About Change Incorporated
Change Incorporated (herein also referred to as “Change Inc.” or “agency”) is a Connecticut corporation established in 2009 that provides in-home and community-based services to persons with disabilities and support services to the families of persons with disabilities. Currently, Change Inc. services persons with mental health and acquired brain injury disorders across the state of Connecticut in such counties as New Haven, Windham, Hartford and New London. Change Inc. was founded in response to the outstanding number of persons with mental health disabilities in rural or saturated areas with limited access to home care assistance and family support services. Of Connecticut’s approximately 3.5 million residents, close to 109,000 adults live with serious mental illness. Change Inc. is in the business of taking people with psychiatric disabilities out of nursing homes and placing them back in the community with the support and resources needed to make them functioning members of society.

Mission Statement
Change Incorporated's mission is to provide excellent rehabilitation service to individuals with numerous disabilities that will allow them to live a fulfilling life and develop their independence.
Equal Employment Opportunity
Change Inc. is an equal opportunity employer and maintains a policy of nondiscrimination with respect to all employees and applicants for employment. All personnel actions, such as recruitment, hiring, training, promotion, transfer, layoff, recall, compensation and benefits, discipline, termination of employment, and educational, recreational, and social programs, are administered without regard to race, color, sex, sexual orientation, religion, national origin, age, or physical or mental disability of otherwise qualified individuals, or membership or application for membership in a uniformed service. Employment decisions, subject to the legitimate business requirements of the agency, are based solely on the individual's qualifications, merit, and performance.

Harassment on the basis of race, color, sex, sexual orientation, religion, national origin, age, disability, or membership in a uniformed service will not be permitted or condoned. Slurs and insults related to those characteristics are wholly inappropriate and violate the Agency's Equal Employment Opportunity Policy and also may violate Title VII of the Civil Rights Act of 1964 the Age Discrimination in Employment Act of 1967, the Americans with Disabilities Act of 1990, the Uniformed Services Employment and Reemployment Rights Act of 1994, or other applicable laws.

Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)
The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Change Inc. to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Change Inc. Contact the Human Resource department with any questions or requests for accommodation.

Employment at Will
All employees of Change Inc. are employees at will and, as such, are free to resign at any time with or without advance notice or reason. Similarly, Change Inc. may terminate the employment of any individual with or without advance notice or reason. This handbook is provided to employees of Change Inc. only as a practical guide to the agency's current personnel policies and practices for their convenience. Nothing in this handbook is intended to create an express or implied contract of employment.

Further, this handbook is not intended to create a contract, express or implied, or other legal guarantee that Change Inc. will continue any policy or practice described in it.

Change Inc. may change, delete, suspend or discontinue any part or parts of this handbook at any time without prior notice and any such action shall apply to existing as well as future employees. Continuation of employment after any such action constitutes consent to such action.

Additionally, Change Inc. reserves the right to respond to specific situations in whatever manner it believes best suits its needs. Consequently, the agency's actions, from time to time, may vary from the attached policies and procedures, or any subsequent policies and procedures implemented. Furthermore, the agency's actions may from time to time be guided by policies and procedures which are not contained in this handbook.

No manager, director, or employee of the agency, other than the President, is authorized to promise or agree on behalf of Change Inc. to any limitation on an employee's right to resign or the agency's right to terminate employment at any time with or without reason or advance notice. If any employee believes for whatever reason (a) that he or she cannot freely resign from employment with Change Inc. (b) that Change Inc. may not, because of some written or oral
statement, representations, or promise made to the employee, terminate employment without reason or advance notice, Change Inc.'s President should be immediately informed. The failure to do so constitutes the employee's acknowledgment of, and agreement to, an at-will employment relationship.

Should any provision in this handbook be found to be unenforceable and invalid, such finding does not invalidate the entire handbook, but only the subject provision.

**Voluntary Termination**
Resignation is a voluntary act initiated by the employee to terminate employment with Change Inc. Although advance notice is not required, Change Inc. requests at least two weeks written notice of resignation from all employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire and will not be paid accrued and unused vacation time where permitted by applicable law.

**Separation of Employment**
Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks’ notice, preferably in writing, to facilitate a smooth transition out of the organization. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.

- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive shifts shall be considered to have abandoned the job without notice, effective at the end of their third normal shift. The supervisor shall notify the Human Resource department at the expiration of the third shift and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible for rehire.

- **Termination:** Employees of Change Inc. are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

**Code of Conduct**
Change Inc. pursues the agency’s mission with honor, fairness, and integrity, ever mindful to uphold the values of the agency in every action and decision. Change Inc. is committed to act in good faith and to comply with the rule of law and policies of the agency.

Change Inc. code of conduct is not intended to cover every applicable law or provide answers to all questions that arise. Each employee must be able to rely upon personal common sense of right and wrong. Before undertaking any action on behalf of the agency, an employee should consider carefully whether the conduct is in the best interests of Change Inc. and complies with the spirit and letter of this code, the Change Inc. policies, rules, and regulations, and if it is in compliance with the law.

Acting with integrity when conducting business is not an occasional requirement. Change Inc. expects and demands that its employees act consistently with the highest ethical principles. An employee must not proceed with any action if it is not clearly in compliance with these criteria. In addition, if an employee believes (or is unsure of what to do) that the actions of anyone at Change Inc. are unethical or expose Change Inc. or its employees to liability or disrepute, the employee should report the situation by contacting his or her manager or the President. This includes any disclosure of confidential information to anyone who is not an employee or to an employee whose job duties do not require access to that confidential information.

The code of conduct sets forth the fundamental principles, policies, and procedures that govern the conduct of employees. It does not create any rights for any employee. The code does not constitute an employment contract or an assurance of continued employment. Change Inc. may modify or repeal the provisions of the code or adopt a new code whenever it deems appropriate, with or without notice. Every employee must acknowledge that he or she has
received and read the code and will comply with its terms. All employees must become familiar with the code and conduct themselves strictly in compliance with it and with the agency's policies, procedures, rules, and regulations pertaining to this code.

Change Inc. is committed to providing a work environment that values diversity among its employees. All human resources policies, guidelines, and activities are intended to create a respectful workplace where every individual has the opportunity to reach his or her highest potential.

Employees are provided opportunities regardless of race, color, religion, gender, national origin, marital status, age, veteran status, or disability. These policies apply to both applicants and employees in all phases of employment, including recruiting, hiring, placement, training, development, transfer, promotion, demotion, performance reviews, compensation, benefits, and separation from employment.

**Unlawful Harassment Prevention**

Change Inc. is committed to providing as positive and productive a work environment as reasonably possible, prohibiting unlawful harassment, promptly addressing reports of harassment, and taking appropriate action when warranted. Any form of harassment by or of our employees, members of the public, vendors, and suppliers which violates federal, state, or local law, including but not limited to harassment related to an individual's race, religion, color, sex, sexual orientation, gender, national origin, ancestry, citizenship status, uniformed service member status, marital status, pregnancy, age, medical condition, or physical or emotional disability, could be a violation of this policy. Change Inc. may take appropriate action, including discipline and discharge, when necessary.

Forms of "harassment" may include, but are not limited to, slurs and any other offensive remarks, jokes, or other verbal, graphic, or physical conduct.

Here are some examples of inappropriate behavior that might be unlawful if they meet the definition of unlawful harassment:

- Unwelcome sexual advances
- Offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employee with detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity
- Visual conduct, such as leering, making sexual gestures, or displaying sexually suggestive objects or pictures
- Verbal abuse
- Derogatory or offensive jokes, emails, or comments about race, ethnic origin, age, disability, religion, or gender

Harassment of employees in connection with their work by non-employees may also be a violation of policy. Any employee who experiences harassment by a nonemployee, or who observes harassment of an employee by a non-employee, should report such harassment to their manager. Appropriate action will be taken against violation of this policy by any employee and non-employee.

It is an employee's responsibility to notify their manager if they feel they are being harassed during the course of employment. An employee who does not feel the matter can be discussed with his or her manager should contact the next management level or Change Inc. President. An employee who reports an alleged violation of this policy in good faith or who participates in any investigation will not be subject to adverse employment action or retaliation. Appropriate action will be taken if an employee knowingly makes a false accusation or statement or is not candid or honest during any investigation.

Reports of alleged harassment will be investigated promptly and thoroughly, and action will be taken where warranted. Change Inc. prohibits employees from hindering the investigation. Complaints will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

**Criminal Background Checks**

To ensure that individuals who join Change Inc. are well qualified and to ensure that Change Inc. maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who complete an interview. Background checks may include verification of any information on the applicant’s resume or application form.
All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

Change Inc. also reserves the right to conduct a background check for current employees to determine eligibility for continued employment, promotion or reassignment in the same manner as described above.

**Staff/Consumer Relationships**

Change Inc. strongly believes that an environment where employees maintain clear boundaries between employee personal and business interactions is most effective for conducting business. This policy does not prevent the development of friendships or romantic relationships between coworkers however it does prohibit the development of romantic relationships between staff and consumers. Furthermore, this policy establishes very clear boundaries as to how relationships will progress during working hours and within the working environment.

**Procedures**

1. During working time and in working areas all staff are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges and so that productivity is maintained.

2. During non-working time, employees are not precluded from having appropriate personal conversations in non-work areas as long as their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person.

3. Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate by a reasonable person while anywhere on company premises including consumer residence, whether during working hours or not.

4. Employees who allow personal relationships with coworkers to affect the working environment will be subject to the appropriate provisions of the company disciplinary policy. Failure to change behavior and maintain expected work responsibilities is viewed as a serious disciplinary matter.

5. Employee off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. An exception to this principle, however, is romantic or sexual relationships between all staff and consumers. This type of romantic relationship is strictly prohibited.

6. Supervisors, managers, executives or anyone else in sensitive or influential positions must disclose the existence of any relationship with another coworker that has progressed beyond a platonic friendship. Disclosure may be made to the immediate supervisor or the Director of HR. This disclosure will enable the organization to determine whether any conflict of interest exists because of the relative positions of the individuals involved.

7. Where problems or potential risks are identified the organization will work with the parties involved to consider options for resolving the problem. The initial solution may be to make sure that the parties involved no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, financial transactions, etc. are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage.

8. In some cases other measures may be necessary such as transfer to other positions or departments.

9. Refusal of reasonable alternative positions, if available, will be deemed a voluntary resignation.

10. Continued failure to work with the organization to resolve such a situation in a mutually agreeable fashion may ultimately be deemed insubordination and therefore serve as cause for immediate termination. The organization’s disciplinary policy will be consulted to ensure consistency, however, before any such extreme measures are undertaken.
11. The provisions of this policy apply regardless of the sexual orientation of the parties involved.

12. Where doubts exist as to the specific meaning of the terms used above, employees should make judgments on the basis of the overall spirit and intent of this policy.

13. Any employee who feels they have been disadvantaged as a result of this policy, or who believes this policy is not being adhered to, should make their feelings known to the Director of HR or other designated individual.

Orientation: Before you begin working
Before you work at any site independently, you must meet with your supervisor. You will be scheduled to meet the supervisor to review all Direct Care responsibilities.

New Hire Orientation
Within up to three months after employment, a company new hire orientation must be attended in a Change Inc office. This orientation will cover policies and procedures and address any questions.

Please let us know if you ever feel the need for additional training or if you’d like to try working at a new site.

Mandatory Staff Meetings
Staff meetings are for all direct care staff within an area to come together and discuss consumer issues, concerns and company information/updates. Meetings are held regularly, all direct care staff are required to attend meetings in his/her geographic region. Reasonable accommodations will be made for Direct Care Staff who are scheduled to work during a staff meeting as attendance is monitored. Unexcused absences from staff meetings are subject to disciplinary action.

Employee Identification (ID) Badges and First Aid Kits.
As a vital part of our safety and security system, a Change Inc. identification (ID) badge and First Aid kit will be issued to field employees on their first day of employment. A payment of $7 for these items will be deducted from your paycheck in a single deduction. The care and maintenance of these items are your responsibility. ID badges include the field employee’s full legal first and last name, a color photograph of the individual, and a Change Inc. logo. An individual who uses a nickname may have the nickname included in parenthesis on his/her badge, if that is the primary name he/she uses. Individuals will only be issued one ID badge. If at any time an employee’s ID badge must be replaced, the employee is responsible for a replacement fee of $5. If at any time an employee requires a replacement first aid kit, the employee is responsible for a replacement fee of $2.

ID Badge Procedure:
1. ID Badges are created one time per month and will be distributed at new hire orientations
2. Upon receipt of their badge all field employees are required to wear a Change Inc. ID badge in plain view while on shift except as noted in policy.
3. The ID badge may be worn attached to a clip, in a clear plastic cardholder, on a lanyard or other device clearly visible.
4. The ID badge may be used only by the individual to whom it was issued. Employees may not “loan” their ID badge to anyone for any reason.
5. Employees shall surrender the ID badge to their supervisor upon termination of employment, beginning an extended leave of absence, or when requested.
6. A lost, stolen or misplaced ID badge is to be immediately reported to the employee’s supervisor. A replacement ID badge will be issued as necessary and a record of the lost ID badge noted. Individuals will only be issued one identification badge. If at any time an employees is ID badge must be replaced, the employee is responsible for a replacement fee of $5.
Training
Employees are expected to accept opportunities to participate in scheduled Change Inc. sponsored training conferences, courses, and seminars.

All Recovery Assistant Direct Care Staff are required to complete 6 hours of documented post certification training each year. The most recent DMHAS Education & Training can be found through their catalog as well as through your "My Profile” access (All Recovery Assistant Direct Care Staff are registered through this site upon hire).

All Recovery Assistant Direct Care Staff are required by that State of Connecticut to be:
- At least 18 years old;
- Possess at least a high school diploma or GED;
- Possess a valid Connecticut driver's license; and
- Be registered with Department of Mental Health and Addiction Services (DMHAS) as having completed an approved Recovery Assistant training program and meet any continuing education and/or training requirements set by DMHAS

Authorized Hours
All Direct Care Staff are considered part time and not authorized to be scheduled for over thirty hours. You are required to work the hours designated by your manager, not to exceed 30 scheduled hours per week, unless authorized.

Picking up Extra Hours
All Direct Care Staff are considered part time and not authorized to be scheduled for over thirty hours. This does not mean staff cannot pick up extra hours in the event of call outs and vacations (see Reassignment). Please contact your field manager to request extra hours.

Any hours that have been picked up in addition to your regular schedule are subject to change at any time.

Working Several Shifts
For your personal safety and well-being of our consumers, you are prohibited from working more than 16 hours consecutive hours. If you are mistakenly scheduled, or asked to work more than 16 consecutive hours notify a supervisor immediately and you will be relieved.

Knowingly working more than 16 consecutive hours is considered a violation of company policy.

Reassignment
At any time a manager may ask a staff member to report to an alternative site in order to accommodate the consumers’ needs. Any reassignments will be within the geographical region that you are permanently assigned to. If you are reassigned you will be reimbursed for mileage for the drive to the new location.

Changing Schedules without Permission
If you have the need to switch your shift with another employee please call your field Manager or Program Director for approval. All changes must occur within the same work week.

Any adjustment made to a schedule must be addressed with your manager not the consumer. The manager will give staff direction on what steps to take further (i.e. if it is not acceptable for staff to inform consumer of changes).

It is unacceptable to make any adjustments to your schedule without the permission of a supervisor. This includes; switching shifts, asking another employee to come in to relieve you or reporting to work late.

Transferring to an Alternate Position
To request a transfer of position a written letter must be submitted to your manager. Managers have one month from the date of receipt to accommodate the request.
Absences
Call outs must be completed allowing a minimum of four hours before the start of your shift. When calling out you must speak to your manager, another manager, or a member of the Change Inc. administrative staff directly - do NOT text. If your manager is unavailable you may leave a message however you must try calling each manager or the office until you are able to speak to someone directly. Failure to do so will constitute as a no-call, no-show and will result in disciplinary action.

Central Connecticut Manager (Hartford/Middlesex) 860-402-3844
Central Connecticut Manager (Waterbury/Bristol) 203-560-8811
South East Connecticut Manager (New London) 860-617-4885
South West Connecticut Manager (Fairfield County) 203-979-3406
South Central Connecticut Manager (New Haven) 203-584-6653
CCCI/AOA/CBS Manager 860-807-6063
CCCI Assistant Manager (New London) 860-908-9326

Remember to PLAN AHEAD! Do not call out after your shift has started. If you do not think you can make your shift please call a supervisor with at least four hours advance notice.

Please Note: a no call no show will be subject to disciplinary action.

Calling your manager after business hours
Please do NOT call:
♦ To ask about your paycheck
♦ To ask about vacation time
♦ To ask questions that can be answered during normal business hours

Please do call:
♦ With consumer or personal emergencies - after calling 911
♦ To call-out from a shift
♦ To pick up extra hours during the weekend

Unauthorized Absence
Any employee who is absent from work for three consecutive shifts without permission, or without properly notifying his or her manager, will be deemed to have quit his or her job voluntarily and without notice. An employee who fails to submit a physician's statement within 48 hours after an absence of three or more shifts will be considered to have been absent without authorization. Change Inc. may take appropriate action, including discipline and discharge, if an employee has unauthorized or unexcused absences.

Change Inc. reserves the right, to the extent permitted by federal and state law, to:
• Investigate absences reported as personal illness;
• Request proof of a doctor's appointment or hospitalization for the employee or family member. This proof must be brought in person or faxed to ChangeInc's home office within 48 hours of the last absence or release from hospital. (fax number 860-346-0772).
• Request an examination of the employee by a doctor of the organization's choosing;
• Take appropriate action including discipline or discharge in the event the policy is abused

Time-Off
Should you need a day off, please complete a time-off request form and submit the document to your immediate supervisor for approval. Please allow a minimum of two weeks in advance. Requests without advance notice may not be approved.

Do not assume your time has been approved; time-off is not officially approved until you receive your request back from management with an approval signature.

Unapproved time off which is taken will be considered an unexcused absence.
Bereavement
Employees who require time off due to the death of an immediate family member should notify their supervisor immediately. Immediate family members are defined as Mother, Father, Sisters, Brothers (including in-laws), Spouse, Significant other, Children and step children.

Jury Duty and Subpoena Compliance
Employees must immediately notify their manager when they receive a jury duty summons or a subpoena ordering their appearance as a witness during a scheduled workday, and provide a copy of the summons or subpoena. The employee will be excused from work to abide by the summons or subpoena.

Time Off To Vote
Change Inc. encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, Change Inc. will grant up to 1 hour of time off to vote.

Employees should request time off to vote from their manager at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

Family and Medical Leave Act (FMLA)
Federal and State laws require certain employers to provide family and medical leaves of absence for eligible employees. Either or both of these laws may apply to a leave. Where both laws apply, the leave provided by each must be taken concurrently. Any other applicable leaves, paid or unpaid, will also run concurrently with the leave provided in this policy. This policy will be interpreted to comply with the law(s) that apply to a particular leave.

Under the federal law ("FMLA"), an eligible employee may take up to 12 weeks of unpaid leave within a 12-month period. Under the Connecticut law ("CFMLA"), an eligible employee may take up to 16 weeks of unpaid leave within a two-year period. The one or two-year period, as the case may be, begins with the first day of a leave of absence. Our policy is to provide the amount of leave that satisfies the law(s) governing the leave.

To be eligible for an FMLA leave, the employee must have worked for the agency for at least 12 months, and worked for at least 1,250 hours in the last 12 months. For a CFMLA leave, the employee must have worked for the agency for at least 12 months and worked for at least 1,000 hours in the last 12 months.

Family/medical leave may be used for: (1) the birth of a child and to care for a newborn child (2) the placement of a child for adoption or foster care and in order to care for the newly placed child (3) to care for a "covered relative," which includes your spouse, child, parent, or, under CFMLA, parent-in-law, when that person has a "serious health condition," or (4) because of your own "serious health condition."

You should give the agency as much notice of the need for a leave as is practicable. Where the need for leave is foreseeable, you should give the agency at least thirty (30) days advance notice of the need for the leave, when possible. Where the need for leave is not foreseeable, you must notify the agency as soon as possible, certainly within two business days, after learning of your need for leave, except in extraordinary circumstances.

If you are requesting leave because of your own or a covered relative’s serious health condition, the appropriate health care provider must supply medical certification concerning the nature and expected duration of the illness. You may obtain a Medical Certification Form from the Office Manager or the President.

At the end of your leave, you will be returned to your former position, or one which is similar, in accordance with state and federal law. If you are medically unable to perform your original job upon the expiration of your leave entitlement, you may be transferred to work suitable to your physical condition if such work is available. If your leave extends beyond the maximum number of weeks, you may be returned to your former or a like position if one exists, and the agency cannot guarantee reinstatement. If, at the end of your leave, you do not return to work, for whatever reason, you will be assumed to have voluntarily resigned your position with the agency.
If your leave is because of your own serious health condition, upon your return you must provide medical certification that you are fit to resume work. You may obtain a Return to Work Medical Certification Form from the Office Manager or the President. An employee who fails to provide the Return to Work Medical Certification Form will not be permitted to resume work until it is provided.

If you have any questions about the agency’s FMLA policy, please contact Human Resources or the agency President.

Certification
An employee requesting family and medical leave for the employee’s own serious health condition or to care for the employee’s covered family member with a serious health condition must complete an FMLA request and submit the request along with a completed Certification of Health Care Provider form (Form WH-380). Change Inc. may require, at its expense, an examination by a second or third health-care provider under certain circumstances.

In addition, Change Inc. may require an employee to submit, at the employee's expense, a recertification to support a continuing medical leave in certain circumstances.

An employee returning from a medical leave on account of the employee’s own serious health condition must submit a medical certification from a health-care provider, at the employee’s expense, that the employee is fit to return to work and can perform the essential functions of the job, with or without reasonable accommodation.

Failure to provide medical certification, recertification, or fitness-for-duty certification as required by the Change Inc. may result in denial of leave, continuation of leave, or restoration to employment until the proper certification or recertification is provided, or may permit Change Inc. to recover its share of health insurance coverage or other premiums Change Inc. paid during the leave.

Military Certifications
An employee requesting military qualifying exigency leave must complete the FMLA Request and the Certification of Qualifying Exigency for Military Family leave, Form WH-384. Both forms must be submitted to Human Resources or the President.

CareTime Punch Line and the Google Voice “Fix It” Line
All staff will utilize the CareTime Punch Line to clock in and out of a shift. CareTime is the telephonic clocking system used to record all electronic punch entries for employees. CareTime is directly linked to the consumer’s land line or approved alternate phones (i.e. consumer’s cell phone if no land line is available). The use of any other phone (i.e. personal cell phones, pay phones, or private land lines) will result in a failed clock attempt.

In the event that your consumer does not have a phone, or that a new consumer’s phone is not yet linked into the CareTime system; the Google Voice “Fix It” Line exists to provide manual punches. If a staff member punches in or out at an incorrect time, the “Fix It” Line will be used to provide the correct information. The Google Voice “Fix It” Line is NOT an alternative choice to the CareTime Punch Line and should only be used in the cases mentioned above. Any time the Google Voice “Fix It” Line is used, inform your manager as to the reason.

**The Google Voice “Fix It” Line is to be used ONLY for clocking issues. It does not exist as a means to discuss unrelated information, personal inquiries, or call outs**
**CareTime Punch Line Procedures**

**Program Daily Check-In**

Any staff that reports to work must call the CareTime (1-866-856-2936) punch in line at the start of your shift to clock in and at the end of your shift to clock out. This must be done at the work site with the consumers land line phone or approved alternate phones (i.e. consumer’s cell phone if no land line is present).

To punch in and out of a shift you must utilize the consumer’s phone as explained above. Using any other phone will prevent you from clocking in. Begin this process at the start of your shift.

1. Dial the CareTime Punch Line (1-866-856-2936) from the consumer’s phone.
2. Enter your 6-Digit Employee ID #
3. Enter your activity code (necessary only at punch in)
4. You have now completed a successful punch.

(Repeat these steps at the end of your shift to clock out, except the activity code)

NOTE: If you are prompted to enter a 4-Digit “Job Code”, one of two things has occurred; you are not using an authorized phone, or your consumer’s phone has not yet been linked to the CareTime system. Notify your manager in the case that a Job Code prompt prevents you from properly clocking in or out.

**EMERGENCY CASES ONLY**

**Google Voice “Fix It” Line Procedures**

If it is required that a staff utilize the Google Voice “Fix It” Line do so at the END of the shift. Leave one message per shift with all necessary information. Failure to do so could result in disciplinary action.

1. Dial the Google Voice “Fix It” Line (860-704-9407) from ANY available phone.
2. Adhering to the prompts on the “Fix It” Line leave the following information:

   [THE DATE], [YOUR FULL NAME], [THE CONSUMER’S FULL NAME], [THE TIME OF PUNCH IN], [THE TIME OF PUNCH OUT], and [THE REASON FOR CALLING THE GOOGLE VOICE “FIX IT” LINE]

NOTE: If you work with multiple consumers in the same day and it is required that the Google Voice “Fix It” Line be used, it is acceptable to leave information regarding multiple consumers in one message. It is vital that you are clear and concise with the information you provide on the “Fix It” Line as it is later reviewed and notated for record.

Failure to report all information stated above will result in disciplinary action.

**Frequently Asked Questions:**

**Q:** I forgot to punch in when I arrived at my consumer’s home, should I just call the Google Voice “Fix It” Line at the end of my shift?

**A:** No. You should ALWAYS clock in whenever you can even if the times are not accurate (i.e. your consumer was on the phone when you arrived on shift, or you met your consumer out in the community and could not clock in at that time). Having a successful punch on record provides accountability. Call the Google Voice “Fix It” Line at the end of your shift and provide the correct information—which will then be applied to your electronic punches.

**Q:** What is my Employee ID #?

**A:** Your Employee ID # is a unique, 6-digit number assigned to each particular staff member. If you were not informed of your Employee ID # or you have misplaced or forgotten the number, please inform your manager and call the Change Inc. main office (860-346-0771).

**Q:** I work with multiple consumers in one day, can I clock in and out from different locations for different consumers?

**A:** No. You will clock in and out from your FIRST CONSUMER’S home and then clock in and out from your SECOND CONSUMER’S home...Etc
Q: I called the Google Voice “Fix It” Line but I’m not sure I left all of the required information; may I call again and leave another message?

A: Yes. If you feel as though you have not provided all the necessary information required you may call and leave another message. If your previous was satisfactory your second one will simply be disregarded. Too much information is never a bad thing, not enough information is.

**Encounter Notes**
An Encounter Note is an initial assessment note or follow-up progress note relative to each consumer. Encounter notes are to be completed for each shift that is spent with a consumer. Failure to complete notes on shift could result in disciplinary action.

**What to Document**
Change Inc. programs will maintain daily notes in accordance with the program’s funding source. Daily documentation will reflect the content of the consumer’s treatment plan. Notes are written in a manner consistent with State and Area Program standards concerning documentation and confidentiality of consumer information.

**Procedures**
1. Notes may be read by the consumer’s case manager, therapist, and others with approved access to confidential information. As such, these notes are to be legibly written in clearly understood language according to the appropriate format. References to staff and other service providers may be included; however names of the other consumers are never recorded.
2. If corrections are needed, a single line is to be drawn through the error, and staff must initial and date the error. Consumer notes are legal documents and entries must be made in permanent black ink. It is illegal to scratch out, white-out, or erase an entry. The corrected entry is to be entered next to the error. It is also illegal to back date entries, therefore, blank spaces on pages are to be crossed out to prevent later documentation in those areas.
3. Daily documentation of events is required and includes, but is not limited to the following:
   - A. Consumers’ name and record number.
   - B. Date of Entry;
   - C. Goal(s) addressed and progress or lack of progress;
   - D. Achievement of identified goals and objectives
   - E. Significant events or changes in the life of the person served
   - F. Statement of consumer’s specific behavior and activities;
   - G. Delivery of services and specific interventions that support the individual plan;
   - H. Consumer’s response to the intervention;
   - I. Movement to other levels of care;
   - J. Signature, Degree and License (if applicable) and title of author.

**What NOT to Document**
Ask yourself if what you’re about to write has any significant bearing on the consumer’s individual program, if it does not, it shouldn’t be written in your site-book documentation.

- If you have a problem with a co-worker – call your manager; do not put it in the consumer logbook.
- If you have a comment about a consumer – call your manager; do not put it in the consumer logbook

**Monthly Reporting - Recovery Assistants**
At the end of each month, Recovery Assistant staff members are required to provide a written report to the ChangeInc offices regarding their client's overall care and level of participation in their recovery plan. Failure to respond to requests for monthly reports are subject to disciplinary action up to and including termination.

**Confidential Information**
As an employee of Change Inc., you agree to maintain in confidence, and to use only in the interest of the Agency, any and all information you acquire in the course of employment.
Employees often have access to confidential, secret and proprietary information and must use and/or disclose information learned or acquired through their association with the agency only for the performance of their jobs. Particular care must be taken to keep confidential any information of possible value to competitors or potentially damaging to customers and their competitors, or information received under an express or implied secrecy obligation or information received from third parties.

Information acquired in the course of employment must not be used for individual benefit. Access to confidential information does not carry with it personal benefit or advantage but imposes an obligation to keep such information confidential and to use it solely in the interest of the agency.

Employees must realize that agency information is solely for the agency's use and not for distribution outside the agency. Distribution of information requires both a need to know and a right to know the information requested. Inappropriate disclosure of confidential information is grounds for disciplinary action up to and including termination of employment. When in doubt, the employee should treat the matter in the strictest confidence and consult their manager or the President for clarification.

Confidential Ethics Reporting
Change Inc. takes breaches of any law, rule, regulation, or policy; the code of conduct; and/or the conflict-of-interest policy very seriously and will investigate all reported suspected violations. Inquiries will be investigated promptly and thoroughly, and action will be taken where warranted. Change Inc. prohibits employees from hindering the investigation. Complaints will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation. Change Inc. forbids retaliation against employees who report, in good faith, perceived violations of any law, rule, regulation, or policy; the code of conduct; or the conflict-of-interest policy.

Employees are encouraged but not required to speak with their managers to try to resolve issues before filing a report with Change Inc. President.

Mandated Reporters
Definition
Mandated reporters are professionals who, in the ordinary course of their work and because they have regular contact with children, disabled persons, senior citizens, or other identified vulnerable populations, are required to report (or cause a report to be made) whenever financial, physical, sexual or other types of abuse have been observed or are suspected, or when there is evidence of neglect. These professionals can be held liable by both the civil and criminal legal systems for intentionally failing to make a report, but their name can also be withheld. Mandated reporters include persons who have assumed full or intermittent responsibility for the care or custody of a child, dependent adult, or elder, whether or not they are compensated for their services.

How to Report
Change Inc. is an agency whose mission is to care for individuals to the best degree possible. Due to the nature of our services, all employees are to be considered mandated reporters. As mandated reporters, employees of the agency must report suspicions of abuse and neglect to the Change Inc. President and law enforcement within 12 hours. Change Inc. will work with its employees to ensure all documentation is prepared and filed properly and that the proper authorities are contacted.

Additionally, you may call the Office of Protection & Advocacy: 800-842-7303. This office seeks to protect the rights of and to advocate for people with disabilities. They provide information and referral services, advocacy services, abuse investigations, protective interventions, and community development activities.

Protective Services for the Elderly (PSE): 888-385-4225. This program is designed to safeguard people over the age of 60 from physical, mental, and emotional abuse, neglect, abandonment and/or financial abuse and exploitation.

Critical Incidents
Change Inc. recognizes that unusual incidents may occur in a behavioral healthcare delivery setting, and that appropriate resolution of such incidents is vital to maintaining quality services and affording appropriate safeguards for the health and well-being of agency employees, consumers and service recipients.

**Definition of Critical Incident**

*Major unusual incidents are defined as including, but not necessarily limited to:*

- Any event that poses a danger to consumers or other service recipients, employees, contract staff members, volunteers, student interns, guests or visitors when such people are on agency premises, acting on behalf of or performing tasks for the agency, or participating in programs or services provided by Change Inc.;

- Any allegation of physical, sexual or verbal abuse enacted towards a consumer or service recipient by employees, contract staff members, student interns or other volunteers;

- Any allegation of physical, sexual or verbal abuse enacted towards a consumer or service recipient by guests or visitors when such people are on agency premises, acting on behalf of or performing tasks for the agency, or participating in programs or services provided by Change Inc.;

- Any allegation of staff neglect of a consumer or service recipient, including similar allegations of neglect by volunteers or student interns;

- Criminal acts alleged to have been perpetrated by employees, contract staff members, volunteers, or student interns when such people are on agency premises, acting on behalf of or performing tasks for the agency;

- Criminal acts alleged to have been perpetrated by consumers or other service recipients, guests, or visitors when such people are on agency premises or participating in programs or services provided by Change Inc.

**Critical Incident Procedures**

Any employee participating in or observing a situation which involves any of the following, is expected to notify their immediate supervisor and the Executive Director as soon as possible after initiating such actions: behavioral intervention; physical restraint; notification of law enforcement, children or adult protective services, or emergency health or medical personnel; incidents involving injury; communicable disease; infection control; violence or aggression; use or possession of weapons; vehicular accidents; biohazard accidents; unauthorized use/or possession of licit or illicit substances; or suicide or attempted suicide.

Within twenty-four hours of the situation or event, the employee is expected to provide a written summary report to the Executive Director. Written incident reports should include the date, time and location of the incident, identification of all involved parties, a brief description of the events being reported, interventions or other actions initiated in response to said events, the date and time the written report was prepared, and an original signature of the employee submitting the report.

The original copy of all incident reports will be maintained in an *Incident Report* file managed by the Executive Director. A written analysis of all critical incidents will be provided to the Management Team as well as the Board of Directors at least annually that addresses the causes, trends, actions for improvement, results of changes and performance improvement plans, any necessary education and training of personnel including internal and external reporting requirements, and prevention of recurrence.

The Executive Director is responsible to review all incident reports and conduct any investigations deemed necessary as a result of such reviews. The Executive Director will add a summary of the review or investigation and any follow-up or corrective actions initiated as a result of this review.

Any employee who is uncertain if a situation qualifies as a reportable incident is advised to promptly consult with their immediate supervisor and the Executive Director.

**Dress Code**
Appropriate dress and hygiene are important in promoting a positive image to internal and external customers of the agency. Clothing communicates professionalism. It is important that employees are well groomed and use good judgment in regard to proper attire for the workplace.

The following guidelines help define acceptable Field-Appropriate attire:

- Sweatshirts and T-Shirts (without suggestive or offensive images or language)
- Uniform nursing shirts
- Blue jeans
- Khakis
- Athletic shoes
- Exercise clothing: sweatshirts, leggings or running pants
- Workout attire

At no time, should employees wear the following:

- Short skirts
- Overalls
- Halter tops
- Tank tops (as a shirt)
- Spaghetti straps (as a shirt)
- Distracting, offensive, or revealing clothing or jewelry
- Flip flops
- Slippers
- Pajamas
- Hats and bandana
- Torn, frayed, faded, or unclean clothing
- Sweatpants

Reasonable accommodation will be made for employees' religious beliefs and disabilities whenever possible, consistent with the business necessity to present a professional appearance.

Clothing should be worn and fit in such a manner that it does not expose the abdomen, chest, or backside areas. If an employee is unsure of proper dress attire, it is his or her responsibility to seek advice from their manager or the agency’s President. It is also the managers are responsible for fairly interpreting and enforcing dress and grooming standards. This includes counseling employees whose appearance is inappropriate. Change Inc. may take appropriate action when an employee continuously violates this policy, including discipline and termination.

**Use of Drugs or Alcohol**

Employees’ health and safety are of paramount concern to Change Inc. The use, possession or sale of illegal drugs and alcohol pose a serious risk to the wellness of all employees. It is the policy of Change Inc. to have a drug and alcohol-free environment and to have employees at work drug-free and not under the influence of alcohol.

This policy applies to alcohol and all illegal substances as well as prescription drugs which could impair an employee’s ability to effectively and safely perform the functions of his or her job. The legal use of medication prescribed by a physician and over-the-counter medications are permitted provided their use does not impair the employee’s ability to perform the duties of the job safely and effectively.

Employees should be free of illegal drugs and not use, possess, manufacture, purchase, distribute, solicit, offer, sell or plan to sell illegal drugs in the workplace, or during the performance of agency business. Violations will result in discipline, up to and including termination.

Employees shall not report to work, or return to work, under the influence of substances including alcohol. This will result in discipline, up to and including termination.
Employees are responsible for notifying Change Inc. of any workplace drug abuse conviction within five (5) days as required by the Drug-Free Workplace Act of 1988.

Drug and/or alcohol testing will be required in the following circumstances:

- Specific applicants for employment (drug testing must be completed successfully 48 hours before commencement of employment)
- Specific rehired employees who have not been actively employed by Change Inc. for over 90 days
- Employees participating in drug and alcohol rehabilitation programs when such testing is part of that program
- Employees whose job performance or behavior causes reasonable suspicion that they may be under the influence of drugs or alcohol that adversely affects or could adversely affect job performance

Employees with questions on this policy or issues related to illegal drug or alcohol use in the workplace should raise their concerns with their manager or the Change Inc. president without fear of reprisal.

**Smoking Policy**
Smoking inside a Change Inc. building or any other work site is strictly prohibited. This policy applies to, but is not limited to, employees, former employees, interns, retirees, volunteers, family members, vendors, consultants or any visitor. The employee that the non-employee is visiting, working for, and/or meeting with is responsible for ensuring this policy is not violated. Change Inc. may take appropriate action, including discipline or discharge, toward an employee who violates this policy.

**Possession of Firearms or Other Weapons**
Firearms and other deadly weapons of any kind are strictly forbidden on the premises of Change Inc. The term "premises" included all offices, buildings and property that are operated as part of Change Inc. this includes consumer homes. This prohibition shall not prevent firearm and other deadly weapons from being kept in vehicles as long as the firearm is properly stored according to state and local law. This policy applies to consumers, visitors, employees, and any persons entering a Change Inc. facility for any reason. Change Inc. intends to prosecute anyone who knowingly violates this prohibition and refuses to leave after being informed of the prohibition. This policy shall not prohibit (1) law enforcement officers, and (2) probation/parole officers from carrying a firearm on Change Inc. premises.

If a handgun or other deadly weapon is discovered on a consumer, such as when a consumer is present in an emergency, the Change Inc. employee discovering the handgun or other deadly weapon will inform the consumer of this policy and notify the Executive Director or other supervisor immediately.

Except where it is a violation of state law, employees are not permitted to carry or possess firearms, knives, or other weapons while on the premises of any worksite, in Change Inc. buildings, or in vehicles parked on the agency’s property. Any employee disregarding or violating this policy will be subject to immediate termination.

**Infection Control**
Staff may be working with consumers who may have a higher than average risk of carrying particular disease. Because of this, procedures must be in place to help ensure the health of employees and consumers within Change Inc. by containing the spread of a communicable disease in community programs and within the community at large.

**Infection Control Policy**
Change Inc. staff and consumers shall follow procedures approved by the Executive Director to prevent unnecessary exposure to, or spread of communicable diseases. All staff shall be trained annually on specifics of the Infection Control Plan and Universal Precautions.

**Procedures for Infection Control**
A. Consumers and staff will be instructed as part of their orientation that they are to call in sick and remain at home if they have vomiting, diarrhea, or frequent sneezing or coughing
B. Consumers and staff will be instructed also to call in sick and remain at home as recommended if they are aware of having any contagious diseases
C. All consumers and staff will be encouraged to wash their hands for at least 10 seconds with appropriate soap after any contact with their own or others body fluids and before meals.
D. In the event of a spill of body fluids (vomit, urine, etc.), staff will be called to clean up the spill and are required to wear protective gloves and use designated procedure based on OSHA standards.
E. In the event of a need to contact body fluids (e.g., helping to put a band-aid on a cut), the staff person involved will wear gloves.
F. When use of gloves is needed, the gloves will be disposed of after one use and the staff person’s hands washed.
G. The appropriate use of universal precautions is communicated to and demonstrated by personnel annually.

**Staff Responsibilities for Infection Control**

A. Staff is expected to report all infectious/communicable diseases incurred to the Executive Director.
B. Personnel with infections who are returning to work must report to the Executive Director, who will determine whether employee may return to work, based on the nature of the illness.

**Seclusion and Restraint**

You may have received Physical and Psychological Management (PMT) training at another agency qualifying you to perform restraints, however within this program, Change Inc. does not recognize this training and any form of restraining (holding down, pulling, pushing, aggressive blocking, tripping, etc) which may be determined excessive and are a terminable offense.

If a consumer shows signs of dangerousness to self or others or is so disruptive that the safety and / or operations of the facility are at risk, the following steps may be taken:

1. Staff and other persons in the area will move to a safe location.
2. The consumer is escorted to the nearest “safe” room or is escorted off premises.
3. 911 emergency services will be called, if necessary, for assistance.

It is the policy of Change, Inc. to NOT employ seclusion, restraint or emergency intervention holds on consumers as an intervention procedure in response to assault or aggression or threat thereof. Any physical contact with the consumers should be in an effort to escape or protect oneself and/or consumers from immediate danger or assault. When dealing with children, adolescents or persons with special needs, their primary caregiver, or school staff, if available, will be asked to provide consultation and assistance in controlling the aggressive behavior.

An incident report will be completed and submitted to your manager.

**Medication/ Nursing**

It is the policy of Change Inc. that no staff member shall administer, handle or store medications of any kind for consumers, be it prescription or over the counter medications.

Regardless of med-certification training at Change Inc. or elsewhere, Change Inc. staff may NEVER administer medication. Licensed home health agencies provide nursing staff who administer medication to all of our consumers who require medication therapy. Change Inc. staff is only authorized to prompt a consumer to take medication.

Examples of prompting:

"Mrs. Smith have you taken your medication today?"
"Mr. Jones don't forget to take your morning medication!"

Change Inc. Direct Care Staff are NEVER authorized to handle any medication. If a nurse does not arrive on time to the residence, the on-call nurse and the on-call Change Inc. supervisor must be notified.

Violation of this policy is grounds for termination.

**Swimming Policy**
Direct Care Staff are authorized to only bring a consumer to a facility such as a pool or lake with trained lifeguard staff on shift during the time of the visit. If a consumer expresses a desire to engage in swimming/water activities that does not meet these criteria please contact your manager before proceeding.

**Consumer Hospitalizations: The Change Inc. Hospitalization Line**

In the event that your consumer has been hospitalized, it is vital that a notification be left on the Hospitalization Line. It is still required that employees contact their managers in the event of hospitalizations, but a message must also be recorded electronically.

The Hospitalization Line number is: 860-337-1815

Leave the following information in your message:
1. Your name
2. The Consumer’s Name
3. The Time and Date of Hospitalization
4. The Nature of the Emergency (If Known)
5. And the Hospital or Facility where the consumer is being admitted

It is essential to our services that we maintain an accurate account of our consumer’s hospitalizations. Please be diligent in providing the necessary information to maintain proper records and accountability.

**Working at Residential Sites: Boundaries**

**Visitors**

While on shift with your consumer, there may be visitors to the residence. For the safety of your consumer and yourself, if you are not familiar with the visitor you must ask for ID and/or verify their presence before allowing a stranger to enter.

Direct Care Staff are strictly forbidden from having personal visitors, including family members or friends during shifts.

**Eating Consumer Food**

Many of our consumers are on limited budgets. Their food purchases are often well thought out and preplanned. It is a residential and Human Services policy that staff are NOT to, under any circumstances, eat food that has been purchased for consumers. All staff are encouraged to bring snacks or meals with them to their shift.

**Meeting Friends in the Community**

While on shift with a consumer, a staff person must be fully focused on the needs of their consumer. For this reason as well as HIPPA regulations, it is unacceptable to meet friends or family in the community. It is also unacceptable to take consumers to your home or the home of a friend or family member. Additionally, friends, family, or anyone you know are strictly prohibited from visiting during consumer hours.

**Leaving a Consumer Alone**

While staff is with a consumer, it is their responsibility to provide a safe environment in which the consumer is able to be more independent. Leaving a consumer alone or out of the line-of-site even if your shift is coming to an end is putting your consumer in danger and prohibited.

**Personal Errands While on Shift**

While at work, it is our sole purpose to provide our consumers with a high quality of care. Personal errands such as doctor’s appointments, shopping or picking children up from school are absolutely unacceptable while on shift. Furthermore bringing children, family members or friends to consumer shifts are strictly forbidden.

**Sleeping While on Shift**

Sleeping while on shift is considered negligent of our consumer’s safety and is prohibited.

**Use of Consumer Property**
It is prohibited to use any consumer property, even if consumer authorizes use, except within the scope of your job duties.

Example:
It is acceptable to use a consumers phone to assist them with scheduling Doctors’ appointments.
It is NOT acceptable to use a consumers phone to contact your friends or family members

Use of Electronics
While on shift with your consumer, you are being paid to provide a service. Personal cell phone use without the authorization of management is prohibited. During first and second shift, the use of portable DVDs, laptops, IPods, (MP3 players) and gaming systems are also prohibited. Completing your homework on shift is also prohibited.

Gifts, Favors, Entertainment and Payments
Employees shall not seek or accept or exchange any gifts, payments, fees, services, valuable privileges, vacation or pleasure trips, loans, or other favors with any person or business organization that does, or seeks to do, business with the agency. No employee shall accept anything of value in exchange for referral of parties to any person or business organization that does, or seeks to do, business with the agency. In the application of this policy:

a. An especially strict standard is expected with respect to gifts, services, or consideration of any kind from consumers or any party acting on behalf of the consumer.
b. It is never permissible to accept a gift in cash or cash equivalent of any amount.
c. This includes the temporary exchange of personal property including but not limited to pets.

Transporting Consumers
All Direct Care Staff who are transporting consumers are required to have a valid diver license and a reliable, registered and insured vehicle to use during their shift. All employees are required to provide updated vehicle insurance throughout the course of employment. Without proper documentation, mileage will not be reimbursed.

Cell Phone Usage While Driving
The State of Connecticut as well as many other states has made it illegal to use a hand held communication device while driving. Change Inc. will abide by the laws of the states we do business in. Change Inc.’s Policy:

- Prohibits the use of cellular/hand held devices (agency supplied and personal) while driving a vehicle while working or conducting agency business. This includes responding to E- Mails, receiving or placing calls, checking for phone messages, text messaging, surfing the Internet or for any other purpose.
- Employees are expected to allow voicemail to handle calls and return the calls when safe.
- If you need to place a call or receive a call pull your vehicle over to a safe location and stop the vehicle before making or receiving the call. Keep in mind that many major highways only allow you to pull off the road for an emergency situation.
- Employees can inform regular callers of the best time to reach you based upon your driving schedule.
- The only exception to these rules is if it becomes necessary to call 911 for Emergency Help.
- If employees need to make or receive calls while driving, a headset or Bluetooth can be used. Be aware that use of this device still takes the drivers attention from the road and should only be used in extreme situations.

Employees who are charged with traffic violations resulting from the use of their cell phone while driving will be solely responsible for all fines and will not be reimbursed by the agency. Any and all texting while driving is strictly prohibited. Employees who violate any provision of this policy may be subject to disciplinary action, up to and including termination of employment.

Mileage Reimbursement
Change Inc. will reimburse all Direct Care Staff for mileage accumulated to transport consumers. In order to receive the reimbursement, a mileage reimbursement request form must be completed and the office must have current vehicle insurance on file. Reimbursement is based on IRS standards set forth each year.

Mileage reimbursement is authorized for miles accrue between consumer sites. Mileage cannot be calculated from your
home address. If you are asked to work at a site outside of your normal geographic region, mileage is calculated from your normal work site.

To ensure that this process takes as little time as possible, feel free to submit a printout from “Map Quest” or “Google” to document the length of trips over 25 miles.

Please thoroughly read the instructions on the mileage form to make sure you know when it is due to your manager. Please make sure to fill out and submit your mileage as quickly as possible to ensure that you are paid promptly.

Open Door Policy
It is the policy of Change Inc. to maintain an open door at all management levels to ensure employees an avenue through which job-related problems may be heard and resolved. Problems should be discussed first with the manager. If this is not possible or if the manager cannot resolve the problem, employees may approach the Change Inc. President and/or Human Resources. An employee who exercises the open-door policy in an appropriate manner will not be subject to adverse employment action because of the complaint. However, knowingly made false accusations or statements may constitute misconduct and result in discipline and discharge. If you have read this handbook in its entirety and have come across this line, keep reading. You’ve earned yourself a free ice cream. Please contact our office to claim your treat.

Progressive Discipline
Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Change Inc. supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. Change Inc. reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines Change Inc.’s progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file by HR staff for future reference.

- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee’s personnel file by HR staff. Employees should recognize the grave nature of the written warning.

Change Inc. reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

Employee Grievance
The purpose of the Change Inc. policy on Employee Grievance is to provide an effective and acceptable means for employees to bring problems and complaints concerning their well-being at work to the attention of Change Inc.’s administration.

Grievance Policy
Change Inc. seeks to assure and maintain a harmonious working relationship between its management and its staff. It is recognized that problems may arise from the normal interaction between management and staff which, if not resolved, could undermine that working relationship. Therefore, Change Inc. seeks to assure that the job-related problems of its staff are solved promptly and fairly by management.

All of Change Inc.’s employees have recourse to the grievance procedure.

Each grievance shall be resolved in accordance with applicable policies and procedures. Discrimination or retaliation of any kind against an employee for exercising his/her rights under the grievance procedure is not permitted. Violations of Change Inc. policies and procedures by the grievant will be subject to progressive discipline up to and including termination.

The purpose of this policy is to resolve differences. It is not meant to be adversarial procedure.

**Grievance Procedure**

I. An employee may express a **verbal grievance** to his or her immediate supervisor. This is considered Step 1 of the Change Inc. Grievance Process.

II. If the concern is not resolved, the employee may put in writing the details of his/her grievance and submit the grievance to his/her immediate supervisor. This is considered Step 2 of the Change Inc. Grievance Process. The employee may also send a copy of the grievance to the Executive Director and/or Human Resources.

III. As part of this process and within ten (10) working days of the receipt of the employee’s written grievance, the supervisor will prepare a written statement regarding his/her response to the grievance. If this does not resolve the grievance, the employee will submit his/her written response to the Executive Director and/or Human Resources within ten (10) working days. This is considered Step 3 of the Change Inc. Grievance Process.

IV. The Executive Director and/or Human Resources will investigate the grievance; review the employee’s grievance and the supervisor's findings. Final resolution of the grievance will be made by the Executive Director and/or Human Resources within ten (10) working days unless the grievance relates to actions taken by the Executive Director.

V. The Executive Director and/or Human Resources will discuss the resolution with the employee and supervisor. The decision will be provided in writing with copies distributed to:

   A. the employee
   B. supervisor
   C. the employee’s personnel file

V. Employees and witnesses are free from reprisal for use of the grievance procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the Organization from taking disciplinary action against any individual, up to and including termination, in circumstances where the Organization deems disciplinary action appropriate, such as those involving problems of overall performance, conduct, attitude, or demeanor.

**Your Time Card/ Paycheck**

Please take the time to thoroughly read over your pay-stub before contacting your immediate supervisor. If after thoroughly evaluating your pay-stub you believe there was an error, please contact our corporate office.

**Changes in Personal Information**

Please complete the form from the Employee Portal, and submit to the Human Resources Director and your field manager with any changes to the following:

- Name
- Home address
- Personal email address
- Personal telephone number
- Direct Deposit
- Emergency contact(s)
-State or Federal withholding taxes

If an employee fails to furnish accurate and complete personal information or fails to advise administration of changes, Change Inc. is relieved of responsibility to the extent permitted by law.

**Non-compete policy**

By signing the employee acknowledgment form, and accepting employment, all employees agree that for a period of 1 year after the conclusion of employment no employee will directly or indirectly solicit, agree to perform or perform services of any type that Change Inc. can render ("Services") for any person or entity who paid or engaged Change Inc. for Services, or who received the benefit of the Company's Services, or with whom Employee had any substantial dealing while employed by the Company. This restriction also applies to assisting any employer or other third party.
Change Inc. Employee Portal: http://www.changeinconline.org/
Change Inc. maintains an online website for all staff to utilize as needed. This employee portal can be used to access documents such as:

- Auto Expense Report
- Encounter Notes
- Unusual Incident Reports
- Tax documents
- Direct Deposit
- Emergency Contact
- Payroll Schedule
- Employee Trainings

Username: _________________________________  Password: _________________________________

Your Employee ID # _________________________________

Calling Your Manager
Please be considerate when calling. Any calls before 8:00 am and after 5:30 pm or on the weekend/holiday, should be on an emergency basis only. Otherwise please wait until normal business hours for assistance. Remember to call 911 then your manager if it is a true emergency.

When you call your manager leave a message, how do we know you called if you don't?

Managers are expected to respond to all calls within 24 hours.

Important Phone Numbers to Know

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<tbody>
<tr>
<td>Corporate Office</td>
<td>860-346-0771</td>
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<tr>
<td>Corporate Fax</td>
<td>860-346-0772</td>
</tr>
<tr>
<td>Caretime Punch Line</td>
<td>866-856-2936</td>
</tr>
<tr>
<td>Google Voice &quot;Fix It&quot; Line</td>
<td>860-704-9407</td>
</tr>
<tr>
<td>Hospital Line</td>
<td>860-337-1815</td>
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<tr>
<td>Executive Director</td>
<td>860-847-0241</td>
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<tr>
<td>Central Connecticut Manager</td>
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<tr>
<td>(Hartford/Middlesex)</td>
<td>860-402-3844</td>
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<tr>
<td>Central Connecticut Manager</td>
<td></td>
</tr>
<tr>
<td>(Waterbury/Bristol)</td>
<td>203-560-8811</td>
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<tr>
<td>South East Connecticut Manager</td>
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<tr>
<td>(New London)</td>
<td>860-617-4885</td>
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<tr>
<td>South West Connecticut Manager</td>
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<tr>
<td>(Fairfield County)</td>
<td>203-979-3406</td>
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<td>South Central Connecticut Manager</td>
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<tr>
<td>(New Haven)</td>
<td>203-584-6653</td>
</tr>
<tr>
<td>CCCI/AOA/CBS Manager</td>
<td>860-807-6063</td>
</tr>
<tr>
<td>CCCI Manager (New London)</td>
<td>860-908-9326</td>
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