

Partnership for a Drug Free NC, Inc.

EMPLOYEE HANDBOOK

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*Note: Additional information is contained in the Policies and Procedures Manual.
Contact Administration for a copy.*

ABOUT

History

Partnership for a Drug-Free NC, Inc. (Partnership) is a private non-profit, tax-exempt corporation that has been providing services since 1974. Partnership was initially chartered as the Council on Drug Abuse in 1970 and the name was changed to STEP ONE in 1986. The change to the current name was made in 2003. The agency is governed by a volunteer Board of Directors made up of citizens who are representative of the community.

Partnership is partially funded by local, state and federal government contracts, foundation grants, the United Way, program service fees, insurance and contributions.

Mission Statement

The Mission of Partnership is to coordinate resources and provide services to reduce the negative impact of substance abuse and mental illness on North Carolina's individuals, families and communities.

Philosophy and Values

Partnership believes that each person has social, emotional, cognitive, physical, spiritual, educational and vocational needs that are interrelated. Each individual has an ethnic background, cultural heritage and gender identity that should be respected and appropriately responded to with sensitivity. Each individual has a need for identity, self-expression, affiliation, affirmation, influence, accomplishment, creativity, power, safety and security. Families, schools and community should provide positive opportunities for the exploration and fulfillment of these needs in addition to support and constructive opportunities for the development and enhancement of these capabilities. Individuals are capable of making positive choices and acting responsibly and need the involvement and support of family members, caregivers and others in the community. Communities should promote values and meaningful economic opportunities to support children, adolescents, adults and their families in achieving a positive and nurturing environment.

Factors that influence the use of alcohol and other drugs include genetic influences, individual characteristics, peer support systems, accessibility to positive alternatives, quality of role models, neighborhood environment, school and community norms, availability of substances and advertising and media influences. Individuals relate to alcohol, tobacco and other drugs with a range of behaviors that include non-use, unsanctioned and potentially harmful use, and use that is clearly hazardous, dysfunctional, or harmful. This use often delays or arrests the social, emotional and cognitive development of children and adolescents, thereby impairing their ability to function effectively. Problems associated with alcohol, tobacco, and other drug abuse range from mild to severe, from episodic to persistent, and from acute to chronic and progressive. Alcohol, tobacco and other drug dependence is an addictive illness that, in itself, requires at least equal attention to any other primary or secondary disorder.

All individuals have the right to receive appropriate prevention/education, intervention and treatment services regardless of their disability, degree or type of substance use, health or developmental status, educational status, place of residence, legal status, ability to pay, parental consent or willingness to participate in services or other potential barriers to services. A comprehensive continuum of services should be available in the community that meet the identified needs of individuals and include primary prevention/education, intervention and treatment services. Substance abuse education and comprehensive primary prevention services are effective in preventing the use of alcohol and other drugs, in delaying the onset of substance use, and in reducing the incidents of substance abuse problems among children, adolescents, adults and families. Primary prevention efforts are proactively directed toward the general population through broad based activities or are targeted to identify high-risk populations for specific services. There are risk factors and protective factors within individuals, families, schools and communities that affect the vulnerability or resistance of individuals to alcohol, tobacco and other drug use.

Comprehensive early identification, intervention and referral services are effective in recognizing and addressing early symptoms of alcohol, tobacco and other drug use, and interrupting patterns of use, and in facilitating referral linkages for a child or adolescent, adult or family member to appropriate substance abuse treatment resources. Intervention efforts are time limited and directed towards those individuals who are exhibiting early symptoms of alcohol, tobacco or other drug problems. These symptoms may include low achievement, coping problems, low self-esteem, depression, illness, accidents, impulsively, aggression and other acting out behaviors.

Treatment services are effective in breaking the cycle of abuse and addiction, in assisting the recovery process and in restoring and improving the level of functioning and the quality of life for children, adolescents, adults and their families. Treatment services should be effectively matched to the individual needs, characteristics and circumstances of individuals and should be provided in the most normal and least restrictive setting.

Partnership believes chemical dependency to be a progressive disease of the body, mind and spirit; it is a disease characterized by powerlessness, the loss of control to the power of a mood-altering substance that creates emotional, mental and physical dependency. Our goal is to treat chemically dependent persons by helping them to acknowledge, accept and understand their relationship with the disease, to enhance their self-image, and to assist them in returning to chemically free lives. Treatment focuses on the whole person and will intervene in the individual's physical, social, emotional, spiritual, vocational and family life.

Partnership believes that responsibility for recovery rests with the client; recovery begins when the client becomes willing to be open to mental, spiritual, emotional and behavioral change.

Partnership is licensed and/or accredited by The Department of Human Resources, Division of Facility Services; The Division of Mental Health, Developmental Disabilities and Substance Abuse Services; Commission on Accreditation of Rehabilitation Facilities (CARF) and the United Way.

EMPLOYMENT POLICIES

The purpose of this section is to acquaint you with certain policies that affect your work at Partnership. Since some policies change periodically, it is important that you review these policies with your supervisor.

Employment at Will

THE POLICIES CONTAINED IN THIS HANDBOOK ARE NOT CONDITIONS OF EMPLOYMENT. THE LANGUAGE DOES NOT CREATE A CONTRACT BETWEEN Partnership AND THE EMPLOYEE. Partnership MAY CHANGE, TERMINATE AND/OR MAKE EXCEPTION TO THE POLICIES UNILATERALLY AT ANY TIME AT ITS SOLE DISCRETION. EMPLOYEES OF Partnership HAVE THE ABILITY TO TERMINATE THEIR EMPLOYMENT AT ANY TIME FOR ANY REASON. LIKEWISE, Partnership RETAINS THE ABILITY TO TERMINATE ANY EMPLOYEE'S EMPLOYMENT AT ANY TIME FOR ANY REASON.

EEOC Policy

Partnership is an equal opportunity employer. This means that Partnership maintains a policy of employing, assigning, and advancing each individual based on his or her own merit without regard to race, color, religion, sexual orientation, age, sex, national origin, disability or veteran status or any other status covered by applicable law. Partnership is committed to making strong efforts to recruit and employ staff that represents the clients that are served by the agency. This commitment to equal treatment applies to all aspects of employment including selection, training, assignment, promotion, compensation, transfer, performance evaluation, administration of personnel policies and discharge.

Employment of Relatives

Because of the possibility that actual or potential conflicts of interest may arise when relatives are employed, Partnership does not routinely employ relatives of Board members or employees. Exceptions to this policy may be allowed with the permission of the Chief Executive Officer and as long as the employee is not supervised by a relative or is employed in a different area/department. For purposes of this policy, "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or step-relation. This policy applies to all categories of employment, including regular, temporary and part-time classifications.

Service Provision for Relatives

Due to the possible conflict of interest, it is not permitted for immediate family members of staff to receive treatment related services at Partnership. In some instances, staff may conduct an assessment and make a referral to another treatment facility for service.

Disability Accommodations

Partnership does not discriminate against qualified individuals with disabilities in consideration for employment, and makes every effort to reasonably accommodate disabilities of applicants and employees with disabilities.

Hiring Process

Job openings may be announced in the following manners:

- at Partnership staff meetings and/or by memorandum
- postings on the Employment page of the Partnership's website (www.drugfreenc.org)
- advertisements in appropriate periodicals

Selection of staff members is based on criteria that are demonstrably related to the job under consideration, and sensitivity to the characteristics of its client populations. The Partnership does not categorically refuse employment to individuals with personal drug abuse histories or prior criminal histories. A pre-employment urine sample and references check must be completed before any individual is offered employment. Additionally, a NC statewide criminal background check will be conducted on all applicants considered for employment.

As required by NC statute, the Partnership is also required to conduct national criminal background checks on all applicants considered for employment in positions requiring them to provide direct services or have direct access to clients. Decisions to hire or retain staff will be made utilizing the results of the background checks.

Categories of Employment

1. Full-Time Staff

Full-time employees are those employees who, on average, work forty (40) hours per week. Full-time employees are eligible for benefits, paid leave, and paid holidays. Employees will be scheduled by their supervisor to accommodate their job function.

2. Part-Time Staff

Part-time employees are those employees who, on average, work less than thirty-five (35) hours per week. Part-time employees are not eligible to receive benefits, paid leave, or paid holidays. The hours for part-time employees will be scheduled by their supervisor to accommodate their job function.

3. Credentialed/Registered/Licensed/Certified Staff

All new employees are required to provide documentation and written confirmation of any degree or training required for a position. All professionally registered, licensed, or certified employees are required to keep their registration/licensure/certification current. This is the responsibility of the employee. A copy of the current certificate, registration, or license must be submitted to Human Resources at the new hire orientation. A copy of each renewal of professional registration, licensure, or certification must be submitted to Human Resources within thirty (30) days of receipt.

Loss of registration, licensure, or certification will result in the immediate removal from a position requiring one of the above and may result in initiation of disciplinary action up to and including termination of employment.

Failure to provide the above documentation or falsification of information in the employment application or credentialing/registration/licensure/certification documentation will result in immediate termination of employment.

4. Unpaid Staff

Unpaid staff are volunteers who provide specific services for the Partnership on a limited basis without compensation. Unpaid staff may include student interns, practicum students or other residents from the communities served. Unpaid staff must be at least eighteen (18) years of age, and under-go the same hiring process as paid staff. Exceptions to this will be made at the discretion of Administration. Unpaid staff must attend all required training as provided by paid staff performing similar duties.

Exempt and Non-exempt Employees

For purposes of the Fair Labor Standards Act, employees are classified as either exempt or non-exempt. Exempt staff do not qualify for overtime pay but may earn compensatory time. These salaried staff members include executive, administrative and professional staff. Typically these staff members supervise other staff, make independent judgments and have discretion in their jobs and/or have significant training, licensure or certification for their positions.

Hours of Operation

Hours of operation for Partnership offices are location specific and are visibly posted.

Employee Orientation

All new staff will meet with either their managers or Human Resources on the first day of employment or as soon as possible thereafter to do the following:

- have a picture ID badge made,
- review benefits, and complete benefit enrollment forms,
- complete federal and state tax forms,
- read and sign Client Rights and Confidentiality Policy form,
- read and sign Acknowledgement of Employee Handbook,
- read and sign Acknowledgement of EEO Policy,
- read and sign Acknowledgement of Harassment Policy,
- submit fingerprint card and all required forms for national background check (if applicable)
- provide copies of Certifications and Licenses (if applicable)
- provide Original transcripts from colleges and universities where degreed
- sign up for direct deposit

- within the first three days of employment complete Employment Eligibility Verification (I-9) and present acceptable forms of identification (social security card and drivers license preferred)
- schedule an appointment with a staff nurse or make arrangements with their local health department to receive TB testing
- receive keys/parking pass/security code (if applicable)

Immediately upon completion of the Employee Orientation, all information gathered must be forwarded to the office of the Director of Human Resources. The Director of Human Resources maintains and stores the information in the appropriate personnel files in alphabetical order in a secured file cabinet. In the event of an emergency, personnel information may be obtained from the Chief Executive Officer, Chief Operating Officer, or their designee during work hours.

Introductory Period

There is an initial introductory period of three (3) months for all new staff members. This allows each new staff member to become acquainted with the work and to demonstrate the ability to assume responsibility. It also gives the supervisor an opportunity to assess whether a staff member is a good fit in the position. A performance evaluation may be completed at the end of this period by the immediate supervisor. The staff member may be terminated from employment by Administration, without right of appeal or grievance at any time during the introductory period. The introductory period may be extended upon recommendation of the immediate supervisor and the authorization of Administration. Successful completion of the introductory period does not create a contract of employment for a definite duration.

Hours and Pay Policy

All full-time employees are expected to work 40 hours per week. Employees will be scheduled by their supervisor to accommodate their job function.

Compensation and Record of Time

Salaries are developed for each position or position category. Salaries are based on:

- education level;
- credentialing (i.e. licensure, certification);
- skills needed to do the job;
- the duties and responsibilities of the job;
- the degree of supervision required;
- prior formal training; and
- experience

The Partnership complies with the Fair Labor Standards Act requirements regarding payment of the statutory minimum wage.

There are twelve (12) pay periods per year for salaried employees at the Partnership. Each pay period is from the first day of the month to the last day of the month.

Withholdings may include: State and federal income taxes, FICA taxes, court or statute ordered garnishments, United Way pledges, voluntary deductions for insurance premiums, and other miscellaneous deductions. Miscellaneous deductions may include charges for processing duplicate checks or W-2's, insurance on replacement of lost cell phones, and re-payment of workshop or seminar costs for employees who separate from the Partnership within one year of attendance.

Employees working part-time or temporary will be paid an hourly rate based upon the number of hours worked during a pay period that begins on the 22nd day of one month and ends on the 21st day of the current month. Hours worked must be accounted for on the appropriate timesheet, approved by the supervisor, and submitted to Human Resources by the payroll deadline (usually the 22nd) of each month.

Monthly, each part-time or temporary employee will account for the time spent in activities of the job, using the Record of Hours Worked and Leave Taken form issued by Partnership. The time sheet shall be signed by the employee and forwarded to the appropriate supervisor at the end of the last day noted on each time sheet. The form will be reviewed and signed by the supervisor and forwarded to Human Resources. Falsification of time sheets will result in discipline up to and including termination.

If mandated by a supervisor, Service Activity Logs must be completed daily and list any direct client contact or other reportable units of service.

Pay checks or direct deposit vouchers are distributed to employees on the last working day of each month. Employees absent on that day will receive their check or direct deposit voucher by mail to their home address, or they can request, in advance, to pick up their check or direct deposit voucher on the date when they return to work. There are no payroll advances.

Each staff member holds one position in the Partnership at any given time and may not receive compensation for other than that one position. Payment to any staff member for service, while acting on behalf of the Partnership, is the property of the Partnership.

Partnership employees are expected to devote full time to the Partnership's interest during the regular or scheduled hours each day so that they can fully carry out their responsibilities and duties assigned. Employees should avoid outside commitments which would impair the effective performance of their duties, either in the form of time demands or establishment of relationships which run contrary to their obligations to the Partnership.

Permission is required prior to undertaking any secondary employment outside the Partnership. Requests for permission should be addressed to the immediate supervisor and Administration.

A performance based bonus merit increase may be made based on availability of funds and performance evaluation. The bonus would only be made in instances of above average performance. The bonus will be determined by the supervisor based on the employee evaluation and performance and will be paid in one lump sum each year. The performance-based bonus will

not be included in the base salary amount.

Compensation Compliance Policy

The Company strives to comply with all laws governing compensation and pay practices, including the Fair Labor Standards Act (“FLSA”) and all state wage payment laws. This policy of compliance applies to all employees, whether hourly or salaried, and applies both to the calculation of wages and to any deductions from wages. The Company wants to ensure at all times that its employees’ pay is calculated correctly and that any deductions from this pay are proper.

Special mention must be given to deductions from the pay of salaried exempt employees. Generally speaking, under the FLSA, exempt personnel paid on a salaried basis must be paid their regular salary each pay period, regardless of the number of hours actually worked, and they cannot be subject to deductions in pay based upon the quality or quantity of their work. Typically, no deductions can be made for partial day absences, although there are some permissible deductions for partial day absences, such as if the employee is taking FMLA-approved unpaid leave or if the absence is taken pursuant to a policy that provides paid time off. Deductions are also permitted in whole day increments from an exempt employee’s pay for such reasons as a major safety violation or other disciplinary violations of written company policies.

If at any time you have concerns regarding the calculation of your wages or whether an improper deduction has been made from your paycheck, please report your complaint to the Payroll Department. The Company will promptly investigate your complaint. If the Company determines that an error has been made – whether in the calculation of your wages or due to an improper deduction from your wages – you will be reimbursed and the Company will take appropriate steps to prevent such errors or improper deductions from occurring in the future.

Longevity Pay

It is the policy of Partnership for a Drug-Free NC, Inc. to reward full-time, salaried employees who have been with the agency for five years or longer. Partnership will annually pay the longevity benefit on or near the anniversary date of each eligible employee. The longevity pay scale will begin at the end of the fifth year of employment and start at \$500. For each additional year worked, \$100 will be added. The scale provides for a minimum of \$500 for five years of employment and a maximum of \$3,000 for 30 years.

Benefits

The Partnership benefits for eligible full-time staff include the following:

- Partnership subsidized premiums on employees enrolled in group health insurance;
- Partnership paid unemployment insurance and worker’s compensation insurance;
- Partnership paid life insurance, accidental death and dismemberment insurance, and short and long term disability insurance;
- Partnership subsidized premiums on employees enrolled in group dental insurance;

- Eligibility to participate in 403(b) tax-deferred retirement account immediately upon employment, and eligibility for discretionary Partnership match up to 5% after six (6) full months of employment;
- A 125 Cafeteria Plan, which includes a medical reimbursement plan and dependent care reimbursement plan for qualified out-of-pocket expenses incurred during the year;
- Opportunity to enroll in AFLAC insurances (e.g. accident, cancer), premiums to be 100% employee paid;
- Travel, meal, and lodging reimbursement for approved essential business travel expenses up to approved rates;
- Longevity benefits for employees employed five years or longer, beginning at \$500, and increasing \$100 each year up to a maximum of \$3000 for thirty years;
- Partnership paid liability insurance for \$1 million for professional staff.

Group insurances are subject to elimination/waiting periods. Employee paid premiums for insurances are processed as monthly payroll deductions for the period of coverage, and the Partnership makes monthly payments to appropriate insurance carriers. Any employee leaving employment will be responsible for the total amount owed for any benefits they have enrolled in, and that amount will be withheld from their final payroll check. In the event the deductions exceed the final payroll check, the employee will be responsible for paying the difference as invoiced.

When you become eligible for these benefits, you will receive a summary plan description which will summarize the benefits. Complete descriptions of these programs are contained in the appropriate master plan documents, which are available for your review. You should refer to these documents for all information regarding the benefit plans. The Partnership reserves the right to amend or terminate any of these programs at its sole discretion.

Continuing Education/In-Service Education

Partnership encourages employees to participate in professional development programs. If employees wish to attend conferences or meetings, or enroll in college courses, they should discuss the matter with their supervisor. The supervisor will forward the request to Administration for final approval.

Partnership may pay for training/education if funds are available and if:

1. The employee has been a regular full time employee for at least three months.
2. The courses selected are directly related to the employee's job and/or the purpose of the agency.
3. The employee has obtained prior approval from his/her supervisor and the Administration.
4. The employee completes the course with a final grade of 2.0 (C) or better.
5. The employee remains employed at the Partnership for a full year after completion of course.

If the employee is not employed for the full 12 months, he or she may be required to repay 100% of the cost of the course or a portion of the cost based on the number of months he or she was employed following completion of the course.

ABSENCES FROM WORK

Vacation Leave

Vacation Leave time may be used for vacation, personal emergencies, or other time out of work and is calculated according to calendar years of service. Vacation leave is accrued each month and is based on the anniversary date of the full-time date of employment. During the first year of employment, vacation leave time accrues at a rate of eight (8) hours per month of employment. After the first year of employment, vacation leave accrues as follows:

<u>Continuous Service</u>	<u>Leave Hours Accrue Per Month of Employment</u>
<i>Years 2 and 3</i>	<i>Ten (10)</i>
<i>Years 4 and 5</i>	<i>Thirteen and thirty-six hundredths (13.36)</i>
<i>Years 6 or more</i>	<i>Sixteen and sixty-seven hundredths (16.67)</i>

Leave time may be taken in increments of 15 minutes up to full hours. No more than 80 hours of vacation leave may be used at any one time except in special circumstances with prior written approval by the immediate supervisor and Administration. The maximum vacation leave that can be accrued is two hundred forty (240) hours.

Employees are encouraged to take their vacation leave yearly, as compensation will not be made in lieu of vacation leave time. Employees must submit vacation leave requests on the Leave Request and Reporting form as early as possible, but no later than one (1) month in advance of the anticipated absence from work. Approval of vacation leave may be based on program needs and staff availability.

The North Carolina Wage Payment Act requires that all eligible Partnership employees be notified that upon separation from employment, regardless of the reason for the separation, the employee is not entitled to any accrued sick leave pay, but employees will be paid for any earned but unused vacation leave. However, any used but unearned vacation leave will be treated as an advance and will be deducted from pay upon separation from employment.

Sick Leave

Employees are compensated for up to eighty (80) hours of sick leave per year based on full-time employment date and anniversary dates for absences due to doctor's appointments and illnesses. Sick leave may be accrued up to two hundred forty (240) hours. An employee who is too sick to work should notify her/his immediate supervisor as soon as possible, but no later than 8:30 a.m. on the day of the absence if circumstances permit. Nurses responsible for medicating clients in the morning will call the Head Nurse by 7:00 a.m. at her/his home. Failure to give notification may result in placing the employee in leave without pay status.

An employee with an extended illness or surgery receiving disability income from the Partnership policy will be paid their regular salary as long as sick leave is available to cover time out of work. After sick time is exhausted, vacation leave may be used with the approval of

Administration. If no vacation leave or sick time is available, disability pay under the Partnership’s long-term disability policy may be available.

Sick Leave Sharing

As part of Partnership’s commitment to support employees and foster teamwork, employees may volunteer and take the following steps to share sick leave. An employee or employees may donate earned sick leave from their “sick bank” to any employee who is on FMLA leave or other approved leave due to illness. Only employees on leave can receive these voluntary donations and must have exhausted all available sick and vacation time prior to the donation.

The employee who is on leave may receive a total donation of no more than 40 hours of sick leave to be used during their approved leave.

The maximum amount of sick leave any employee is allowed to donate during any twelve-month period is 40. Once a voluntary donation has been made in writing, it cannot be rescinded.

Any employee or employees who wish to donate sick leave, must do so prior to the payroll deadline of the 22nd of the month, in order to facilitate payroll processing. Employees donating sick leave must sign an acknowledgement, as follows:

Acknowledgement of Shared Sick Leave

I, _____, volunteer to donate _____ hours of my sick leave from my sick bank to _____, who is on approved medical or FMLA leave. I understand that by donating my sick leave hours, I forfeit those hours and do not accrue any additional sick leave hours until the next anniversary date of my Full-time employment on _____. I acknowledge that my donation of sick leave hours is entirely voluntary and I am not required to make the donation.

Employee

Date

HR Review

Date

Family and Medical Leave Act Policy (FMLA)

This policy covers all leave time requested and taken under the Family and Medical Leave Act (FMLA). To be eligible for FMLA, an employee must have been employed by the Partnership for at least one (1) year, and for over 1,250 hours during the previous twelve (12) months. An FMLA eligible employee may request up to twelve (12) unpaid workweeks of leave during any twelve (12) month period for the following reasons:

- A. Due to the birth of a child and the decision to provide care for that infant;
- B. Due to the placement of a child with the employee for adoption or foster care;
- C. In order to care for the spouse, son, daughter, or parent of an employee who has a serious health condition; or
- D. Because of a serious health condition that makes the employee unable to perform the essential functions of his or her job.

In cases of serious health conditions as noted in C or D above, an employee may take intermittent rather than continuous leave. Such requests must be supported by medical certification, and the Partnership reserves the right to transfer the employee to a position that is compatible with his or her leave schedule. In any case, where the necessity for FMLA leave is foreseeable, the employee must provide the Partnership with not less than thirty (30) days' notice, before the date the leave commences, of his or her need to take FMLA leave. If such notice is not possible, notice must be given as soon as practical. "As soon as practical" ordinarily means within one or two business days when the need for leave becomes known. If an employee fails to give the required advance notice, FMLA leave may be denied until at least 30 days after notice is actually given. Also in the cases of serious health conditions as noted in C or D above, the medical certification must be provided to Human Resources within fifteen (15) days. Failure to provide the medical certification on a timely basis may result in a denial of leave.

If a planned medical treatment or surgery necessitates an FMLA leave, the employee should make a reasonable effort to schedule the treatment so that it is not unduly disruptive to Partnership operations. Such scheduling is subject to the approval of the employee's appropriate health care provider, or health care provider of the son, daughter, spouse, or parent of the employee.

Forms for requesting FMLA leave are available from Human Resources. Employees requesting a medical leave for a serious health condition under items C or D above must provide a written and prompt medical certification which includes the following information:

- A. The diagnosis;
- B. The date on which the serious health condition commenced and the probable duration of the condition;
- C. A brief statement of the course of treatment;
- D. Whether inpatient hospitalization is required;
- E. A statement that the employee is unable to perform the essential functions of his or her position because of the serious health condition or a statement that the employee is

- needed to care for the family member; the appropriate medical facts within the knowledge of the health care provider regarding the serious health condition;
- F. If intermittent leave is requested, the reason and need for intermittent leave.

The Partnership reserves the right to obtain the opinion of a second health care provider as to the necessity of the FMLA leave. A statement by the employee's health care provider releasing him or her to return to work upon the conclusion of the FMLA leave will be required.

During an FMLA leave, the employee's coverage under the group health and dental insurance plans will continue as if the employee is actively employed. The employee-paid portion of the health and dental insurance premiums must be paid by the same day the payroll deductions are made (pay date). Payroll deductions are made automatically unless paid leave is exhausted, in which case the employee is invoiced for the insurance premiums. If an employee's health and dental insurance premium payment is more than thirty (30) days late, coverage will be discontinued. If an employee fails to return to work from an FMLA leave due to circumstances other than those beyond the employee's control, the Partnership is entitled to reimbursement of the employer-paid health and dental insurance premiums. The accrual of other benefits will be treated the same as for any other employee on a non-FMLA leave of absence.

Unless the Partnership determines that the employee is a "key employee" whose reinstatement will result in grievous economic injury to the Partnership, employees on FMLA leave will be reinstated to the same or equivalent position if they return from FMLA leave at the end of the twelve (12) work-week period. The employee will be reinstated with the same benefits he or she had when the FMLA leave commenced. If FMLA extends past the twelve (12) work-week period allowed, the vacant position may be filled and the employee on leave may not be reinstated.

Employees who take leave under the FMLA will be required to substitute and exhaust available accrued paid sick and vacation leave as part of the twelve (12) week period of family leave. During approved FMLA leave, no vacation or sick leave accrues. It may also be noted that in the case of an employee's serious health condition such as item D, short-term disability runs concurrent with FMLA leave.

Military Leave

Military service that requires that employees who are members of the National Guard or Reserve Corps participate in a special duty or training will be treated in the following manner:

An employee who is eligible for paid vacation leave may use the regular accrued vacation leave for the period, or the training or duty may be taken as leave without pay.

Enforced Absences

Leave will be granted when an employee is called for jury duty, must appear in court as a witness on behalf of the Partnership, or must register for military duty, etc. The employee will be paid their full salary and no paid leave will be deducted from their vacation leave bank. Proof

of the employee's participation in these activities must be provided immediately upon to return to work.

Leaves of Absence

A leave without pay for reasons other than those stated above (non-FMLA leave for short term disability or personal reasons) may be granted at the discretion of Administration. During approved non-FMLA leave, no vacation or sick leave accrues. Employee insurance benefits may be retained during the period of the approved leave; however, the full premium costs must be paid by the employee in advance. These arrangements are only possible when there is a reasonable assurance that the employee will return to work after the leave period. The Partnership will not advance any premium on any plan for an employee during a leave of absence without pay.

United Way Fair Share Day

Partnership for a Drug-Free NC is a United Way Agency. In keeping with that vision, the Partnership encourages and supports the United Way and the many agencies it supports. Each year, United Way conducts a campaign to raise donations to support its efforts in the communities. Employees of the Partnership are encouraged to pledge their "fair share" to assist those in need in the community. A Partnership benefit entitles any employee who pledges their fair share to the United Way for the year to take one full day of leave during the pledge year by completing the "United Way Fair Share Day Request" form located in the Human Resources and Benefits Section of the Partnership website. The leave day can be taken at any time during the pledge year. The leave day must be scheduled in advance with written approval of the employee's immediate supervisor. Should the employee take the "fair share" leave day, and then leave employment before the pledge is fulfilled, the paid leave day will be deducted from the final payroll check.

Holidays

The Partnership utilizes the holiday schedule established by the State of North Carolina as a guideline. Any deviation from that schedule will be approved by Administration.

New Year's Day
Martin Luther King's Birthday
Good Friday
Memorial Day
Independence Day (July 4th)
Labor Day
Veterans Day
Thanksgiving Day/Day after Thanksgiving
Christmas Eve/Christmas Day/or Day after

Specific dates for the holiday schedule are provided to all employees by written notification from Administration in advance of the next calendar year.

Religious Considerations

Employees may be excused from work on the recognized religious holidays of their faith when different from the designated days. Should an employee be scheduled to work on a holiday, another day may be taken with pay; with approval by the immediate supervisor.

Overtime

Non-exempt employees qualify for overtime payment when they work in excess of 40 hours in a workweek. Non-exempt employees are hourly employees or salaried employees who provide non-exempt duties such as clerical and support services. Persons in non-exempt positions should not work overtime without the authorization of the program manager or Administration.

CODE OF PROFESSIONAL CONDUCT

Failure to comply with the Code of Professional Conduct may result in disciplinary action. Partnership reserves the right to determine when conduct not addressed by the code should result in disciplinary action and the severity of that disciplinary action.

Attendance and Attention to Job Duties

Every position at Partnership is vitally important to the day-to-day function of the agency; so, prompt and regular attendance is a requirement of employment as is following directives from supervisors, and giving careful attention to job duties.

Partnership has provided for valid absences through allowances for sickness, emergencies, extended absences, vacation and holidays. Partnership does not permit such abuses as excessive absenteeism, sleeping on the job, performing personal work on the job or distracting co-workers in the performance of their job duties.

Drug-Free Workplace Policy

Partnership is a primary substance abuse caregiver in the community and, as such, must set an example. Therefore, employees must not have active substance abuse problems.

Partnership has a vital interest in maintaining a safe, secure and healthy work environment in which all employees may perform in a productive manner. The organization also has a commitment to its clients, and the community in which it operates and where agency employees and families live. Therefore, Partnership is committed to providing its employees a drug-free workplace. In order to achieve a drug-free workplace, it is the policy of Partnership that:

- A. All applicants for employment must submit to a drug-screening test prior to employment. An applicant who refuses to submit to the test will not be employed, or whose test is positive may not be employed. Employees returning after a leave of absence of any length are also subject to drug screening before returning to work.
- B. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or illegal drug on Partnership premises, or while conducting Partnership business off Partnership premises, is absolutely prohibited. Violation of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.
- C. Any employee suspected of possession of or use of controlled substances or illegal drugs is subject to a drug-screening test to discern the possible presence of these substances in the body. If the employee refuses to participate in a screening test, the employee will be given the option to resign or be discharged.
- D. Employees taking medication prescribed by a doctor or non-prescription medication should adhere to any restrictions placed on the employee's activities by either the doctor or the manufacturer and must inform his/her supervisor of any such restrictions. Failure to do so will

subject the employee to disciplinary action. Furthermore, applicants and employees taking prescription drugs should notify Partnership after taking a screening test and as part of the applicants/employee opportunity to explain any positive result.

Health and Safety

Employees are expected to comply with published safety, health, and security regulations as well as other rules established by management and displayed in work or non-work areas.

Partnership provides worker's compensation insurance and general liability insurance. Any accident or unusual incident that occurs on Partnership premises or in the performance of job related responsibilities, whether to self, others or property must be reported immediately to a supervisor and an incident report form filed. The incident report is to be reviewed and signed by the immediate supervisor and then forwarded to the Administration. This is important not only to assure prompt medical attention but also to comply with requirements for coverage by Worker's Compensation Insurance and risk management monitoring. Any employee involved in an accident or injured in the performance of their job and requiring more than basic first aid or property damage results more than \$100 will be required to submit to a urinalysis test.

It is the policy of Partnership that each staff/volunteer/intern receives TB screening as mandated by the Respiratory Protection Program. Also, each staff must receive initial training on the Airborne Pathogens. This is due to the possibility of exposure to harmful air contaminants.

It is the Management Staff's pledge to insure adequate safety conditions and procedures. When there is personal injury or damage to property, from whatever cause, it is a direct reflection on staff's ability to perform work in the most correct and/or conscientious manner. It is each staff person's responsibility to uphold the safety guidelines in the Safety Manual.

Infection Control

It is the policy of Partnership to practice effective infection control measures to protect the health of staff, clients and others in the facility. The Infection Control Officer (ICO) reports to the Partnership Quality Assurance Committee. The ICO and Program Managers make routine inspections of client and staff areas and potential or actual infection control problems are reported to the QA Committee. The report and corrective actions are reflected in the minutes.

Staff and clients are routinely screened for communicable disease. Any exposure by a staff member to body fluids by either accidental stick or splash will be immediately reported to a supervisor, Infection Control Officer, Medical Director, and Administration. All staff will observe and practice standard precautions to prevent the spread of disease. The Infection control policies and procedures are reviewed and revised as needed every two every two years.

All staff has mandatory training for infection control annually, with documentation maintained in the training book. Supervisors are responsible for reinforcing the education and maintaining an awareness of the necessity for proper Infection Control methods on an on-going basis.

1. Standard Precautions

Body substance isolation applies to blood, all body fluids, secretions, excretions (except sweat), non-intact skin and mucous membranes. Hands are to be washed after each patient contact, contact with contaminated equipment and after glove removal. Masks, eye protection, and face shields are to be worn when care may generate splashes or sprays of blood or body fluid. Gowns are to be worn to prevent soiling of clothing from blood or body fluid. Hands are to be washed after removal.

Client care equipment is to be properly cleaned, reprocess and disposed of if for a single use. All sharp instruments and needles are to be discarded in puncture-resistant container provided. Needles are not to be recapped. All specimens are to be packaged and sealed according to specified regulations and transported in approved biohazard container. Safety precautions are posted in all lab, kitchen, restroom, and urinalysis areas.

2. Tuberculosis (TB)

To meet the Centers for Disease Control's recommendations and to reduce the spread of tuberculosis, the following guidelines are mandatory:

Intermediate purified protein derivative (**IPPD**) skin testing is completed on all staff (unless there is a history of tuberculosis and/or false positive/allergic reaction to the serum). If the employee has a history of tuberculosis, documentation of treatment shall be provided to Partnership by the employee's physician, and a chest x-ray may be required to rule out active infection. If there is a history of allergic reaction to the serum, a TB screening form shall be completed instead of the IPPD. If the screening indicates possible tuberculosis, a chest x-ray may be required to rule out infection. Documentation of findings shall be maintained in the personnel file. Annual follow-up testing and education is provided for all staff members, documented, and placed in the personnel file.

3. Hepatitis B Immunization

Nurses, physician assistants, childcare workers, and residential services staff have been identified by Partnership as being at risk for exposure to Hepatitis B. The Infection Control Officer is responsible for informing new employees hired to these at risk positions about the availability of immunization. All employees who are at risk shall be encouraged to obtain the immunization at no cost to them.

Vaccination may be obtained at Prime Care on University Parkway in Winston-Salem or another health care clinic in the proximity of the service center. Vaccination consists of three injections; the first two at one-month intervals and the third, six months after the first dose.

Each employee must read an important information sheet about the vaccine and sign a consent form prior to receiving the vaccine. If the employee chooses not to be immunized against Hepatitis B after reading the important information sheet, the form must be signed by the

employee in the appropriate place indicating refusal. The completed form will be maintained in the personnel file.

4. Blood Borne Pathogens

In the event of exposure to body fluids by a needle stick or splash:

- Thoroughly wash the exposed site with soap and water and alcohol or flush mucous membranes with water;
- The exposed employee completes an incident report, including documentation of circumstances and route of entry;
- Obtain a Urine Drug Screen from exposed person with their consent;
- Send exposed person to area health facility for follow-up as soon as possible, preferably the same day;
- Obtain blood work for HIV, HAA and RPR from the source of contaminant, if known;
- Refer to exposure protocol addendum #3;
- Results of laboratory tests should be faxed to Partnership to be reviewed by ICO and Medical Director, then placed into the exposed person's personnel file;
- Adherence to exposure protocol is mandatory. Initially, all exposures are kept confidential. Results of testing must be made available to exposed employee. If employee refuses post-exposure testing, documentation of stated reason for refusal shall be documented in the personnel record.

Transportation

Authorized drivers, who may be required to transport clients and have a current and valid driver's licenses, may transport clients in an agency vehicle to activities or to other agencies. When necessary, employees may transport clients in personal vehicles.

A copy of the current and valid drivers' license, as well as a driving record check, of any staff driving Partnership vehicles or personal vehicles will be placed in the personnel file.

The following guidelines are mandatory:

- Smoking is not permitted in any vehicle owned, leased, or contracted by Partnership.
- All passengers and drivers must have a seat belt properly fastened about his or her body at all times when the vehicle is in motion.
- Children under age 8 and under 80 pounds must ride in a properly used car seat or booster seat provided by parents or guardian.
- First aid supplies and fire suppression equipment are secured in Partnership vehicles.
- Vehicle drivers and program managers will be responsible for maintenance, inspections, licensing requirements, routine oil changes, and tire rotations. The Vehicle Inspection will be completed quarterly, as part of the Quarterly Report, to ensure safe operation of the vehicles.
- A copy of the insurance policy and registration will be kept in the vehicle at all times.
- Steps will be taken to insure vehicle is equipped appropriate adaptive equipment when transporting clients who have a physical handicap.
- There will be an adult to assist in supervision when two or more preschool children who require special assistance with boarding or riding are transported in the same vehicle.
- Use of appropriate restraining equipment, if transporting infants or children, provided by the parent.
- Use of seat belts at all times.

Vehicle Emergency Procedures

The following procedures must be placed in all vehicles and must not be removed:

In case of an auto accident:

- Pull over to safe location (not on a curve or over the crest of a hill).
- Turn on emergency flashers and cut off engine.
- Check on the safety of the clients and other staff.
- Provide first aid as needed.
- Initiate call to 911 immediately and follow instructions from emergency personnel.
- Locate insurance and registration card in the glove box.
- Call your supervisor or on-call staff.
- Provide Partnership with an incident report or information on how to obtain related Police report.

In case of a fire while driving:

- Pull over to a safe location.
- Turn on emergency flashers.
- Stop the vehicle & evacuate immediately to a safe distance.
- Check on the safety of the clients and other staff.
- Initiate call to 911 immediately and follow instructions from emergency personnel.
- Extinguish fire, if possible, or return to a safe distance.
- Call your supervisor or on-call staff.
- Provide Partnership with an incident report or information on how to obtain related Police report.

In case of a breakdown:

- Pull over to a safe location (not on a curve or over the crest of a hill).
- Turn on emergency flashers.
- Stop the vehicle & determine problem.
- Call your supervisor and inform them of the problem and your location. Follow instructions from your supervisor.

Abusive Language or Actions

The use of profane or abusive language, fighting or deliberately causing or attempting to cause injury to another and forms of disorderly conduct or malicious disturbance, including the intimidation or harassment of others is not acceptable conduct at Partnership.

Weapons

The possession of firearms or other dangerous weapons on Partnership premises is expressly forbidden.

Recovering Person as an Employee

Partnership prefers for a person recovering from addiction to have been continuously clean and/or sober for a minimum of two (2) years prior to being hired. Partnership also prefers the employee to have been active in a relevant self-help program for that length of time. Employees who are themselves recovering from addiction assist clients as role models and understanding from personal experience as well as expertise in their discipline.

The job responsibilities of a recovering employee at Partnership are separate from their role as a recovering person in the community and as a member of a 12-step program. Partnership employees may not sponsor Partnership clients in a 12-step program.

Criminal Charges

Employees must report any current or pending criminal charges to their immediate supervisor and the Administration within 24 hours after being charged. Any employee who has criminal charges, which in the judgment of Partnership, are relevant to job responsibilities/requirements, which may adversely affect Partnership, may be subject to disciplinary action up to and including termination.

Responsibility to Clients

Partnership is dedicated to advancing the health and welfare of individuals, families, and communities, including respecting the rights of those persons, individually or collectively.

- A. Partnership staff does not discriminate against or refuse professional service to anyone on the basis of race, religion, age, sex, handicap, national ancestry, health status, or sexual orientation.
- B. Partnership staff is cognizant of their potentially influential position with respect to clients and they avoid exploiting the trust and dependency of such persons. Partnership staff therefore makes every effort to avoid dual relationships with clients that could impair their professional judgment or increase the risk of exploitation. Examples of such dual relationships include, but are not limited to, business or close personal relationships or recovering staff member sponsoring a client. Special relationships (financial, sexual, or

social) with current clients are prohibited. Special relationships with former clients for two years following termination of services are prohibited.

- C. Partnership staff when providing non-clinical services is cognizant of their potentially influential position with respect to clients and avoid exploiting the trust and dependency of such persons.
- D. Partnership staff respects the right of clients to make decisions and help them understand the consequences of these decisions.
- E. Partnership staff will terminate a professional relationship when it is reasonably clear the client is not benefiting from services.
- F. Partnership staff when providing clinical services does not abandon or neglect clients in need of continued treatment without making reasonable arrangements for the continuation of such treatment.
- G. Partnership staff obtains client's informed consent before taping, recording, or permitting third party observation of their activities.

Confidentiality

Partnership staff has unique confidentiality problems because the "client" in a professional relationship may be more than one person. The overriding principle is that staff will respect and protect the confidences and protected health information of their client(s) and will not disclose confidential information acquired in teaching, practice, or investigation. It is the responsibility of the professional to understand and comply with all state and federal confidentiality regulations (i.e. 42CFR, HIPAA) and G.S. 122C-52 through 122C-56.

- A. Partnership staff cannot disclose client confidences or protected health information to anyone, except: (1) as mandated by law; (2) when there is a clear and imminent danger to the client or to other persons, and then only to appropriate professional workers or public authorities; (3) where the client has provided written consent, and then such information may only be revealed in accordance with the terms of consent; (4) with a lawful court order; or (5) under the authority of the 2002 Patriot Act.
- B. In couples and/or family treatment, each legally competent person receiving professional services must sign the required consent(s). Without the consent the alcohol and other drug professional cannot disclose information received from any family member.
- C. Partnership staff will discuss the information obtained in clinical or consulting relationships only when necessary and in confidential setting with appropriate authorizations. Partnership staff follows Minimum Necessary Policy.
- D. Partnership staff will use clinical and other material in teaching/fundraising/public setting only when the client's PHI is de-identified and approved by the Privacy Officer.

Professional Competency and Integrity

Partnership staff is dedicated to maintaining high standards of professional competency and integrity. Recognizing societal obligations, staff seek to promote the wellness of all human beings through community involvement when possible. Utmost care is to be taken in their public involvement, as their actions represent not only themselves but reflect on their agency and fellow staff.

A. Partnership staff are subject to disciplinary action, up to and including termination, if they are found guilty of misconduct as defined in the following list:

- failure to report incidents of misconduct about which there is personal knowledge;
- claims of professional competence not possessed;
- suspension or revocation of professional licenses or certificates
- dismissal or resignation from a job because of any of the activities listed;
- conviction of one or more felonies;
- conviction of one or more misdemeanors related to their qualifications or functions;
- accepting favors or something of value from an active client or someone who has received services in the previous twelve (12) months.
- sexual harassment of clients or coworkers;
- initiation of activities of a non-therapeutic nature with active clients
- conduct any activities found to be harmful to clients.

B. Partnership staff will recognize boundaries and limitations of professional competencies and not offer services or use techniques outside of these professional competencies.

C. Partnership staff, as educators, is dedicated to maintaining high standards of scholarship and presenting information that is accurate.

D. Partnership staff seeks to remain current on new developments in the field, as relevant to their specialty areas, through educational activities and clinical experiences.

E. Partnership staff is aware that, because of their ability to influence and alter the lives of others, they should exercise special care when making public their professional recommendations and opinions through personal testimony or other public statements.

F. Partnership staff seeks appropriate professional assistance for their own personal problems or conflicts that are likely to impair their work performance and/or their clinical judgment.

Financial Arrangements

Partnership staff makes financial arrangements with clients and third party payers that conform to acceptable professional practices.

A. Partnership staff does not offer or accept payment for referrals or fee splitting.

B. Partnership staff does not charge fees for services that have not been explicitly approved

C. Partnership staff discloses all relevant fees to clients at any time upon request.

D. Partnership staff present facts accurately to clients and third party payers regarding services rendered.

Inter-professional Relationships

Partnership staff will treat colleagues with respect, courtesy, and fairness and will afford the same professional courtesy to other staff.

- A. Partnership staff will not solicit the clients of colleagues.
- B. Partnership staff will not assume the professional responsibility for the clients of another agency or a colleague without appropriate communication with that agency or colleague.
- C. Partnership staff will cooperate with duly constituted professional ethics committees and promptly supply necessary information unless constrained by the requirements of confidentiality.

Mistreatment of Clients

It is the policy of Partnership that any mistreatment of clients will not be tolerated. All clients are to be treated in a manner of dignity and respect and in accordance to laws, both State and Federal, which may govern treatment of clients. "Mistreatment" includes, but is not limited to:

- A. Breach of client confidentiality as protected by the Health Insurance Portability and Accountability Act (HIPAA) or the Code of Federal Regulations, Confidentiality of Alcohol and Drug Abuse Patient Records (42 CFR Part 2).
- B. Willful failure to provide available quality services.
- C. Breach of the client-counselor relationship regarding sexual overtures of harassment, psychological/verbal harassment, slander, any physical discipline, or physical contact that may be harmful to the client.
- D. Discrimination based on sex, race, age, disability, religion, national origin, ability to pay or other prohibited reason.
- E. Use of client for duties (labor, errands, etc) not appropriate as part of their goals for services.
- F. Changes in client's fees, services, access, rights, or privileges solely in retaliation for the client having taken action under stated client rights.

It is the responsibility of all staff, who have knowledge of an incident of mistreatment of a client, to report such incidents verbally or by completing an Incident Report Form.

- A. Instances of client mistreatment shall be reported immediately to the immediate supervisor of the alleged offending staff or to the Chief Executive Officer. In those cases where the immediate supervisor is first notified of an allegation, he/she shall immediately notify the Chief Executive Officer.
- B. Upon such notification, the Chief Executive Officer shall take the necessary action to determine the accuracy, nature, and extent of the incident. If subsequent investigation supports the charge of mistreatment, the Chief Executive Officer shall cause the appropriate disciplinary action to be considered as sufficient grounds for dismissal of the staff.
- C. The Chief Executive Officer shall, under normal circumstances, investigate charges of client mistreatment and render a decision in writing within five (5) working days of the date of the report.

- D. An employee who believes he/she has been unfairly disciplined under provisions of this policy may appeal the decision according to the Grievance Procedure.

Behavior Management

This agency does not employ restrictive procedures. Partnership instructs the staff in Nonviolent Crisis Intervention methods to safely detain a client. The method is used **only** when a client is violent/uncontrollable and talking the client down has failed. The staff will use this safe, non-harmful to client or counselor method only long enough to calm the client or to turn client over to the proper authorities (i.e., Police or EMS).

Innovative Treatment Procedures

A committee of qualified Partnership staff must approve any new/innovative treatment or any research-oriented treatment/evaluation implementation must approve any new/innovative treatment or any research-oriented treatment/evaluation. In addition, the treatment procedures must be thoroughly explained to the client, particularly the potential for any adverse effects.

- A. The client will be fully informed of the treatment/research goals. A Consent Form must be signed by the client and placed in the client's file. The consent will document the following was described to the client:
 - i. The activities/strategies and procedures;
 - ii. Potential discomforts and/or risks;
 - iii. The potential benefits for the subject and the public;
 - iv. Alternative procedures which may be equally advantageous;
- B. The client is informed that the consent may be withdrawn at any time;
- C. If the goals or procedures change as treatment or research progresses, a new written consent is completed.
- D. When the research findings are made public, the anonymity of clients is assured and guaranteed.

When informed consent is not feasible due to the client's inability to understand his/her rights in the treatment process, documentation will be in the assessment. It shall be dated, signed by the primary therapist and Clinical Director.

Subpoena/Search Warrant

Any staff member receiving a subpoena, search warrant or other legal request for information related to Partnership clients shall immediately notify their component director. At that time, action will be taken to determine if there is a signed consent for release of information on file. The party issuing the request will be contacted to determine if a letter or some form of documentation could be issued in lieu of court testimony. If any event, all appropriate action will be taken to insure client consent for the release of information. If that is not possible, other appropriate avenues may be considered based on advice from the organization's attorney or Legal Action Center.

Gifts or Services from Clients

It is the policy of Partnership that employees are prohibited from accepting gifts or services from clients. Employees shall not buy goods or services from a client except in licensed retail establishments. Also, employees shall not sell goods or services to a client except in licensed retail establishments.

Harassment

The Partnership is committed to providing its employees a work environment that is conducive to productive and rewarding work and free of discrimination. Therefore, the Partnership strictly prohibits all forms of harassment in the workplace on the basis of an employee's age, sex, religion, race, disability, national origin or other status protected by applicable law. The Partnership will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive working environment. Moreover, we will not tolerate harassment of the Partnership employees by anyone, including any supervisor, co-worker, vendor or client.

Sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitute sexual harassment when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing," "practical jokes," jokes about gender-specific traits, foul or vulgar language or gestures, display of foul or vulgar material, and physical contact such as patting, pinching, or brushing up against another's body.

Any person who believes her or she has been subjected to harassment or has witnessed another employee being harassed is encouraged to report the incident to any member of management. The Partnership forbids retaliation against anyone who in good faith makes a report of harassment or cooperates in an investigation of harassment.

Partnership's policy is to investigate all such complaints promptly and thoroughly. Partnership will attempt to keep such reports confidential and will disclose reported information only on a need-to-know basis and to the extent necessary to investigate and resolve the matter.

Any employee who is found to have harassed another employee will be subject to disciplinary action, up to and including termination.

Any employee who is found to have sexually harassed another employee will be subject to disciplinary action, up to and including termination.

Political Activities

Partnership for a Drug-Free NC, Inc. is non-partisan in political matters and encourages employee participation, as individuals and not on behalf of Partnership, in elections, and other matters of civic importance. Employees are prohibited from acting on behalf of Partnership for any political purpose.

Use of Partnership Resources

1. Computer Usage

Computers and related equipment or services that are owned, borrowed, used, or leased by Partnership shall be utilized on a strictly proprietary and confidential basis. No staff shall use any computer, software program or technical service for purposes unrelated to Partnership business. Storage of private or personal information and the maintenance of any unauthorized information are strictly prohibited. Privileges of the usage of the stated materials and services herein shall be granted solely to the staff/volunteer/intern.

Through the Internet, Partnership employees potentially have access to:

- Electronic mail communication with people all over the world
- Access to tens of thousands of information resources, like libraries, discussion groups, public information and 'best practices'
- Public domain software and shareware of all types.

All employees can have an email address. This must be set up with the approval of your supervisor.

2. Monitoring

Under normal circumstances, Partnership will only monitor the flow of traffic through the Internet connection. However, Partnership reserves the right to inspect employee email and other files. Be aware that "deleted" email can be retrieved from backup archives.

3. Unacceptable Behavior

Transmission of any material in violation of any US or state regulation is prohibited. This includes, but is not limited to, copyrighted material, threatening, offensive or obscene material, material protected by trade secret, product advertisement, or political lobbying. Basically, one should consider any email as if it is on Partnership's letterhead. Employees may reference the policies related to Personal and Professional Conduct in Partnership's manual for a further description, but examples of these activities/topics include:

- Computer Hacking
- Hate Mail
- Harassment (sexual or otherwise)

- Pornography
- Private business usage

4. Breach of Confidentiality

Partnership's client confidentiality rules apply to information transmitted over the Internet, such as email. Remember that, on the Internet, persons other than the recipients of the email can read email. Once you send it, it's out of your control. Therefore, don't email confidential client information to non-Partnership employees. It is permissible to send client information on our internal network. (See Code of Professional Conduct: Confidentiality Section for more information)

5. Lending Email Account or Internet Access

Employees are expressly forbidden from allowing non-employees to access an employee email account and the Internet through Partnership's computing resources.

6. Loss of Productivity

The Internet should not become a distraction that prevents employees from getting their work done. If Internet use/abuse limits an employee's productivity, the connection will be cut off. During business hours, only business-related use should occur. Outside business hours, personal Internet use may be permitted with the agreement of your Supervisor and Partnership.

7. File Downloading & Attachments

The Internet has become a prime transmission medium for virus-infected files. A virus-infected file downloaded from the Internet could quickly spread that virus to all other computers on Partnership's network. **Due to possible problems/risks associated with viruses, copyright violations, operating system conflicts and software licensing, downloading any software from the Internet is expressly forbidden.** If you have a legitimate need for software from the Internet, contact the Chief Operating Officer. An IT professional can download the software, check it for viruses, and make it available to you through Partnership's internal network, in keeping with software licensing requirements. Attachments are another source of virus-infected files. **DO NOT OPEN** any attachment or other documents not specifically requested and scanned.

8. Software Installation / Modifications

Employees may not install software onto their individual computers or the network or make any modifications to their individual computers or network without first receiving specific authorization from Administration.

9. Other Resources

Partnership has meeting space and copying facilities that may be used by employees. If an

employee wishes to have a non-Partnership meeting, e.g. 12-step group or community organization, he/she may do so by arranging a time and access with the Office or Program Manager. Partnership activities take precedence over outside meetings. Employees may use the copy machine by arranging a time with the Office or Program for use of the machine most appropriate for the job and by paying the established cost per sheet.

Solicitation and Distribution

Solicitation by employees on Partnership property during working hours is not permitted. Distribution of literature of any kind is not permitted in working areas, or in any area of the agency that is accessible or used by the public.

The annual fund drive for United Way, announcements of substance abuse-related community needs and voluntary collections for remembrances to employees on special occasions such as marriage and extended illness are exceptions to this policy. Partnership supports the United Way campaign because of its comprehensive nature in covering the needs of many community service groups, and employee contributions, while encouraged, are strictly voluntary.

Requests to solicit for other charitable purposes must be approved by the Administration. Distribution of literature on Partnership property or solicitations by persons not employed by Partnership is prohibited at all times.

Community Involvement

Partnership takes seriously its role as a corporate citizen and encourages employees to participate in worthwhile civic, charitable and political activities that will benefit the community. If an employee is interested in some form of voluntary service, administration will be glad to help identify opportunities for community involvement. Normally, participation in such community services should take place outside of regular business hours. If voluntary efforts require Partnership time, prior approval should be obtained from the appropriate supervisor.

Business & Marketing Practices

Partnership for a Drug-Free NC, Inc. is committed to the delivery of behavioral health care in an environment characterized by strict conformance with the highest standards of accountability for administration, clinical, business, marketing and financial management. Therefore, all business and marketing practices are approved by the Chief Executive Officer prior to implementation and reviewed annually or as needed to ensure compliance. In addition, any violation of the corporate responsibility may subject the employee to progressive discipline.

Violations

Violations of the Code of Conduct are to be immediately reported to the relevant supervisor or Chief Operating Officer.

The supervisor or Chief Operating Officer, as appropriate, will investigate the complaint to determine if action is warranted. The findings of the investigation will be documented and

reviewed by all appropriate staff including supervisor, Chief Operating Officer, and Chief Executive Officer. Action taken based on the findings of the investigation will be documented, listing all procedures followed and the outcome will be submitted to Human Resources. The process will begin immediately upon receipt of the complaint with ultimate resolution of the issue as soon as possible, but no later than 30 days from the date of complaint.

HIRING, EVALUATION AND PROMOTION POLICIES

Performance Evaluation

Employee performance is evaluated to determine how well employees achieve their established goals and/or perform job duties. Supervisors are responsible for establishing goals with each employee's input that contribute to the individual employees productivity, timeliness and quality. Performance evaluations are an important part of communication between supervisors and supervisees and facilitate improved individual performance, growth, career development and the provision of quality services.

Performance Evaluations serve to:

- create recognizable goals
- enhance staff communication and planning
- emphasize teamwork and problem solving
- provide an objective basis for decisions that affect compensation and career development
- document demonstration of continued competence
- provide feedback to employees on opportunities for improved performance
- establish or review an employee's staff development plan

An employee's performance will be evaluation in a fair and reasonable manner. The performance evaluation may be used as the basis for personnel decisions, including such things as career development, salary increases, and disciplinary action, if appropriate.

Human Resources will monitor, track, and evaluate the performance evaluation process for quality, improvement, and program success. Copies of performance evaluations will be maintained in the employee's official personnel file.

Promotions and Transfers

It is the policy of Partnership to attempt to promote from within when a current employee, because of skill, qualifications and prior performance, establishes that he/she is the best qualified candidate for promotion to an available position.

The procedure for an internal candidate applying for an opening is as follows:

- Fill out current application form and attach resume, if desired;
- Contact supervisor of program component with the job opening;
- Notify current supervisor of application.

If hired into an open position, the date of transfer is to be negotiated by the current and future supervisors.

GENERAL INFORMATION

Change in Status

It is vital that employees keep the personal information of record and employment status in the personnel files current at all times. Employees should report to their supervisors the following changes:

- Address or telephone number
- Birth or death in family (if it affects insurance coverage or designated beneficiary)
- Legal change in name
- Educational information
- Withholding tax changes
- Change in beneficiary for life insurance policy or 403b
- Change in dependents for group insurance coverage (including both additions and deletions because of age or marital status)
- Emergency contact person and telephone number

Supervisors should notify Human Resources of any changes in writing.

Public Relations

No staff person should make a statement on behalf of Partnership to the media without prior approval of the response and the content of the statement by the Chief Executive Officer. This clearance is necessary for information requested by the media as well as contact initiated by Partnership personnel.

Historically, Partnership's policy has been one of cooperation and communication with other community agencies. Staff may handle general, non-client related inquiries without prior clearance unless policy clarification is necessary. In that case, the request should be forwarded to the Administration.

Business and Travel Expense

Purchases for program activities are made in the following manner: the employee should complete the "Expense Approval" form (available on the Partnership website) and forward to your immediate supervisor; the supervisor will approve and forward to the Controller for disbursement.

When it is necessary for employees to travel to conduct Partnership business, attend training, etc., registration fees will, upon approval of supervisory staff, be paid by the agency. Partnership does not prepay per diem costs. A "Travel & Per Diem Voucher" form (available on the Partnership website) is to be completed for these expenses with invoices and receipts attached. Rates for mileage and per diem are set by Partnership and are subject to change. Travel vouchers are to be submitted to your immediate supervisor, the supervisor will approve and forward to the Controller for disbursement.

Checks will be available each Thursday (except there will be no checks written on the Thursday before paydays) and all requests must be received by 5:00pm Tuesday for payment to be processed on Thursday.

Telephones

A great deal of Partnership's contact with the public is by telephone, and for this reason, each employee is expected to place special emphasis on telephone courtesy. Every call should be treated as important, remembering that, to the caller, the employee is Partnership.

PERFORMANCE AND DISCIPLINARY POLICY

Employee Assistance Program

Partnership may provide an Employee Assistance Program service to help employees with persistent personal problems that interfere with satisfactory job performance by assisting them in clarifying problems and in finding resources for resolving them. The program provides such assistance to persons having family, marital, legal, emotional, financial, drug or alcohol problems.

It is the Partnership's policy to offer assistance through three sponsored sessions, in clarifying and resolving any personal problem which interferes with satisfactory job performance or which jeopardizes continued health and employment. The Employee Assistance Program procedures are designed to enable employees to reach the help they wish to receive while assuring that their private concerns will be treated confidentially. Any employee who seeks help will not avoid normal disciplinary action for violations of the policy that has already occurred or may occur in the future.

Partnership encourages employees to use the process as a first step in resolving personal difficulties:

- Employees may request an EAP referral from the supervisor or the Human Resources Administrator. The supervisor may also encourage the employee to seek help because of documented performance problems;
- The employee is offered three sponsored sessions with a cap of \$88.00 per session under the care of a licensed or certified provider of the employee's choice (Advanced Practice Psychiatric Clinical Nurse Specialist; Advanced Practice Psychiatric Nurse Practitioners; Certified Clinical Addiction Specialist; Certified Clinical Supervisor; Licensed Clinical Social Workers; Licensed Marriage and Family Therapist; Licensed Professional Counselor; Licensed Psychological Associate; Licensed Psychologists). Any staff member who wishes to have sponsored sessions with someone who does not meet the above description must submit a special request for an exception to Human Resources with supporting documentation.
- If the employee accepts the referral and job performance or attendance problems improve to a satisfactory level, no further action will be taken;
- If the employee refuses the referral and job performance or attendance problems continue, an appointment will be made with the supervisor to discuss further action;
- Should the employee still refuse help and job performance or attendance problems continue, the normal disciplinary action will apply.

Progressive Discipline

Maintaining qualified employees on staff is desirable from an efficient workflow point of view as well as for reasons of economy. For these reasons, the disciplinary process should, in most cases, be corrective in intent rather than punitive. It can be an effective tool in improving

performance and an important means of documenting persistent and continued noncompliance with standards.

While progressive discipline is appropriate in many situations, the Partnership reserves the right and sole discretion to impose the disciplinary action it deems appropriate under any given circumstance, up to and including termination of employment, without regard to the progressive discipline mechanism set forth below, for any reason or no reason whatsoever, to the extent such action is consistent with applicable law.

Informal Counseling: The appropriate supervisor provides verbal feedback to an employee concerning any aspect of their job performance. This feedback may be positive in nature or may point out to the employee ways in which their job performance needs to be modified and improved. This feedback is normally done in private, and a written record may be kept by the supervisor.

Formal Counseling: When an employee fails to respond to informal counseling, or the appropriate supervisor deems that informal counseling is insufficient, formal counseling may occur. The supervisor should discuss applicable standards and policies in the formal counseling session. Actions which may be expected if performance does not improve should be explained, as well a reasonable time period for correction and review should be set. The counseling will almost always be conducted in private and will be documented in a narrative form. A copy of the narrative should be forwarded to Human Resources to be placed in the personnel file.

When it is evident by unacceptable behavior or failure to correct a performance problem, that the employee has not responded to counseling, disciplinary action may be taken as follows:

Written Reprimand: A written reprimand is intended to formally document a serious and/or persistent performance problem. It follows a thorough review of the pertinent policies and procedures with respect to the problem and the employee's record. In addition, the supervisor should schedule a time to review the case and the written reprimand with the Chief Operating Officer and/or Human Resources prior to presenting the document to the employee. The written reprimand should explain the nature of the problem and the courses of action that may be taken if the problem is not corrected. The written reprimand should include the employee and the supervisor's signatures. Upon receipt of the written reprimand, the employee should be given five (5) working days to respond in writing. The employee's written response should become part of the final disciplinary action report and should be taken into consideration when determining a course of action. The employee should be asked to sign the final report after the course of action is identified. If the employee refuses to sign, the supervisor should note "employee refuses to sign" and sign and date the statement. A witness's signature must be obtained under this circumstance. Copies of the written reprimand should be forwarded to the Chief Operating Officer and Human Resources, to be placed in the employee's personnel file.

Possible Courses of Disciplinary Action: Suspension, Reduction in Pay, Termination

- Suspension: At any time during the supervisor's investigation an employee may be placed on leave with or without pay, otherwise known as suspension, pending resolution of the charges.
- Reduction in Pay: In certain situations, including but not limited to poor performance or the timeliness of performance, which may adversely impact revenue and fees for service, Partnership may determine that the value of the employee's performance has decreased. In these cases, the Partnership may adjust the employee's salary for a period of time, not to exceed one year. If or when the performance is improved to a satisfactory level, the salary adjustment may be lifted to the previous level.
- Termination: If performance does not improve an employee may be terminated from employment. Termination should be a course of action utilized only after consultation with the Chief Operating Officer and/or Human Resources.

Grievance & Appeals

Partnership has a system for the resolution of disputes in the event an employee has an unresolved problem which requires review of the following:

- Performance evaluation
- Salary adjustment
- Unapproved requests for transfer or change in position
- Suspension
- Termination

As with most areas, if an employee has a question or concern about any issue, he/she should first talk with their immediate supervisor. If this discussion does not result in a satisfactory solution, the appeals system provides an alternative route for seeking resolution.

An appeal hearing shall be scheduled at the employee's request. The appeal will be heard by Administration. The Chief Executive Officer shall be the final step in the appeals process and shall notify the employee in writing of his/her decision. If the employee still does not feel that the grievance has been satisfied, he/she may appeal to Partnership's Board of Directors.

Leaving Employment

Should an employee wish to terminate employment, he/she is requested to give at least one month's notice. A written notice of resignation is required of resigning employees. Any leave after submission of resignation must be approved prior to submission of resignation. Leave approved before submission of resignation must be re-approved by their supervisor. Post-resignation, employees are expected to continue to fulfill routine job expectations and work with co-workers to help facilitate a smooth transition in anticipation of their departure. Any absence after resignation will be counted as vacation time unless the employee produces a doctor's note. Employees who fail to meet post-resignation expectations will be given one verbal reminder. If

post-resignation expectations continue to be unmet after the verbal reminder, termination will be immediate.

If an employee leaves Partnership he/she will receive credit for any accrued but unused leave time. An exit interview form will be completed by the employee and immediate supervisor prior to the last day of work. Keys, security code card and other Partnership items will be collected by the supervisor at that time. More information on separation procedures and the impact on benefits are available from the Human Resources Administrator

Employment References/Verifications/Garnishments

All requests for references or employment verifications (by either telephone or letter) on current or previous employees are to be handled in the following manner:

1. The request must be immediately forwarded to Human Resources.
2. Human Resources will determine if the request comes from a legitimate source.
3. If Human Resources determines the request is legitimate, the following information may be released:
 - beginning and ending dates of employment,
 - title or position held,
 - salary, if known and relevant.

No subjective information about the employee, their performance, etc. is to be provided. Information regarding a former employee's eligibility for re-hire may not be provided.

Written employment verifications requested by mortgage companies or creditors must accompany a written release by the employee and no subjective information may be provided.

All wage attachments, garnishments, levies, and court orders for employees must be forwarded to Human Resources immediately upon receipt and will be processed according to the law.

Definitions

Administration – includes Chief Executive Officer and Chief Operating Officer

Partnership – Partnership For A Drug-Free, Inc. and all of its components as described in the organizational chart

Criminal Charges – all misdemeanors and felonies, state or federal

Benefits Eligible - those full-time staff who have met all applicable time periods and requirements

Excessive Absenteeism – three consecutive days of sick leave without providing a Doctor's note, displaying a recurring pattern of sick leave immediately before and/or after scheduled holidays or weekends

Definition - unwelcome conduct, whether verbal, physical or visual, that is based on a person's protected status, such as sex, color, race, religion, national origin, age, disability, citizenship status, or other protected-group status.

Immediate Family – parent, sibling, child, spouse

Relative – parent, sibling, child, spouse, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or step-relation

Staff – includes full-time, part-time, credentialed/registered/licensed/certified employees and volunteers