objectives with Agency goals.
3. Determining in-service training needs for the coming fiscal year.
4. Determining budgetary needs for the coming fiscal year so that individual and group training objectives can be accomplished.

Tuition or Training requested in a total amount exceeding \$300.00 will require an employee to agree and commit to remain employed with C.A.R.S for a minimum of twelve (12) months after completion of requested coursework, or otherwise agree to reimburse one hundred percent (100%) of the total amount of tuition funds received

SECTION 5

Leaves

Both paid and unpaid time off may be granted to eligible employees, according to the following leave policies. Please consult your Human Resources Department for further information.

Paid Leaves

In the interest of maintaining a healthy balance between work and home, C.A.R.S. offers eligible regular full-time employees and part-time employees on a pro-rated basis paid time off, however an employee must be actively employed to earn benefit time.

Time off is paid using your base hourly rate, excluding shift premiums and overtime compensation, if any.

Holidays

Eight paid holidays are recognized by C.A.R.S. Those holidays are as follows:

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

Employees will be paid on the above holidays and in normal circumstances all facilities and offices will be closed on the above days.

Hours Scheduled Per Week	Holiday Hours Paid Per Day
30 – 40	8.00 Hours
27 – 29	6.00 Hours
20 – 26	4.00 Hours
14 – 19	2.00 Hours
00 – 13	0

Note: Some employees and programs may be required to follow the established Holiday Schedule for their worksite. Your Supervisor will discuss this with you.

Temporary employees do not receive holiday pay.

If July 4th, Christmas Eve, Christmas Day, or New Year's Day fall on a weekend, the holiday will be observed the day before (Friday) and/or the day after (Monday) the

holiday week ends, with the exception of 24 hour programs, which will be paid Holiday Pay on the actual Holiday. Employees may, however, elect to use personal days during this period, unless the time period is declared a layoff.

Sick Leave

Sick leave is time off work granted for the purpose of preserving the health of C.A.R.S.' employees and their family members. Sick leave may be paid or unpaid.

Employees will begin accruing sick leave the first of the month in which they achieve their 90 day anniversary. However, new employees may not take accrued sick leave until the satisfactory completion of 90 calendar days of work without the approval of the appropriate Division Director(s).

Paid sick leave shall be earned on a basis of one normal workday as follows:

<u>Hours Scheduled</u>	<u>Accrual Per Month</u>
30 – 40 Hours Per Week	4 Hours
27 – 29 Hours Per Week	3 Hours
20 – 26 Hours Per Week	2 Hours
14 – 19 Hours Per Week	1 Hour
01 – 13 Hours Per Week	0

Temporary Employees do not accrue Sick Time Benefits

Sick Leave can be paid for the health care of:

- a. Dependent children under the age of 18 who are ill.
- b. Spouse, if that person is unable to provide self-care.
- c. Other dependent family member who is unable to provide self-care.
- d. Dependent with a disability, regardless of age, if that person is unable to provide self-care during illness.

Sick Leave will be paid for by the employee's routine appointments for medical, visual, and dental; however, employees are encouraged to schedule such appointments after work hours.

In the case of injuries which occur on the job and which require treatment, the employee will not be charged for a sick day (or hours), but shall receive credit for a regular working day for the time lost on the day in which the incident occurred. Sick days (hours) will be charged for any days subsequent to the injury day on which the employee cannot work as a result of the injury which are not covered by Worker's Compensation. Follow-up visits to the doctor or dentist which are a result of the job-related illness or injury may be done on Agency time. After the cessation of Worker's Compensation, accrued sick days may be used provided that the injury is certified by a physician selected by the Agency.

For any sick leave over three days consecutively, or at the discretion of the Division Director, the employee may be required by the appropriate Division Director to produce a

physician's certification of the illness/injury. If the employee fails to certify the need for the sick leave, paid sick leave may be denied. Any extended illness/recovery period will require periodic certification, and sick days will be paid at the discretion of the Agency based on the physician's statement.

Sick days will be credited and reported on the first paycheck in each month. These days are cumulative during an employee's tenure, but are not paid out upon resignation or dismissal.

Employees may not borrow against their sick time prior to accruing it, thus allowing them to go into the negative.

Advance sick leave days, not to exceed 5 days, must be approved in advance by the Division Director.

Sick Day Donation

The purpose of this policy is to provide a method for employees to donate sick time to another employee who has experienced a long-term illness or personal crisis and has exhausted all of their own benefit time.

Requirements for requesting employee

The employee requesting donated time must be on an Approved Leave and have been absent at least three accumulated weeks in a calendar year to be eligible for donated time. This leave must not be Worker's Compensation related.

The requesting employee must put in writing to their Division Director/CEO their request for donated time. The Division Director/CEO, with the approval of the employee may make this request for the employee. The Division Director/CEO will present this request to the Human Resource Department to communicate this request for donated sick time to all C.A.R.S. employees.

Requirements for donating employee

A donating employee must have a Sick Leave Balance of at least 100 hours to be eligible to donate time to another employee. An employee with 100 hours or more may donate up to a maximum of 40 hours. An employee may not donate more than 40 hours to any one employee per calendar year.

The donating employee must put their contribution in writing on the appropriate form to the Human Resource Department, indicating the amount of hours to be donated and to whom. The Human Resource Department will present this request to the Payroll Department for verification and processing.

All donations will be anonymous to the receiving employee.

Personal Days

The Agency encourages all of its employees to use earned personal time as a means of resting from the demands of the job. Personal time shall be scheduled so that the least disruption of services to individuals we serve and employees results.

Employees accrue personal time as follows. Temporary employees do not accrue personal time. Any employee transferring from a position where personal time did not accrue into one that does, will accrue personal time per years of service, starting at the date of the change. Employees who have changed status from a position that earned personal days to a position that earns no days will not lose their time but, will no longer earn days.

All personal time will be accrued monthly in accordance to the following schedule:

<u>Months of Seniority</u>	<u>Hours Per Week</u>	<u>Accrual Per Month</u>
04 – 60 Months	30 – 40	08.00 Hours
61 – 120 Months	30 – 40	10.00 Hours
120 + Months	30 – 40	13.33 Hours
04 – 60 Months	27 – 29	06.00 Hours
61 – 120 Months	27 – 29	07.50 Hours
120 + Months	27 – 29	10.00 Hours
04 – 60 Months	20 – 26	04.00 Hours
61 – 120 Months	20 – 26	05.00 Hours
120 + Months	20 – 26	06.67 Hours
04 – 60 Months	14 – 19	02.00 Hours
61 – 120 Months	14 – 19	02.50 Hours
120 + Months	14 – 19	03.33 Hours
All Seniority Classes	01 – 13	0

Earned personal time may be taken by the week, by the day, or by the 1/4-hour. Usage of personal time must be approved by the employee's immediate supervisor and/or division director in order to prevent the unnecessary disruption of services. For exempt employees, C.A.R.S. will follow Federal Wage and Hour laws regarding usage.

Employees may not borrow against their personal time prior to accruing it, thus allowing them to go into the negative.

Division Directors must approve personal time requests for more than 10 consecutive days off.

Upon resignation, the accumulated personal hours will be paid to the employee, pursuant to the accumulation statement below. Example: July 1 an employee has 160 hours and earns 16 more hours before resignation. A total of 176 unused hours will be paid out. Accrued personal time may not exceed 160 hours as of July 1 of any given year. Any accrued time in excess of 160 hours as of July 1 will be converted to sick leave on an equal basis. Per our Separation Policy, a 2- week notice is considered a courtesy.

Personal accrued time may not exceed 160 hours as of July 1 of any given year.

Any accrued time in excess of 160 hours as of July 1 will be forfeited as personal days and converted to sick leave.

Other Paid Leaves

Bereavement

Regular staff are eligible for funeral leave benefits in the event of the death of an immediate family member.

1. An immediate family member is defined as a spouse, parent, child, sister, brother, grandparent, grandchild, stepparent, stepchild, stepsister, stepbrother, daughter-in-law, son-in-law, mother-in-law, or father-in-law.
2. Up to three (3) working days excused absence with pay may be granted within seven (7) calendar days of the death.
3. Payment for funeral leave will be made only for scheduled workdays.
4. The immediate supervisor must be notified of the death and advised of the days the staff person will not be in attendance at work.
5. The supervisor is responsible for completing a “bereavement leave form” and forwarding to Human Resources.
6. Funeral leave benefits will be forfeited if the staff person fails to return to work for five (5) consecutive workdays following the funeral leave.
7. Time off without pay or personal time, when available, may be granted to staff to attend the funeral of other relatives.

Temporary employees, either part-time or full-time do not receive Bereavement Leave.

Jury Duty

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, you must notify your supervisor within forty-eight (48) hours of receipt of the jury summons.

C.A.R.S. will pay you eight (8) hours of wages (minus the jury stipend) per day for a maximum of five (5) days of service, as required by state law.

You must report for work if you are released from jury duty before the end of our work day or if you are temporarily released from jury duty.

Family / Medical Leave of Absence

C.A.R.S. will not discriminate against employees as a result of the approved use of family care or medical leave or a proper request for such leave. Requests for family care and medical leave will be considered without regard to race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status or veteran status.

In general, a leave of absence is an official authorization to be absent from work without pay, for a specified period of time, however C.A.R.S. requires employees to use available benefit time. Eligible employees may be entitled to job-protected family or medical leaves of absence if they are unable to come to work due to pressing family or medical concerns as described within this Family / Medical Leave of Absence Policy, which shall be administered in accordance with applicable state and federal laws as follows:

1. Employees are eligible if they have been actively employed for twelve (12) months, and worked at least 1250 hours (an average of twenty-five (25) hours per week) during those twelve (12) months. This twelve- (12) month period "rolls back" from the date of leave to the prior twelve- (12) month period.
2. Employees may request one (1) or more family care or medical leaves, however, the total amount of leave taken cannot exceed twelve (12) work weeks in any twelve (12) month period. You may request an intermittent leave or reduced schedule leave to care for a seriously ill family member or if you have a serious health condition that warrants such a request.
3. A family leave shall be granted upon the birth or adoption of a child of the employee, or upon the serious health condition of the employee's child, spouse, or parent.
4. A medical leave shall be granted upon the employee's own serious health condition.
5. In appropriate circumstances, we may require you to be examined by a company designated physician, at C.A.R.S. expense.
6. In the event of a serious health condition to the employee or his/her child, spouse, or parent, creating a need for unforeseeable family or medical leave, the employee must provide us with notice, as soon as practicable, of any needed time off, and a written doctor's certificate. The certification must include the date on which the health condition occurred, the probable duration of the condition, an estimate of the amount of time you need to be off work to care for the family member or for your own health condition, and confirmation that the nature of the condition warrants you to be away from work to care for yourself or your dependent.
7. Employees shall be required to give thirty (30) days advance notice in the event of a foreseeable medical treatment. To assist us in arranging work assignments during your absence, we ask that you give us prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of your expected return date. To facilitate your return to work, we also ask that you provide us with two (2) weeks advance notification of your intended return date. Failure to do so may delay your return date.
8. For purposes of this policy, a child is defined as a natural, adopted, or foster child, a stepchild or a legal ward. If the child is over eighteen (18), he/she must be unable to care for himself/herself due to a serious illness.

9. A parent is defined as the employee's or his/her spouse's natural, adoptive, or foster parent, stepparent, or legal guardian.
10. A serious health condition is defined as a disabling physical or mental illness, injury, impairment, or condition involving 1) inpatient care in a hospital, nursing home, or hospice; or 2) outpatient care requiring continuing treatment or supervision from a health care professional.
11. Leave of absence rights available to you under other sections of our policy shall be counted towards the total time off available under this section.
12. A Family Care Leave that relates to the birth or adoption of a child must be completed within twelve (12) months of the birth or adoption.
13. Upon completion of a leave granted under this section, you shall be reinstated to your original position, or an equivalent one.
14. If, due to your own medical circumstances, you are no longer able to perform your original job, we will attempt to transfer you to alternate suitable work, if available.
15. You must use any accrued personal or other accrued paid time off, during your family care or medical leave. If the leave is related to your own serious health condition, you must use any accrued sick leave during your medical leave.
16. While on a leave of absence provided for under this policy, we will continue your group health insurance benefits under the same terms as provided to other employees, for up to a maximum of twelve (12) weeks leave during any one (1) year period. If your leave extends beyond twelve (12) weeks, you shall be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules.
17. Other accumulated fringe benefits such as retirement, service credits, sick pay, personal pay, and the like, shall be preserved at the level accrued as of commencement of the leave, but shall not accrue further during any such leave period.
18. The pay allowances while on disability leave are based on an employee's length of service, as well as the state in which she/he is employed. Disability laws may vary from state to state, and at all times our disability leave policy will be in compliance with the laws of the state in which you are employed.
19. During a period of disability, you may be eligible for disability pay benefits. Please refer to the applicable plan documents for details on eligibility, benefit amounts, and other particulars.
20. If additional family care or medical leave is required you must, prior to expiration of the family care or medical leave, submit additional certification to C.A.R.S..
21. Should you seek a leave of absence for reasons other than described above, we will evaluate such a request based on particular circumstances present at that time, including but not limited to your current and anticipated work responsibilities, performance, and company needs. C.A.R.S. reserves the right to refuse such a request at its sole discretion.
22. If an employee is not eligible for FMLA, and after considering alternative options to accommodate as set forth in the Accommodation Policy Section 2 page 4, the employee may be terminated, and providing that the employee, for no other reason was terminated, will remain in good standing, and may be considered for re-employment through the normal hiring procedure at a later date.

Genetic Information Non-Discrimination Act (GINA)

The Genetic Information Non-Discrimination Act prohibits employers from requesting or requiring genetic information of employee or their family members. In order to comply with this law, CARS asks that in applying for FMLA leave, employees not provide any genetic information when responding to any request for medical information. "Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual or an individual's family member's genetic test, the fact that an individual or an individual's family member ought or received genetic services, and genetic information of a fetus carried by an individual or individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproduction services. When an employee is applying for FMLA leave for the care of a family member with a Serious Health Condition, it is obviously necessary to provide some medical information regarding the sick family member to support the need for leave. However, any family medical history is only required to the extent necessary to make the FMLA medical certification complete and sufficient under the FMLA and should not otherwise be provided.

The Military Family Leave Provisions under the Family and Medical Leave Act

The military family leave provisions of the Family and Medical Leave Act (FMLA) entitle eligible employees of covered employers to take FMLA leave for any "qualifying exigency" arising from the foreign deployment of the employee's spouse, son, daughter, or parent with the Armed Forces, or to care for a service member with a serious injury or illness if the employee is the service member's spouse, son, daughter, parent or next of kin. Covered active duty means: for members of the Regular Armed Forces, duty during deployment of the member with the Armed Forces to a foreign country; or for members of the Reserve components of the Armed Forces (members of the National Guard and Reserves), duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in support of a contingency operation.

Deployment to a foreign country includes deployment to international waters.

Qualifying exigencies for which an employee may take FMLA leave include making alternative child care arrangements for a child of the deployed military member, attending certain military ceremonies and briefings, or making financial or legal arrangements to address the military member's absence.

Qualifying Exigency Leave

A covered employer must grant an eligible employee up to 12 workweeks of unpaid, job-protected leave during any 12-month period for qualifying exigencies that arise when the employee's spouse, son, daughter, or parent is on covered active duty or has been notified of an impending call or order to covered active duty.

Military Caregiver Leave

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible,

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call **1-866-487-9243** or visit dol.gov/fmla to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR



A covered employer must grant an eligible employee up to a total of 26 workweeks of unpaid, job-protected leave during a “single 12-month period” to care for a covered service member with a serious injury or illness. The employee must be the spouse, son, daughter, parent, or next of kin of the covered service member.

A covered service member is either: a current member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness, or a veteran of the Armed Forces (including the National Guard or Reserves) discharged within the five-year period before the family member first takes military caregiver leave to care for the veteran and who is undergoing medical treatment, recuperation, or therapy for a qualifying serious injury or illness. A veteran who was dishonorably discharged does not meet the FMLA definition of a covered service member.

For a current service member, a serious injury or illness is one that may render the service member medically unfit to perform his or her military duties. For a veteran, a serious injury or illness is one that rendered the veteran medically unfit to perform his or her military duties, or an injury or illness that qualifies the veteran for certain benefits from the Department of Veterans Affairs or substantially impairs the veteran’s ability to work. For veterans, it includes injuries or illnesses that were incurred or aggravated during military service but that did not manifest until after the veteran left active duty (see following information)

Indiana Military Family Leave Act (IMFLA)

An eligible employee who is a family member of a person on active duty in the United States Armed Forces, or the National Guard, may be eligible to take leave of up to a total of ten (10) workdays per rolling calendar year under the Indiana Military Family Leave Act (IMFLA) An employee is eligible if he/she has been employed for at least twelve (12) months; has worked at least 1500 hours during the twelve (12) month period immediately preceding the day the leave begins; and is a spouse, parent, grandparent, or sibling of a military member called to **active duty**.

Active duty is defined as full-time service on active duty orders in the armed forces of the United States, or the National Guard, for a period that exceeds eighty-nine (89) consecutive calendar days.

The Act provides for unpaid leave of up to ten (10) workdays per rolling calendar year during one or more of the following periods:

1. Within the thirty (30) day period before active duty orders are in effect
2. During a period in which the person ordered to active duty is on leave while active duty orders are in effect; or
3. During the thirty (30) day period after the active duty orders are terminated.

Military Leave of Absence

If you are a full-time employee and are inducted into the U.S. Armed Forces, you will be eligible for re-employment after completing military service, provided:

1. You show your orders to your supervisor as soon as you receive them.
2. You satisfactorily complete your active duty service.
3. You enter the military service directly from your employment with C.A.R.S.
4. You apply for and are available for re-employment within ninety (90) days after discharge from active duty. If you are returning from up to six (6) months of active duty for training, you must apply within thirty (30) days after discharge.

Military Reserves or National Guard Leave of Absence

Employees who serve in U. S. military organizations or State Guard Units may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued personal leave to the leave if they wish; however, they are not obliged to do so.

You are expected to notify your supervisor as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during this absence.

Accepting Other Employment or Going into Business While on Leave of Absence

If you accept any employment or go into business while on a leave of absence from C.A.R.S., you will be considered to have voluntarily resigned from employment with C.A.R.S. as of the day on which you began your leave of absence.

Insurance Premium Payment during Leaves of Absence

C.A.R.S. will continue to pay its share of insurance premiums for employee coverage for a maximum of three (3) months while you are on a Family Medical Leave of Absence (FMLA). While you are on any other type of unpaid leave of absence from C.A.R.S., you will be responsible for paying the total premiums for your coverage and that of your dependents. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated. Please consult with the Human Resources Department to set up a payment schedule.

SECTION 6

Safety

General Employee Safety

(Please see site safety manual for further information.)

C.A.R.S. is committed to the safety and health of all employees and recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

C.A.R.S. will maintain safety and health practices. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each supervisor make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

Employees who disregard safety, or have an avoidable injury/accident, may be subject to disciplinary action up to and including termination.

C.A.R.S. strongly encourages you to communicate with your supervisor regarding safety issues.

Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your supervisor. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, an Incident, Accident, Near Miss Form must still be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected; this will be reviewed at the next Management Team Meeting in an effort to avoid any future occurrences. The individual incurring the mishap can decline medical treatment; but must sign a Refusal of Medical Treatment Form. Further, execution of any of the aforementioned Forms does not exclude the employee from a drug screen. The Human Resources Department will be responsible to complete an Employee's Claim for Worker's Compensation Benefits Form on all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents that occur during the workday. The Indiana State Workers' Compensation Act also requires that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to

collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards that might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

Security Checks

C.A.R.S. may exercise its right to inspect all packages and parcels entering and leaving our premises.

Parking

Parking at each site is available in areas designated by the facility coordinator. No parking will be allowed in fire lanes or in areas designated by a no-parking sign.

If handicap spaces are designated at the site, misuse of the handicap space by an Agency employee may be grounds for disciplinary action.

Visitor parking for non-employees is available at each adult center and is marked by a visitor parking sign. These parking spaces are meant for visitors only, not for C.A.R.S. employees visiting from another site.

Employees are reminded to take whatever precautions necessary to secure their vehicles. C.A.R.S. will not be responsible for thefts or vandalism to vehicles. Employees are urged to exercise prudence when driving on facility grounds, so as not to endanger people we serve or other staff.

Safety Rules

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all C.A.R.S. activities. We want to protect you against injury and illness, as well as minimize the potential loss of services/production.

Below are some general safety rules to assist you in making safety a regular part of your work. Your supervisor may post other safety procedures in your department or work area.

Working Safely

Safety is everyone's responsibility. Remind your co-workers about safe work methods. Start work on any machine only after safety procedures and requirements have been explained. Immediately report any suspected hazards and all accidents to your supervisor.

Lifting

Ask for assistance when lifting heavy objects or moving heavy furniture. Bend your knees, get a firm grip on the object, hold it close to your body and space your feet for good balance. Lift using your stronger leg muscles, not your weaker back muscles.

Medication

If it is necessary for you to bring medication to work with you, it is your responsibility to keep it properly secured and must be in a properly labeled container with your name and

name of medication. In the event that the medicine should become separated from your possession, it is your responsibility to immediately report this incident to your supervisor.

Materials Handling

Do not throw objects. Always carry or pass them. Use flammable items, such as cleaning fluids, with caution. Also, stack materials only to safe heights.

Trash Disposal

Keep sharp objects and dangerous substances out of the trashcan. Items that require special handling should be disposed of in approved containers.

Cleaning Up

To prevent slips and tripping, clean up spills and pick up debris immediately.

Preventing Falling Injuries

Keep aisles, work places and stairways clean, clear and well lighted. Walk, don't run. Watch your step.

Handling Tools

Exercise caution when handling objects and tools. Do not use broken, defective or greasy tools. Use tools for their intended purpose only. Wear safety glasses or goggles whenever using a power tool.

Falling Objects

Store objects and tools where they won't fall. Do not store heavy objects or glass on high shelves.

Work Areas

Keep cabinet doors and file and desk drawers closed when not in use. Remove or pad torn, sharp corners and edges. Keep drawers closed. Open only one drawer at a time.

Using Ladders

Be certain that ladders are placed in a secure position. Do not stand on boxes, chairs or other devices serving as a substitute for ladders. Do not use metal ladders around anything electrical including changing light bulbs.

Machine Guards

Keep guards in place at all times. Do not clean machinery while it is running. Lock all disconnects switches while making repairs or cleaning.

Personal Protective Equipment

Always wear or use appropriate safety equipment as required in your work. Wear appropriate personal protective equipment, like shoes, hats, gloves, goggles, spats and hearing protectors in designated areas or when working on an operation which is potentially hazardous. Also, wear gloves whenever handling castings, scrap, or barrels.

Universal Precaution personal protective equipment should be used whenever blood or other potentially infectious materials are present.

Electrical Hazards

Do not stand on a wet floor while using any electrical apparatus. Keep extension cords in good repair. Don't make unauthorized connections or repairs. Do not overload outlets.

Fire Extinguishers

Know where fire extinguishers are and how to use them.

Report Injuries

Immediately report all injuries, no matter how slight, to your supervisor.

Ask Questions

If you are ever in doubt regarding the safe way to perform a task, please do not proceed until you have consulted a supervisor. Employees will not be asked to perform any task that may be dangerous to their health, safety or security. If you feel a task may be dangerous, inform your supervisor at once.

We strongly encourage employee participation and your input on health and safety matters. Please obtain a Safety Concern Form from your supervisor for this purpose. Employees may report potential hazards and make suggestions about safety without fear of retaliation. We appreciate, encourage and expect this type of involvement! The success of the safety program relies on the participation of all employees. Though it is C.A.R.S. responsibility to provide for the safety, health and security of its workers during working hours, it is the responsibility of each employee to abide by the rules, regulations and guidelines set forth.

Remember, failure to adhere to these rules will be considered serious infractions of safety rules and will result in disciplinary actions.

Weapons

C.A.R.S. believes it is important to establish a clear policy that addresses weapons in the workplace. Specifically, C.A.R.S. prohibits all persons who enter company property or who are on company time from carrying a handgun, firearm, knife (other than a reasonably sized pocket knife), mace, pepper spray or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not. This policy includes weapons in a personally owned vehicle.

The only exception to this policy will be police officers, security guards or other persons who have been given written consent by C.A.R.S. to carry a weapon on the property.

Any employee disregarding this policy will be subject to immediate termination.

Fire Prevention

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your supervisor if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol or gasoline, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

In Case of Fire

If you are aware of a fire, you should:

- Pull the Fire Alarm
- Dial 911 or the local fire department.
- If possible, immediately contact your supervisor. Evacuate all employees from the area.
- If the fire is small and contained, locate the nearest fire extinguisher. Employees who are knowledgeable in the correct use of fire extinguishers should only attempt this.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

Emergency Evacuation

If you are advised to evacuate the building, you should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly, but do not run. Do not stop for personal belongings.
- Proceed, in an orderly fashion, to a designated location in parking lot near the building. Be present and accounted for during roll call.
- Other responsibilities may be added per Site Program needs.

Do not re-enter the building until instructed that it is safe.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times - it is a required safety precaution.

If you spill a liquid, clean it up immediately. Do not leave tools, materials, or other objects on the floor that may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repaired or replaced to your supervisor immediately.

Office Safety

Office areas present their own safety hazards. Please be sure to:

- Leave desk, file or cabinet drawers firmly closed when not in use.
- Open only a single drawer of a file cabinet at a time.
- Arrange office space to avoid tripping hazards, such as telephone cords or calculator electrical cords.
- Remember to lift things carefully and to use proper lifting techniques.

Property and Equipment Care

It is your responsibility to understand the machines needed to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and C.A.R.S. If you find that a machine is not working properly or in any way appears unsafe, please notify your supervisor immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify the safeguards provided.

Do not attempt to use any machine or equipment you do not know how to operate, or if you have not completed training on the proper use of the machine or equipment.

In the interest of safety and security, certain portions of C.A.R.S. facilities may be restricted to authorized personnel only. Such areas will be clearly marked. Some areas may be designated no smoking areas as well.

Safety Rules When Operating Machines and Equipment

When operating machines and equipment, please be sure to follow these procedures:

- Make sure machine guards are in place while machines are in operation.
- Remove loose clothing, jewelry or rings before operating machinery.
- Wear steel toe shoes and prescription eye protection to start the job, if required.

Required personal protective equipment, including prescription glasses and steel toe shoes, will be issued to you or a means provided to attain them by your supervisor as needed.

We will continue to provide a clean, safe and healthy place to work and we will provide the best equipment possible. You are expected to work safely, to observe all safety rules

and to keep the premises clean and neat. Remember that carelessly endangering yourself or others may lead to disciplinary action, including possible termination.

Security

Maintaining the security of C.A.R.S. buildings and vehicles is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave C.A.R.S. premises make sure that all entrances are properly locked and secured.

Smoking

C.A.R.S. does not allow tobacco in any of its buildings, including Group Homes. Tobacco products include: cigarettes, cigars, pipes, electric cigarettes, and chewing tobacco. CARS reserves the right to offer or deny smoking areas at any of its locations or buildings; furthermore licensing does not allow for smoking on the grounds, at these locations visitors and staff must go off property to smoke. Where smoking is permitted, a designated smoking area will be identified, and must be at a minimum of 8 feet away from the main entrance. Smoking materials shall be disposed of properly.

Please remember to conform to our customer and leaser's smoking policies when working at a customer's site.

CHILD ADULT RESOURCE SERVICES, INC.
Hazard Communication & Globally Harmonized System Program

Purpose

- The purpose of C.A.R.S. Hazard Communication & Globally Harmonized System Program is to ensure that the hazards of all chemicals located at each facility are evaluated and that information concerning physical and health hazards is transmitted to potentially exposed employees. It is not only the intent of C.A.R.S. to fully comply with the OSHA Standard 1910.1200 but also to improve the overall safety of our agency. A successful Hazard Communication & Globally Harmonized System Program will reduce potential incidents of chemical source illnesses and injuries.

Authority

- The Occupational Safety and Health Administration (OSHA) requires C.A.R.S. Hazard Communication & Globally Harmonized System Program, pursuant to Title 29 CFR Subpart Z part 1910.1200.

Summary of Title 29 – Subpart Z Part 1920.1200

Hazard Communication Standard – Effective March 11, 1994

- The passage of OSHA's Hazard Communication & Globally Harmonized System Standard gives C.A.R.S. the responsibility to establish a written, comprehensive program which includes provisions for container labeling, safety data sheets, and employee information and training. The written program must contain a list of the hazardous chemicals in each work area, the means used to inform employees of hazards of non-routine tasks and methods used to inform contractors in our manufacturing facilities of chemical hazards to which they may be exposed.
- This written Hazard Communications & Globally Harmonized System Program outlines C.A.R.S. plan to establish the objectives of the standard. Each objective will be specifically defined and discussed in this document. Additionally, this written program shall be reviewed during employee training and be available at each site.

Objectives

- **Objective #1 – List of Chemicals Used at C.A.R.S.**
 - Inventory of chemicals used in our manufacturing process. The Operations Manager or Designee is required to complete an inventory of chemicals.
 - An agency chemical list should be located at each site, while a master list will be on file at the C.A.R.S. Corporate Office

- **Procedure for Chemical Inventory Update:**
 - Several methods can be utilized to maintain an updated chemical list.
 - The Purchasing agent will have a chemical inventory on file. New chemical products will be immediately reported to the appropriate Management Staff by the purchasing department. C.A.R.S. will evaluate the new product's SDS to determine if the product should be included in the HC-GHSP.
 - As new chemicals are purchased, the chemical will be recorded on the inventory. Changes to the master list will be noted.

- **Objective # 2 – Safety Data Sheets**
 - Safety Data Sheets (SDS) is the key to a successful Hazard Communication & Globally Harmonized System program. SDS is designed to provide the information needed to handle chemicals safely.
 - There are 16 sections of the SDS which include: (1) Identification (2) Hazard identification (3) Composition (4) 1st Aid measures (5) Firefighting measures (6) Accidental Release measures (7) Handling & Storage (8) Exposure controls / personal protection (9) Physical / chemical properties (10) Stability / reactivity (11) Toxicological info (12) Ecological info (13) Disposal considerations (14) Transport info (15) Regulatory info (16) Other Info.
 - The following procedures are to ensure that C.A.R.S. maintains a SDS for all chemicals identified on the chemical inventory.
 - Chemical manufacturers supplying C.A.R.S. with products are required by law to send SDS with each shipment. As SDS is checked off against the chemical inventory, missing SDS should be requested in writing from the respective manufacturer by C.A.R.S.
 - All attempts to obtain a SDS will be documented.
 - The Purchasing agent will require an SDS for each new chemical purchased, as well as updated SDS for existing chemicals.
 - Copies of Safety Data Sheets will be maintained at each C.A.R.S. site.
 - A glossary of SDS terms will be available at each site.
 - Updated SDS and new SDS will be immediately placed in the SDS file.

- **Objective #3 – Labeling Procedure**
 - C.A.R.S. will rely heavily on chemical suppliers to provide labeling on their products used in our facilities that meet the requirements of 1910.1200 (f).
 - Labels must contain:
 - Product identifier

- Supplier identifier
- Precautionary statements
- Hazard statement
- Signal words
- Pictograms

○ Pictograms may include but is not limited to...



Respiratory sensitizer
 Carcinogen / Genetic mutations / Reproductive toxicity /
 Target organ toxicity / Aspiration toxicity



Self-reactives
 Flammables / Pyrophorics / Self-heating / Emits flammable gas /
 Organic peroxides



effects /
 Irritant (skin / eye) / Skin sensitizer / Acute toxicity / Narcotic
 Respiratory tract irritant / Hazardous to ozone layer



metals
 Corrosion: Skin corrosion/burns / Eye damage / Corrosive to



Exploding Bomb: Explosives / Self-reactives / Organic peroxides

- Shipped Containers
 - With each chemical shipment, all containers will be checked to ensure that all labels meet the requirements outlined in this program. C.A.R.S. will not accept improperly labeled containers. If there is a problem with a container, the following personnel should be immediately notified:
 - Supervisor
 - Purchasing agent
- Local Purchase – Shelf Stock Chemicals
 - The following procedures will be implemented to ensure that local purchases of shelf stock chemicals are properly labeled.
 - A local purchase inventory will be maintained by the purchasing agent.
 - Purchases of shelf-stock chemicals, which are not listed on the inventory, will be reported to the supervisor
 - Each local purchase will be purchase will be inspected for its condition and whether the items meet the minimum label requirements of 1910.1200 (f) (1) (i.ii.iii). If these items do not meet this labeling requirement, and / or are in poor condition they will be immediately returned to the supplier.
 - Portable containers will be labeled when not intended for immediate use, i.e. mop pail.
- **Objective #4 – Employee Training**
 - The Hazard Communication & Globally Harmonized System Standard requires C.A.R.S. to provide exposed employees with information and training on hazardous chemicals in their work areas.
 - Additionally, C.A.R.S. must also explain the components and objectives of its written Hazard Communication & Globally Harmonized System Program to employees.
 - Training to Employees

- Training of personnel will be done annually. The trainer will utilize written materials and will have a discussion to train all employees (charts, audio-visual, etc.)
 - New Employees
 - Will receive training promptly during their orientation.
- **Objective #5 – Contract Work Performed at C.A.R.S.**
 - Contractors will receive a list of chemicals used in the work area.
 - All contractors will be required to notify C.A.R.S. of hazardous chemicals brought onto the premises.
 - A copy of our Hazard Communication & Globally Harmonized System Program will be available at each site.
 - A list of chemicals and corresponding SDS will be available.

EXPOSURE CONTROL PLAN FOR BLOOD BORNE PATHOGENS

I. Purpose

This document sets forth the Exposure Control Plan (“ECP”) of C.A.R.S. required by paragraph © of the occupational health standard for blood borne pathogens (29 C.F.R. 1910.1030, “the Standard”) promulgated by the Occupational Safety and Health Administration (“OSHA”), U.S. Department of Labor.

This ECP identifies the job classifications that have been determined to have potential exposure to blood and other potentially infectious materials at C.A.R.S., Inc. Other potentially infectious materials are defined in the Standard as including the following body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, and body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

The ECP also describes the methods of compliance with applicable requirements of the Standard, it sets forth a compliance schedule and it describes a procedure for evaluating exposure incidents.

All personnel employed by C.A.R.S., Inc. are required to comply with this ECP and with the requirements of the Standard. Any failures to comply may be cause for disciplinary action.

In the event that the requirements of the ECP for the compliance requirements of the Standard should conflict with established infection control procedures, the more protective procedure will be followed to obtain the maximum protection for the resident and the worker. Questions concerning this ECP and compliance with should be directed to the Agency nurse and/or Human Resource Department.

II. Position Responsible for OSHA Compliance

The Human Resources Department has responsibility for implementing the ECP and ensuring compliance with it and the Standard.

III. Accessibility of the Exposure Control Plan

The ECP will be at each C.A.R.S. site for review by employees.

IV. Review

This ECP will be reviewed and updated by C.A.R.S. at least annually and whenever necessary to reflect new or modified tasks and procedures which affect employee potential exposure to blood and other potentially infectious materials, and to reflect new or revised employee potential exposure.

V. Exposure Determination

Any and all C.A.R.S. employees are potentially exposed employees.

Methods of Compliance

A. Work Practices

1. Universal Precautions
Child-Adult Resource Services, Inc. will observe Universal Precautions throughout each site to prevent contact with blood or other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids will be considered potentially infectious materials.
2. Hand washing
Child- Adult Resource Services, Inc. encourages all employees to wash hands using soap, warm running water, and friction in the following situations:
 - a. Immediately after or as soon as feasible following contact with blood or other potentially infectious materials (other skin should be washed with soap and water and mucous membranes flushed with water after such contact);
 - b. Immediately or as soon as feasible after removal of gloves or other personal protective equipment.
Hand washing facilities are readily accessible at each C.A.R.S. site.
3. Eating, Drinking, etc.
Eating is allowed in all of our locations unless prohibited by other policies.

B. Use of Sharps

1. Disposable needles
Only disposable needles will be used at Child-Adult Resource Services, Inc. Contaminated disposable needles will not be bent, recapped, or removed. Shearing or breaking of contaminated needles is also prohibited.
2. Disposable sharps
 - a. Contaminated sharps, which include any contaminated object that can penetrate the skin such as needles, scalpels, and lancets, will be disposed of immediately or as soon as feasible after use.
 - b. Contaminated sharps will be disposed of in containers that are closable, puncture resistant, and leak proof on sides and bottom. The container will either be red or affixed with a fluorescent orange or orange-red label with letters in contrasting colors and biohazard symbol.
 - c. The disposable sharps containers will be located at sites that require the use of such items.

- d. The containers must be maintained upright throughout use, replaced routinely and not allowed to overfill. The containers will be replaced when they reach the indicator line.
- e. When moving containers of contaminated sharps from the area of use, the containers will be closed immediately prior to removal or replacement to prevent spillage or protrusion of contents during handling, storage, transport, or shipping. If leakage is possible, the sharps containers will be placed in a secondary container. The secondary container must also be closable, constructed to contain all contents and prevent leakage and either red or affixed with fluorescent orange or orange-red label with letters in contrasting colors and a biohazard symbol.
- f. Reusable containers are not to be opened, emptied or cleaned manually or in a manner that would expose employees to the risk of percutaneous injury.

C. Personal Protective Equipment

1. Use

When there is potential exposure Child-Adult Resource Services, Inc. will provide appropriate personal protective equipment (“PPE”) to employees at no cost. The employers of those persons who are independent contractors (e.g. physical therapists) are to provide their employees with PPE. If they fail to do so, Child-Adult Resource Services, Inc. will have the necessary PPE available for use by such contractor personnel. All persons who may have exposure to blood or other potentially infectious materials shall use PPE that is appropriate for the anticipated exposure.

2. Limited Exception for Use of PPE

- a. Child-Adult Resource Services, Inc. will ensure that its employees use appropriate PPE unless an employee temporarily and briefly declines to use it when, under rare and extraordinary circumstances, it was the employee’s professional judgment that in this specific instance its use would have prevented the delivery of health care or public safety services or would have posed an increased hazard to the safety of the employee or someone else. As soon as the situation changes, the employee is expected to implement full use of all PPE. The fact that PPE might alarm someone or make routing procedures more difficult is not adequate reason not to use it.
- b. In all circumstances when an employee makes a judgment to not use and does not use PPE, Child-Adult Resource Services, Inc. will investigate and document the circumstances in order to determine whether changes can be instituted to prevent such occurrences in the future. The

Human Resources Department, as the Agency's individual responsible for OSHA compliance, will perform the investigation, with the assistance of such persons as he/she designates.

3. Accessibility

- a. PPE will be located throughout each C.A.R.S. site.
- b. For employees who are allergic to the gloves provided, they should inform their supervisors and they will be provided with hypoallergenic gloves, glove liners, powder less gloves or other similar alternatives.
- c. If an employee refuses to wear the appropriate PPE, such action will be reported to The Human Resource individual responsible for OSHA compliance.

4. Gloves

- a. Appropriate protective gloves must be worn whenever it is reasonably anticipated that an employee may have hand contact with blood, other potentially infectious materials, mucous membranes and/or non-intact skin. They also must be worn whenever performing patient care procedures and when handling or touching contaminated items or surfaces. Disposable sterile gloves should be worn during invasive and aseptic procedures.
- b. Disposable (single use) gloves will be replaced as soon as practical when contaminated or as soon as feasible if they are torn, punctured or when their ability to function as a barrier is compromised. They will not be washed or decontaminated for reuse.

5. Masks

- a. When procedures are performed which generate splashes, spray, spatter or droplets of blood or other potentially infectious materials, such as aspiration or suctioning, and eye, nose, or mouth, contamination is reasonably anticipated, disposable masks in combination with eye protection, or chin-length face shield will be worn.
- b. Disposable masks will be disposed of after use. Masks are to be changed whenever soiled with blood or other potentially infectious materials. Chin-length face shields will be decontaminated as needed and as soon as feasible following contamination.

6. Protective Body Clothing

Appropriate protective body clothing that will not permit blood or other potentially infectious material to reach the employee's working clothes, undergarments, or skin, under normal conditions, will be purchased as needed.

7. Removal
If blood or other potentially infectious materials penetrate PPE or clothing, the employee must remove and replace it immediately or as soon as feasible. All PPE must be removed prior to leaving the work area.
8. Cleaning, Laundering, and Disposal
 - a. Child-Adult Resource Services, Inc. will clean, launder, and dispose of all PPE at no cost to the employee. Such equipment will also be repaired or replaced as needed to maintain effectiveness at no cost to the employee.
 - b. Appropriate marked containers for placement of used disposable PPE will be located at each C.A.R.S. site.

D. Laundry

1. Contaminated laundry, which includes linens and reusable PPE to the extent they are soiled or reasonably anticipated to be soiled with blood or other potentially infectious materials, will be handled by employees as little as possible with a minimum of agitation, i.e. the laundry will not be shaken or unfolded. It will be bagged or containerized where it was removed. Contaminated laundry will not be sorted or rinsed in the location of use.
2. Universal precautions will be used in the handling of all contaminated laundry.
3. Whenever contaminated laundry is wet and presents a reasonable likelihood of soak-through or leakage from the bag or container, the laundry will be placed and transported in bags or containers to prevent soak-through and/or leakage.
4. All employees who have contact with contaminated laundry will wear gloves and protective body clothing.
5. Contaminated laundry will be washed according to the recommendations of the Center for Disease Control, i.e., washed with detergent and water at 160 degrees F. for 25 minutes or if lower temperature cycles are used, chemicals at proper use concentrations suitable for low temperature washing must be used.

E. Housekeeping

1. Work surfaces, environmental surfaces, equipment in First Aid rooms, and other treatment areas will be cleaned and decontaminated.
2. Child-Adult Resource Services, Inc. will clean and decontaminate all equipment, environmental surfaces and working surfaces in those areas where there is potential exposure, such as treatment rooms, after actual contact with blood or other potentially infectious materials.
3. Contaminated work surfaces in work areas, such as examining table and countertops, will be decontaminated with an appropriate disinfectant after completion of procedures, immediately or as soon as feasible after surfaces are obviously contaminated or after any spill of blood or other potentially infectious materials, and at the end of the work shift if the surface has become contaminated since the last

cleaning. An appropriate disinfectant is registered with EPA as HIV-effective and tuberculocidal (effective against HBV).

4. All reusable bins, pails, cans, and similar receptacles used for containment of disposable sharps after use, which have a reasonable likelihood for becoming contaminated, will be inspected and decontaminated bimonthly and cleaned and decontaminated immediately or as soon as feasible upon visible contamination.
5. All reusable bins, pails, cans, and similar receptacles used for disposal of regulated waste, which have a reasonable likelihood for becoming contaminated, will be inspected and decontaminated bimonthly and cleaned and decontaminated immediately or as soon as feasible upon visible contamination.
6. Broken glassware, which may be contaminated, must not be picked up directly with the hands. Instead, it must be cleaned up using mechanical means such as brush and dustpan, tongs, or forceps.

F. Regulated Waste

1. Regulated waste includes items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling; and pathological and microbiological wastes containing blood or other potentially infectious materials. If there is the potential for any item such as bandages, gauze, linens or used PPE, to be covered with or contain liquid blood or other potentially infectious materials, then that item will be handled as regulated waste.
2. For disposal of regulated waste, Child-Adult Resource Services, Inc. will provide containers that are closable, constructed to contain all contents and prevent leakage of fluids, and that are colored red or, alternatively, affixed with a fluorescent orange or orange-red label with letters in contrasting colors and a spillage or protrusion of contents during handling, storage, transport, or shipping.
3. If outside contamination of the regulated waste container occurs, it will be placed in a second container with the same characteristics as the first container.
4. Each C.A.R.S. site will have a container for regulated waste.
5. Regulated waste that has been decontaminated need not be labeled or color-coded.
6. Disposal of all regulated wastes will be in accordance with applicable regulations and laws.

G. Hepatitis B Vaccination and Post-Exposure Evaluation and Follow-Up

1. Child-Adult Resource Services, Inc. will make available at no cost the hepatitis B vaccine to all employees who have potential exposure as listed in Section 5. Child-Adult Resource Services, Inc. will require that independent contractors who have potential exposure to blood or other potentially infectious materials while providing services to individuals' served must supply proof that each such person is

protected against hepatitis B (vaccination or antibody testing has revealed immunity).

2. Child-Adult Resource Services, Inc. will provide post-exposure evaluation and follow-up for any employee of Child-Adult Resource Services, Inc. who has an exposure incident, defined as specific eye, mouth, or other mucous membrane, non-intact skin, or potential contact with blood or other potentially infectious materials as a result of occupational duties.

3. All medical evaluations and procedures related to the hepatitis B vaccination and post-exposure evaluation and follow-up, including prophylaxis, that are provided by Child-Adult Resource Services, Inc. will be:

- a. Available at no cost to the employee.
- b. Performed by or under the supervision of a licensed physician or licensed health care professional.
- c. Provided according to U.S. Public Health Service recommendations. For all laboratory tests to be conducted, Child-Adult Resource Services, Inc. will stipulate that the contracting licensed health care professional will use an accredited laboratory at no cost to the employee. Child-Adult Resource Services will ensure that the laboratory is accredited.

4. Hepatitis B Vaccination
“Please see Policy”

5. Post-Exposure Evaluation and Follow-Up

If any employee has an exposure incident, he/she should immediately report this event to the Human Resources Department. Child-Adult Resource Services will immediately make available during working hours a confidential medical evaluation and follow-up performed by a licensed health care professional, which will include the following:

- a. Documentation of the route of exposure and circumstances under which the exposure incident occurred.
- b. The blood of the source individual with respect to an exposure incident will be tested if the individual can be identified. Child-Adult Resource Services, Inc. will obtain consent from this individual to test their blood for this purpose. If it is impossible to identify the source individual or the source individual does not consent to testing, Child-Adult Resource Services, Inc. will document such. If the source individual’s infectivity status is found to be positive, blood testing need not be repeated.
- c. The employee of Child-Adult Resource Services, Inc. who experiences the exposure incident will be informed by the evaluating licensed health care professional of the infectious status for blood borne pathogens of the source individual’s blood to the extent that the law permits. The employee will

also be informed that the information provided to him/her about the infectious nature of the source individual may be protected from any disclosure by law and any disclosure made by the licensed health care professional to the exposed employee is to be held confidential. Any breach of confidentiality will expose the employee to disciplinary action including dismissal.

- d. Employees who have experienced an exposure incident will have their blood tested for HBV and HIV serologic status. In the event an employee declines testing or refuses to be tested, he/she will be required to sign a declination form.
- e. If the employee consents to baseline blood collection but does not consent to HIV serologic testing, the sample will be preserved for at least 90 days. If within 90 days of the exposure incident, the employee elects to have the baseline sample tested, such testing will be done as soon as feasible.
- f. If the source individual is HBV or HIV positive or has refused testing, the employee must be retested if exonerative at 6 weeks, 12 weeks and 6 months past exposure, as recommended by the U.S. Public Health Service.
- g. It is recommended that counseling include advising employees to seek medical attention for any febrile illness that occurs within 12 weeks of exposure.

The licensed health care professional evaluating the employee after an exposure incident is required by the Standard to provide a written opinion stating that (1) the employee has been informed of the results of the evaluation and that (2) the employee has been told about any medical conditions resulting from the incident which require further evaluation or treatment. The licensed health care professional is also required to omit from the written report any other findings or diagnosis and to keep them confidential. The licensed health care professional will also be directed to provide Child-Adult Resource Services, Inc. with a copy of the written opinion within 15 days of the completion of the post-exposure evaluation, so that Child-Adult Resource Services, Inc. can provide the employee with a copy of the written opinion within 15 days of the completion of the evaluation as required by the Standard.

6. Documentation of Circumstances Surrounding Exposure Incidents

- a. The medical evaluation and follow-up will include, as set out above, documentation of the circumstances under which the exposure incident occurred. The goal is to identify and correct problems in order to prevent recurrence of similar incidents.

The documentation and investigation of the circumstances surrounding an exposure incident will include at least the following:

- (1) Documentation of the time, place and procedure engaged in by the employee at the time of the exposure incident.
 - (2) Documentation of the personal protective equipment in use at the time of the exposure incident.
 - (3) Documentation of work practices and any other requirement of the Standard that was or was not being followed at the time of the exposure incident.
 - (4) An evaluation by the Human Resources Department or outside medical personnel and the exposed employee of what could have been done to avoid the incident.
 - (5) Identification of policies or procedures that should be followed or revised to avoid a similar exposure incident in the future.
7. Information for the Licensed Health Care Professional
Child-Adult Resource Services, Inc. has provided the licensed health care professional who evaluates an employee after an exposure incident, with a copy of the Standard, a description of the exposed employee's duties as they relate to the exposure incident, documentation of the route of exposure and circumstances under which exposure occurred, results of the source individual's blood testing, if available, and all medical records relevant to appropriate treatment including vaccination status which Child-Adult Resource Services, Inc. is responsible for maintaining.
8. Child-Adult Resource Services, Inc. will implement the above requirements regarding hepatitis B vaccination and post-exposure evaluation and follow-up, and documentation of the circumstances surrounding exposure incidents.

H. Training

1. All Child-Adult Resource Services, Inc. employees with potential exposure as listed in Section 5, including facility part-time and per diem employees will be required to participate in a training program at no cost and during working hours. Child-Adult Resource Services, Inc. will provide training at the time of initial assignment to tasks where potential exposure may take place, and annually thereafter. Thus, employees will be trained prior to being placed in positions where potential exposure may occur. Additional training will be provided when tasks or procedures are modified or when new tasks or procedures affect potential exposure.
2. Child-Adult Resource Services, Inc. training program will include at least the following elements:
 - a. a copy and explanation of the OSHA Standard;
 - b. a general explanation of blood borne diseases;

- c. an explanation of the modes of transmission of blood borne diseases;
 - d. an explanation of Child-Adult Resource Services, Inc. ECP and the way that each employee can obtain a copy of the ECP;
 - e. an explanation of appropriate methods for recognizing tasks and activities that may involve potential exposure;
 - f. an explanation of the use and limitations of methods to prevent or reduce exposure;
 - g. information on the types, proper use, location, removal, handling, decontamination, and disposal of personal protective equipment;
 - h. an explanation of the basis for selection of personal protective equipment;
 - i. information on hepatitis B vaccine including information on its efficacy, safety, method of administration, the benefits of being vaccinated, and that the vaccine and vaccination will be offered free of charge;
 - j. information on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials;
 - k. an explanation of the procedure to follow if an exposure incident occurs, including how to report the incident and medical follow-up that will be available;
 - l. information on the post-exposure evaluation and follow-up that will be provided following an exposure incident;
 - m. an explanation of the signs and labels and/or color coding;
 - n. an opportunity for interactive questions and answers with the trainer.
3. The Human Resources Department will conduct the training program.

I. Records

1. Medical Records

Child-Adult Resource Services, Inc. will maintain medical records for each employee potentially exposed. This medical record will contain:

- a. The employee's name and social security number;
- b. A copy of the employee's hepatitis B vaccination status, including the dates of all vaccinations and any medical records relative to ability to receive the vaccination. Employees who claim they have been vaccinated but who are unable to obtain copies of their vaccination records will be required to submit a statement indicating their immune status to HBV;
- c. A copy of all results of examinations, medical testing, and follow-up procedures, including documentation of the circumstances of an exposure incident;

- d. A copy of the licensed health care professional's written opinion; and
 - e. A copy of the information provided to the licensed health care professional. These medical records will be maintained at least for the duration of employment plus 30 years.
2. Confidentiality
Child-Adult Resource Services, Inc. will keep all medical records required by the foregoing paragraph confidential and they will not be disclosed or reported without the employee's express written consent to any person in or outside Child-Adult Resource Services, Inc. as required by law.
3. Training Records
Child-Adult Resource Services, Inc. will maintain training records that will include:
The dates of training sessions;
 - a. The contents or a summary of the sessions;
 - b. The names and qualifications of trainers; and
 - c. The names and job titles of attendees.Training records will be maintained three years from the date on which training occurred.
4. Availability
Child-Adult Resource Services, Inc. will make available upon request to appropriate OSHA officials all records required by this ECP. Medical records will be made available only upon presentation of a proper access order issued pursuant to the requirements of 29 C.F.R. Part 1913 and after notification to the employees of Child-Adult Resource Services, Inc. Employee training records and medical records required by this ECP will be provided to an employee upon request for examination and copying. Medical records will also be available to anyone having written consent of the subject employee.
5. Transfer of Records
If Child-Adult Resource Services, Inc. closes with no successor employer to receive or retain the records, Child-Adult Resource Services will notify OSHA at least three months prior to disposal and transmit all records to OSHA if required by OSHA to do so, within the three-month period.

SECTION 7

Separation of Employment

Termination

C.A.R.S. operates under the principle of at-will employment. This means that neither you nor C.A.R.S. has entered into a contract regarding the duration of your employment. You are free to terminate your employment with C.A.R.S. at any time, with or without reason. Likewise, C.A.R.S. has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of C.A.R.S.

C.A.R.S. hopes and expects that you will give at least two (2) weeks notice in the event of your resignation

Suspension Policy Regarding Neglect or Abuse

Upon a suspected incident of neglect or abuse where a staff member is the alleged offender, one of three actions must be taken by their Division Director and President/CEO.

1. The staff member may be reassigned, in such a circumstance as to protect the accuser.
2. The staff member will be put on suspension without pay.
3. The staff member may be immediately terminated upon validation of incident.

Within three working days of the incident reporting date, a team comprising of the Human Resources or designee, the Division Director of the staff member, and one other Division Director will determine which option is most appropriate and the initial duration of same.

If during the reassignment or suspension period no fault is determined, the staff member will be immediately returned to their normal work duty. In the case of suspension, the employee at their discretion to avoid unpaid time may use benefit days.

If after four weeks no determination has been made by an external source, the original team to continue current status must complete a re-determination of the employee's status or if a change is warranted based on the information available.

If after eight weeks no external findings are available, the employee's job status must be determined, our first priority being the safety of the person served. This does not exclude any employee's rights, including the right to grieve. (Reference Neglect/Abuse Policy)

Separation Paperwork

Immediately upon termination of employee the direct supervisor will notify Human Resources and promptly submit all necessary paperwork.

Exit Interviews

In a resignation situation, C.A.R.S. management would like to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about C.A.R.S. During the exit interview, you can provide insights into areas for improvement that C.A.R.S. can make. Every attempt will be made to keep all information confidential.

Insurance Conversion Privileges

According to the federal Consolidated Omnibus Budget Reconciliated Act (COBRA) of 1985, in the event of your termination of employment with C.A.R.S. or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense.

At your exit interview or upon termination, you will learn how you can continue your insurance coverage and any other benefits you currently have as an employee who is eligible for continuation. Consult the Human Resources Manager for additional details.

In a termination situation, the employee may request an exit interview with a representative from the Human Resources Department.

Return of Company Property

Any C.A.R.S. property issued to you, including, but not limited to unused per diem, computer equipment, cell phone, keys, or company credit card must be returned to C.A.R.S. at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued, and not returned, may result in litigation.

Former Employees

Depending on the circumstances, C.A.R.S. may consider a former employee for re-employment. Such applicants are subject to C.A.R.S. usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with C.A.R.S.

Reinstatement of Benefits (Bridging)

If you were an employee of C.A.R.S. with at least twelve (12) months of continuous employment, and were rehired within twelve (12) months of your termination date, you will be eligible to continue your benefits at the level you enjoyed at the time of your termination of previous employment with C.A.R.S. The employee will not be eligible for health insurance until he/or she has completed 90 days of employment after the rehire date.

Post-Employment Inquiries

In the event your employment with C.A.R.S. is terminated, either voluntarily or involuntarily, your supervisor may be able to provide a reference to potential employers only if you have completed and signed a release form.

As an employee of C.A.R.S., do not under any circumstances respond to any requests for information regarding another employee unless it is part of your assigned job responsibilities. If it is not, please forward the information request to the Human Resources Department.

CARS practice is to give out only the following information: Last position held and dates worked.

SECTION 8

Workplace Policies

This Employee Manual is designed to answer many of your questions about the practices and policies of C.A.R.S. Feel free to consult with your supervisor or the Human Resource Manager for help concerning anything you do not understand.

Bonding Requirement

If your employment with C.A.R.S. requires you to handle other people's property or to deal with money in any capacity, C.A.R.S. may require that you be bonded. It is your responsibility to assure that you are bondable. C.A.R.S. will pay the cost of bonding. Should you fail to maintain these qualifications, you will be subject to transfer to another position, if available, or termination.

Communications

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all C.A.R.S. methods of communication, including this Employee Manual, bulletin boards, discussions with your supervisor, memoranda, staff meetings, newsletters, training sessions, and company e-mail and internet.

You will receive other information booklets, such as your insurance booklets, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

Company and Department Meetings/Trainings

On occasion, we may request that you attend a company-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt employee, and attend a meeting held during your non-working hours, you will be paid for the time you spend traveling to and from the meeting as well as for time spent at the meeting. In the event that you are unable to attend a meeting or training, then you must complete and submit an Authorized Absence Form prior to the scheduled meeting or training date; this should be done as soon as you identify a scheduling conflict, but no later than two (2) days prior, as other scheduled individuals time and travel should be considered.

Telephones

Telephones are available at all facilities for both business and personal use. We ask that personal calls be placed at times which do not impinge on the delivery of services and

that personal calls be made on a limited as needed basis. Personal long distance calls should not be made on agency phone. Agency toll free numbers are for business use only.

Staff is reminded that your conduct on the telephone when dealing with the public reflects on the Agency. Staff is expected to exhibit the utmost in courtesy when using the phone on agency business.

Cellular Phone Usage Policy

This policy outlines the use of personal cell phones at work, the personal use of business cell phones and the safe use of cell phones by employees while driving.

Procedures:

1. Personal Cellular Phones

- a. While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of company phones. Excessive personal calls, texting, or other instant messaging, or other form of extraneous usage during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. A reasonable standard the company encourages is to limit personal calls during work time to no more than one per day as needed. Employees are therefore asked to make any other personal calls on non-work time where possible and to ensure that friends and family members are aware of the company's policy. Flexibility will be provided in circumstances demanding immediate attention.
- b. Personal use of cell phone which interferes with services or safety is unacceptable.
- c. Cell phones will not be allowed on the floor of CARS industrial/manufacturing operations for safety reasons. Employees working in an industrial/manufacturing environment must remain focused on their respective job duties and responsibilities. Employees will be required to either leave their cell phones in their vehicles or they may check them into personally assigned cell phone storage lockers located inside the facility. During employee breaks, or lunch time, employees may visit their vehicles or personal locker and check for messages and/or missed cell phone calls; however, upon returning to work from their break or lunch time, the employee must either return their cell phone to their vehicle or personal locker. Violation of this policy may result in immediate termination of employment.
- d. CARS has a variety of positions which may or may not allow, or may or may not require, cell phone use. It is your responsibility to inquire with your supervisor the expectation for your position and site.
- e. The company will not be liable for the loss of personal cellular phones brought into the workplace.

2. Cellular Phone Required Position
 - a. Where job or business needs demand immediate access to an employee the company has included monetary consideration to the base pay for that position based on the access required (i.e. texting, email, voice mail).
 - b. The employee is expected to maintain an available contact via cell phone at all times and respond in a prompt manner.
3. Inappropriate Use of Cellular Phone
 - a. In consideration of the continued advancement in technologies, staff must exercise acute discretion and judgment with the picture taking capabilities incorporated in cellular phone design.
 - b. Inappropriate cell phone pictures will not be tolerated on company cell phones, nor will the sharing of personal cell phone pictures during business hours.
 - c. Employees must be considerate of violating individual confidentiality issues that might result from taking pictures with company or personal cell phones.
4. Safety Issues for Cellular Phone Use
 - a. Effective July 1st, 2020 Indiana law banned handheld cellphones, this means that CARS employees must use hand-free or voice operated technology. While CARS discourages any use of cell phones while driving, if acceptance of a call is unavoidable, employees are expected to keep the call short, use hands-free options, refrain from discussion of complicated or emotional discussions and keep their eyes on the road. Special care should be taken in situations where there is traffic; inclement weather or the employee is driving in an unfamiliar area.
 - b. Additionally, since July 1, 2011 it is illegal to text and drive consequently C.A.R.S. prohibits employees from texting while driving agency vehicle or personal vehicle while conducting agency business, and such violation will result in termination of employment.
 - c. Employees who are driving for business in states outside of Indiana must be aware of and follow all rules for that particular state.
 - d. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.
 - e. Violations of this policy will be subject to the highest forms of discipline, including termination.
5. Special Responsibilities for Managerial Staff
 - a. As with any policy, management staffs are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

Computers, Electronic Mail, and Voice Mail Usage Policy

C.A.R.S. makes every effort to provide the best available technology to those performing services for C.A.R.S. In this regard, C.A.R.S. has installed, at substantial expense, equipment such as computers, electronic mail, and voice mail. This policy is to advise those who use our business equipment on the subject of access to and disclosure of computer-stored information, voice mail messages and electronic mail messages created, sent or received by C.A.R.S. employees with the use of C.A.R.S. equipment.

This policy also sets forth policies on the proper use of the computer, voice mail, and electronic mail systems provided by C.A.R.S.

C.A.R.S. prohibits the use of thumb drives to store information that contains PHI (personal health information).

C.A.R.S. property, including computers, electronic mail and voice mail, should only be used for conducting company business. Furthermore, CARS prohibits hourly employees from accessing email and voice mail from personal devices and during non working hours.

Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described below.

The use of the electronic mail system may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations. Furthermore, the electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, gender identity, religious or political beliefs, national origin, ancestry or disability. In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

Although C.A.R.S. provides certain codes to restrict access to computers, voice mail and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, employees should understand that these systems are intended for business use, and all computer information, voice mail and electronic mail messages are to be considered as company records.

C.A.R.S. also needs to be able to respond to proper requests resulting from legal proceedings that call for electronically stored evidence. Therefore, C.A.R.S. must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems for violations or concerns of privacy or release of PHI (personal health information). Because C.A.R.S. reserves the

right to obtain access to all voice mail and electronic mail messages left on or transmitted over these systems, employees should not assume that such messages are private and confidential or that C.A.R.S. or its designated representatives will not have a need to access and review this information. Individuals using C.A.R.S. business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

C.A.R.S. has the right to, but does not regularly monitor voice mail or electronic mail messages. C.A.R.S. will, however, inspect the contents of computers, voice mail or electronic mail in the course of an investigation triggered by indications of unacceptable behavior or as necessary to locate needed information that is not more readily available by some other less intrusive means.

The contents of computers, voice mail, and electronic mail, properly obtained for some legitimate business purpose, may be disclosed by C.A.R.S. if necessary within or outside of C.A.R.S.

Given C.A.R.S. right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient.

C.A.R.S. CEO will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

Employees are expected to protect and treat CARS equipment with utmost care; employees failing to do so could be held responsible for any damage or destruction of equipment on or off CARS premises

Dress Code and Personal Appearance

The purpose of this policy is to provide consistency and specific guidelines in the implementation of a C.A.R.S. Dress Policy. Due to the variety of activities our staff may undertake, these circumstances should not only be recognized, but also balanced with the need to maintain and enhance public respect and Agency professionalism, as well as recognizing that we are role models for the clients, children and families we serve. Depending on site, consumer, and safety needs, you may be asked to modify dress code.

Staff of Child Adult Resource Services, Inc. is expected to present a professional appearance at all times. Clothing is to be clean, free from rips and tears, not reveal a bare midriff, nor excessively uncover the chest area. If you were in doubt about whether something is appropriate, it would be best not to wear it.

Any staff person who is providing direct services to the people we serve:

Must

- Wear shoes with enclosed toes and enclosed backs and have sufficient traction/non slip soles
- Cover all inappropriate tattoos at the direction of CEO/Division Director and consumer needs
- Wear clothing and jewelry that allows you to perform jobs safely and effectively

May Wear

- Wear shorts (must not expose more than 1/3 of the area between the top of the knee and hip), jeans, t-shirts when appropriate

Must Not Wear

- Low-cut shirts, tank tops, mid-drift shirts, shirts that have plunging neck lines, or show their back or abdomen areas when their arms are raised
- Shoes exposing the heel and/or any toes or that would that would prohibit the ability to move quickly and freely
- Scrubs
- Spandex or tight pants, Leggings wore as pants.
- Skirts or dresses that expose more than 1/3 of the area between the top of the knee and the hip
- T-shirts or sweatshirts with writing or graphics that are offensive, vulgar, or insulting
- Sweat pants, or sweat suits

Any staff person who is in an administrative position:

Must

- Cover all inappropriate tattoos at the direction of CEO/Division Director and consumer needs
- Wear clothing and jewelry that allows you to perform jobs safely and effectively

May Wear

- Dress pants, skirts, dresses or suits, jeans only when suitable for daily activity

Must Not Wear

- Skorts, Shorts or mini-skirts
- Skirts or dresses with splits that expose more than 1/3 of the area between the top of the knee and the hip
- Spandex or tight pants, Leggings wore as pants.
- Tank tops
- T-shirts with writing or graphics that are offensive, vulgar, or insulting
- Sweat pants, sweat shirts or sweat suits (does not include tasteful or seasonal decorative sweatshirts)

Dress Code, including PPE, for positions in Work Services will be covered prior to, or on first day on site.

CARS will not allow inattention to personal hygiene which is offensive to workers or clients.

All staff should follow dress code for all trainings, meetings, and in-services; additionally, employees of C.A.R.S. must represent our agency in a professional manner and should wear professional attire to any meeting outside of our Agency or Agency meeting that includes outside staff, speakers or visitors.

If an employee is dressed inappropriately, it is the responsibility of the direct supervisor to present the issue to the employee; supervisors will be responsible for an employee not meeting dress code policy and will be held accountable. The employee is to be informed why their dress is inappropriate. Under all conditions, the direct supervisor is to balance the professionalism of the office and the specific responsibilities of all employees for that day. When communicating a violation of the Dress Policy, supervisors should address the issue in a professional manner with one other employee present.

Exemptions to this Policy may be made by a direct supervisor for medical reasons, which should be based upon a medical statement from a physician. The medical statement should be dated and signed, with a specified medical reason and the specific exception required for a defined period of time. Exemptions or additional requirements may also be made for specific programs in specific situations.

In order to enforce this Dress Policy, corrective action should remain consistent for all staff within a particular operation.

Drug-Free Workplace Policy – Zero Tolerance Policy on the Use of Illegal Drugs

C.A.R.S. is a community in which responsibilities and freedoms are governed by policies and codes of behavior, including penalties for violations of these standards as stated in your Employee Manual. C.A.R.S. has a standard of conduct that prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on C.A.R.S. site and/or client sites or as a part of C.A.R.S. activities.

It is the goal of C.A.R.S. to maintain a drug-free workplace. To that end, and in the spirit of the Drug-Free Workplace Act of 1988, C.A.R.S. has adopted the following policies:

1. Employees may be required to submit to an initial pre-employment drug test.
2. The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace or on work time. As an on-going condition of employment, employees are required to abide by this prohibition and to notify, in

writing and within five (5) days of a violation, her/his supervisor of any criminal drug statute conviction they receive.

3. C.A.R.S. will notify contracting agencies required, in writing and within ten (10) days of a violation of any criminal drug statute conviction in the workplace of covered employee.
4. C.A.R.S. provides information about drug counseling and treatment. (EAP)
5. C.A.R.S. reserves the right to search and inspect for the maintenance of a safe workplace.
6. Under no circumstances will C.A.R.S. tolerate the use or sale of illegal drugs, on or off of the workplace premises.
7. An employee found to have violated any provisions of this policy will be terminated.

C.A.R.S. may request employees take a substance abuse test if:

1. C.A.R.S. has reason to suspect that the employee is using or is under the influence of an illegal drug or alcohol.

Reasonable suspicion is based on (but not limited to) such factors as:

- An employee's involvement in a work-related accident.
- An employee's unusual behavior or work performance.
- Observing an employee's use of, possession of, or sale of, or purchase of drugs or alcohol on C.A.R.S. premises or while working on company time.
- Observing that the employee appears to be under the influence of drugs or alcohol.
- Observing a pattern of abnormal or erratic behavior by an employee.
- Learning that an employee is under investigation for illegal possession, use or sale of drugs or alcohol.
- The arrest or conviction of an employee on a drug-related or alcohol-related charge.
- Discovering that an employee has tampered with a drug test or taken action to interfere with or defeat the results of a drug test.

2. C.A.R.S. schedules periodic testing on a department-wide basis.

An employee who refuses to submit to a substance abuse test will be terminated.

Expense Reimbursement

Travel in a privately owned vehicle (POV) – authorized travel in a POV on Agency business will be reimbursed at a rate approved by the Board of Directors at the first meeting of each calendar year. All attempts will be made to meet the current IRS rate.

For reimbursement mileage will be entered into Acceltrax on the date traveled and include:

1. Where you traveled.
2. A specific description of the purpose.

3. Approved by supervisor
4. Reimbursement is based on the principle that the employee should be reimbursed for all official business mileage accumulated in a privately owned vehicle that is beyond the normal round trip mileage incurred from the employee's home to the permanently assigned office or work station and back home again.
 - An employee who leaves the office, travels to a field site, and returns to the office may be reimbursed for all mileage directly connected with the business trip (i.e., mileage from the office to the field site and back to the office) because the driver will have driven the normal daily commute to and from the office by the end of the day.
 - An employee who leaves home to conduct business without stopping at the assigned office may be reimbursed for all mileage directly connected with the business trip that is in excess of the commute miles normally traveled (i.e., total official miles driven minus normal daily commute miles). In this situation, the driver has not driven the normal daily commute and therefore must subtract the normal daily commute miles from the total official miles driven.
 - An employee who conducts C.A.R.S. business prior to coming into the assigned office or on the way home from the assigned office may be reimbursed for all mileage in excess of the commute miles normally traveled.
 - These policies apply to any day in which the employee travels in a privately owned vehicle to conduct C.A.R.S. business including a normal working day, after hour's business travel, and business travel on Saturday, Sunday, or holidays.
 - Telecommuting employees may not need to deduct commute miles (*see Telecommuting Policy Section 2 pg 16-17*)

The supervisor is responsible for ensuring that reimbursement of employees for the use of privately owned vehicles is controlled and authorized only in C.A.R.S. interest.

Mileage to trainings and meetings at your normal base site will not be paid. An employee's paid time begins when payment of mileage begins. Car-pooling and Agency vehicles should be used whenever possible. Mileage restrictions may apply when available agency vehicles are not utilized.

Persons responsible for checking mileage should check each item to verify that the mileage was authorized and the amount claimed is reasonable. Incorrect claims will be returned to the payee for resubmission.

Parking expenses incurred during authorized travel shall be reimbursed upon presentation of a receipt with the travel voucher.

Lodging allowances for agency business conducted out of town will be determined on an individual basis, but in all cases will be allowed for the employee only.

There will be no meal allowance for 1-day out of town conference, unless your position is one that the agency provides your lunch regularly.

When traveling out of town on overnight business, you can receive a \$35.00 allowance for meal expenses before your trip.

Breakfast	\$10.00
Lunch	\$10.00
Dinner	\$15.00

For day of departure and day of return, you may receive per diem if the following occurs:

- Leave home before 7:00 a.m. (breakfast per diem)
- Return home after 7:00 p.m. (dinner per diem)

A per diem allowance, for meals when on Agency business conducted overnight, out of town, may be allowed at the rate of \$35 per diem with the submission of receipts. The initial \$35 per diem allowance shall be furnished to employee prior to their departure on the overnight, out of town trip, provided a written request (through the Training Request form) is made at least two weeks prior to departure. It shall be the responsibility of the employee to report any adjustments between the actual receipt totals and the advanced per diem; actual receipts for expenditures and any balance difference between the expenses and the cash advance must be returned to Parke Center, to the attention of the HR Manager within one week of returning to work; failure to do so could jeopardize future requests.

Personal expenses paid for on a business trip are not reimbursable.

Out of pocket payment by employees for goods, materials, etc. is strongly discouraged. If such an expense becomes necessary and is authorized, reimbursement will be made when the bills for that time period are paid, provided a receipt has been furnished.

Publicity

There will be occasions when the news media will ask for information concerning the services provided by the Agency. When asked for this information, please refer the individual to a Division Director or the President/CEO. In some instances, the President/CEO may direct specific staff to represent the organization to the news media.

Any information regarding particular individuals served will be in accordance with the confidentiality policy.

There may be times when you are asked to appear before various clubs or organizations as a guest speaker or panelist. We ask that before you take on this responsibility you clear the matter with Division Director or C.E.O.

Personal Use of Company Property

In some instances, employees may be allowed to borrow certain C.A.R.S. tools or equipment for their own personal use while on our premises. In no instance may this be done off our premises, or without prior management approval. You understand and agree that C.A.R.S. is not liable for personal injury incurred during the use of company property for personal projects. As a C.A.R.S. employee, you accept full responsibility for any and all liabilities for injuries or losses that occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

Relatives

An employee is not permitted to work in a position where his or her supervisor, or a supervisor's supervisor, is a relative. A relative includes a father, mother, brother, sister, husband, wife, son, daughter, grandfather, grandmother, grandson, or granddaughter. It can also include other relationships established by blood, marriage, or other legal actions.

No one will be hired for a position when to do so would violate this policy. If such a situation is created through promotion, transfer, or marriage, one of the affected employees must be transferred or terminated within six weeks after the relationship is established or becomes known.

Service Awards

Each year, C.A.R.S. honors its long-term employees by presenting service awards at either a departmental activity, or other functions as determined by management. Service awards will be given after you have completed five (5), ten (10), fifteen (15), twenty (20), twenty-five (25), thirty (30), thirty-five (35), forty (40), forty-five (45), and fifty (50) years of service.

Uniforms

We provide uniforms that certain employees must wear while at work. Upon termination of employment, the uniforms must be returned.

Use of Agency Vehicles

All staff is directed to use an Agency vehicle instead of a privately owned vehicle (POV), if time and logistical considerations permit. If travel is necessary in a POV while on Agency business, it is reimbursable.

Only C.A.R.S. personnel who have been authorized to drive specific vehicles for specific purposes may drive an Agency vehicle. Authorization must be obtained from the supervisor or Division Director who controls the vehicle's use.

If you are authorized to operate a C.A.R.S. vehicle in the course of your assigned work, or if you operate your own vehicle in performing your job, you must adhere to the following rules:

1. You must be a licensed driver.
2. Seat belts must be worn at all times while vehicle is in motion.
3. You must maintain mileage reports.
4. You are responsible for following all the manufacturer's recommended maintenance schedules to maintain valid warranties, and for following the manufacturer's recommended oil change schedule.
5. C.A.R.S. provides insurance on company vehicles, however, you will be considered completely responsible for any accidents, fines, moving or parking violations incurred.
6. You must keep the vehicle clean at all times. You must also wash and vacuum the vehicle as often as necessary. You will be reimbursed for your reasonable expense of keeping the vehicle clean. Please retain any receipts for reimbursement.
7. Persons not authorized or employed by C.A.R.S. cannot operate or ride in a company vehicle.
8. Prior to operation of any company vehicle, your supervisor will train you on the appropriate steps to take if you are involved in an accident - filling out the accident report, getting names of witnesses and so on.
9. Drivers of Agency vehicles are responsible for the safe operation of those vehicles while under their control.
10. Drivers of Agency vehicles are responsible for ensuring that any vehicle under their control is roadworthy when it is issued and returned.
11. Drivers are responsible for the addition of gasoline and oil and are required to utilize self-service pumps.

Note: Please see the Driver's License and Driving Record Policy in the "Employment" section of this Employee Manual for further information.

Violence in the Workplace Policy

C.A.R.S. has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect C.A.R.S. or which occur on C.A.R.S. property will not be tolerated.

Acts or threats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions at C.A.R.S., or to create a hostile, abusive, or intimidating work environment for one or several employees. Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on C.A.R.S. premises, regardless of the relationship between C.A.R.S. and the parties involved.
2. All threats or acts of violence occurring off C.A.R.S. premises involving someone who is acting in the capacity of a representative of C.A.R.S.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

1. Hitting or shoving an individual.
2. Threatening an individual or his/her family, friends, associates, or property with harm.
3. Intentional destruction or threatening to destruct C.A.R.S. property.
4. Making harassing or threatening phone calls.
5. Harassing surveillance or stalking (following or watching someone).
6. Unauthorized possession or inappropriate use of firearms or weapons.

C.A.R.S. prohibition against threats and acts of violence applies to all persons involved in C.A.R.S. operation, including but not limited to personnel, contract, and temporary workers and anyone else on C.A.R.S. property. Violations of this policy by any individual on C.A.R.S. property will lead to disciplinary action, up to and including termination and/or legal action as appropriate.

Every employee is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to your supervisor.

Policy on Employees Regarding Substantiated Abuse/Neglect

As part of the new employee hiring process in some programs, prospective employees may be asked to allow Child-Adult Resource Services, Inc. to obtain information from child protective services (CPS). If the report from CPS indicates substantiated abuse/neglect, the person will not be eligible for hire in any position working directly with children. Current staff working with children/families may be asked to allow the agency to request a check for substantiated abuse/neglect, as will any staff member requesting an internal transfer to a position within the agency that would be working with children/families. Any current staff member that is reportedly found to have substantiated abuse/neglect charges will be immediately suspended without pay and given a reasonable opportunity to disprove the charges, or will be terminated from employment. Staff who become involved with CPS as a client for any reason will report the involvement to their supervisor within 48 hours after the involvement begins. A panel will review the circumstances, risk to children, liability of the agency, etc. to determine a course of action. The panel will consist of employee's direct supervisor, the Division Director, and the Chief Executive Officer or his/her designee. The employee may be asked to allow agency obtain information from child protective services (CPS) if the involvement is considered substantiated. The employee may be suspended without pay until a determination can be made. If the abuse is substantiated the employee will be immediately terminated.

Job Abandonment Policy

In a concerted effort to be more compatible with state and federal regulations governing FMLA, Workers Compensation and all other Leaves of Absence, management will make a good-faith effort to hold an employee's position or a position similar to the position open for approved leaves by the employee's supervisor and director for whatever approved purpose that the leave may serve until the employee can return to work. However, if after twelve (12) weeks of absence, and an interactive discussion of options

and alternatives, as set forth in the Accommodation Policy Section 2 page 4, management will not be under any obligation to hold open a position of any type and the employee may be terminated. In the event that the employee is terminated due to the extended absence beyond twelve (12) weeks, and providing that the employee for no other reason was terminated in good standing, they may be considered for re-employment through the normal hiring procedure at a later date.

(Note: excluded will be those individuals who are on FMLA Care Giver Leave)

Confidential reporting of violation of any policy in this employee manual, not limited to but including; EEOC, Code of Ethics, Discrimination, Harassment, Accommodation, can be made by calling the hotline 1-765-569-2076