

EMPLOYEE HANDBOOK

Choices Are For Everyone, Inc.

90 Bridge Street
Suites 115 & 365
Westbrook, ME 04092
(207) 510-6060
www.cafeinc.org

CONTENTS

	Page
Welcome & Introduction	1
Mission Statement.....	1
Core Values.....	1
Services.....	2
Company Structure.....	2
About This Handbook	3
Equal Employment Opportunity	4
Workplace Harassment	4
Employment	5
At-Will Relationship.....	5
Orientation Period.....	6
Employment Terms.....	6
Employee Classes.....	6
Employee Files.....	7
Changes in Personal Information.....	7
Termination of Employment.....	7
Two Week Notice.....	7
Return of Equipment.....	7
Address Changes.....	7
Final Pay.....	7
COBRA.....	8
Compensation	8
Timesheets.....	8
Mileage.....	8
Petty Cash.....	9
Payday.....	9
Direct Deposit.....	9
Deductions.....	10
Hours Worked and Overtime.....	10
Rest Breaks.....	10
Benefits	11
Eligibility.....	11
Medical Insurance.....	11

Dental Insurance.....	11
Life Insurance.....	11
Short-Term/Long Term Disability Insurance.....	11
401(k) Retirement Plan.....	11
Time Away From Work.....	11
Paid Time Off (PTO).....	11
Holidays.....	14
Time Off Requests.....	14
Family Medical Leave.....	14
Domestic Violence Leave.....	15
Bereavement Leave.....	16
Jury/Witness Leave.....	16
Military Leave.....	17
Performance Review and Professional Development.....	17
Performance Reviews.....	17
Training.....	17
Employee Conduct and Work Rules.....	18
Character and Conduct.....	18
Client Care.....	18
Attendance and Calling Out.....	19
Salaried Employees: Attendance and Calling Out.....	20
Confidentiality.....	20
Drug and Alcohol Policy.....	21
Fitness for Duty Policy.....	22
Personal Appearance/Dress Code.....	22
Professional Boundaries.....	23
Electronic Communication Systems.....	24
Personal Electronic Devices.....	25
Website/Social Media.....	25
Smoking.....	26
Telephone Use.....	26
Outside Employment.....	26
Safety.....	26
Weapons and Dangerous Materials.....	27
Workplace Injuries.....	27
Solicitation and Distribution.....	27
Personal Property.....	28
Final Note.....	28
Direct Support Job Description (DSP/BHP).....	29-30
Copy of Handbook Receipt.....	31

WELCOME & INTRODUCTION

It is our pleasure to welcome you to CAFE. We are a nonprofit agency that was established in 1996 to provide community based services to adults with intellectual disabilities and autism. In 1999, we started offering services to children as well.

We believe that the success of our organization depends on the contributions of all our employees and their ability to remain focused on the needs and desires of the people we serve. We value you both as a person and as a professional and are confident that your contributions will be an integral part of our success.

We are glad you have joined our team, and hope that you will find your work to be both challenging and rewarding.

Mission Statement

The focus of CAFE is to provide services to people with intellectual disabilities and autism. We see a whole universe and all of its possibilities in the eyes of each person we meet. We focus on the wants, wishes, and desires of each individual. We start with the person and build the program around them. CAFE provides a setting where essential lifestyle choices are met. Choice is a very important word at CAFE. People do not have to conform to a setting which they do not fit. CAFE helps people discover their choices and then helps to have their choices honored. The focus is not on changing people, but on understanding them.

Core Values

These principles guide our approach to serving people:

- Treat people with dignity and respect
- Offer choices
- Strive for client satisfaction
- Cultivate independence

Services

CAFE's programs have four components:

Community Support: CAFE offers community support programs to adults served by DHHS (Department of Health and Human Services) and any other adult with a primary diagnosis of an Intellectual Disability or Autism.

Home Support: CAFE offers self-designed services and support to people based upon their individual wishes and needs. CAFE helps people live the way they want to live, providing each person with the tools necessary to attain their lifestyle choices. People deserve the opportunity to discover who they are and what they want to achieve in life. A myriad of residential options are available, from 24 hour shift-staffing, to the Shared Living model of home support, to a specific number of Home Support hours.

Children's Services: Each child's program is 1:1 and designed to meet the child's behavior, daily living, and social needs while exploring an infinite array of adventures within his/her local community.

CAFEm: Monday through Friday from 3:00-7:00 p.m., CAFE's Community Support facility becomes a drop-in center for any individual with a disability, regardless of whether or not they receive services through CAFE. Participants are welcome to engage in the event or activity planned for that evening, or if they prefer, utilize the various resources available in the space. Individuals accessing this free program must be accompanied by their own support staff or other responsible adult.

Company Structure

Director: oversees agency programs and operations

Administrative Support: Program Coordinators, House Managers, Crisis Response Worker, and other various administrative staff that coordinate services, supervise staff, and ensure service quality

Business Administration:

- *Business Manager:* provides the financial business support for CAFE
- *Human Resource Manager:* provides employment, training, and benefit related support to CAFE employees
- *Payroll Manager:* processes payroll and mileage reimbursement

Direct Support Professionals (DSP's): provide direct support to adults receiving CAFE services in home and community settings

Behavioral Health Professionals (BHP's): provide direct support to children receiving CAFE services

ABOUT THIS HANDBOOK

This Handbook summarizes policies and practices of CAFE, provides information about our administration, defines staff member responsibilities, and describes programs designed to be of benefit to staff members. Although the Handbook carries a wealth of information, it is not intended to cover every detail of every policy and some of its content is bound to change. The employee's immediate supervisor is the best source of information about procedures, practices, and expectations for performing jobs. Please ask questions—doing so is part of understanding and completing the work.

Over time we may need to make changes to this Handbook to accommodate growth or change. As a result, CAFE reserves the right to change guidelines outlined in this handbook at any time with or without advance notice. Additionally, because not every possible situation can be anticipated, and depending on the circumstances of a given situation, CAFE also reserves the right to address a situation differently from what may be described here.

The guidelines provided in this Handbook apply to all employees. This Handbook is not a contract and is not to be construed as a contract for employment.

CAFE has no contractual arrangements with its employees. Consistent with that, every employee is employed as an "employee at will." The only exception to this would be information and conditions specifically outlined in an individual employment agreement signed by our Director.

Employee benefits are summarized in this Handbook. If an employee has any questions, please refer to plan documents for details. In any case of a difference between what the information summarized here and what the plan documents say, the plan document will take control.

Comments and ideas about this Handbook are welcome. Please speak with a supervisor or the Human Resource Manager regarding suggestions.

EQUAL EMPLOYMENT OPPORTUNITY

CAFE is committed to a policy of equal employment opportunity for all employees and applicants, and does not unlawfully discriminate in the terms, conditions, or privileges of employment including recruitment, selection, training, pay, benefits, promotion, or transfer because of age, race, color, national origin, sex, sexual orientation, religion, physical or mental disability, marital status, or any other category protected by applicable federal, state, or local law.

If you believe you have been the victim of employment discrimination, harassment, or bullying, you should report this to either the Human Resource Manager or the Director immediately.

CAFE's mission is to support individuals with disabilities. Consistent with that mission, CAFE will make reasonable accommodations for qualified applicants and employees with disabilities, provided that doing so does not result in an undue business hardship. Any applicant or employee who believes that he or she will benefit from an accommodation should contact the Human Resource Manager. Employees are expected to cooperate in an interactive process to assist CAFE in determining appropriate and effective accommodations.

WORKPLACE HARASSMENT

CAFE is committed to providing a workplace that is free of discrimination, unlawful harassment, and bullying. This policy prohibits not only sexual harassment but also harassment based on age, race, color, national origin, sexual orientation, religion, physical or mental disability, marital status or any other category protected by applicable federal, state, or local law. All employees are expected to treat one another with mutual respect and to behave in ways that promote a positive, productive work environment. We will not tolerate actions, words, jokes, or comments which create an environment of harassment. Failure to follow this policy will result in discipline up to and including termination.

Harassment-related problems can often be resolved through open and honest discussion between those involved in the situation. In many cases, individuals perceived as behaving in a harassing manner will stop that behavior when con-

fronted. Such direct treatment of harassment, however, is not always practical. If an employee feels harassed or bullied by another employee or anyone outside of the organization in connection with his or her work, and feels direct confrontation is not appropriate or will not be effective, he or she should promptly report the incident of harassment or bullying to the Human Resource Manager. In the unlikely event that the employee does not feel the matter, once reported, has been adequately addressed, or does not feel comfortable approaching the Human Resource Manager, then the employee should report the matter to the Director.

Any employee or manager who becomes aware of a situation related to possible sexual harassment, other unlawful harassment, or bullying must promptly advise the Human Resource Manager.

CAFE will treat every complaint seriously. Complaints will be investigated promptly and appropriately, and as confidentially as feasible. Any employee found guilty of harassment or bullying behavior will be subject to prompt corrective action which may include disciplinary action or termination of employment.

Employees may report concerns about harassment without fear of consequences or retaliation.

EMPLOYMENT

At-Will Status

Employees of CAFE are employed at-will. This means they are not hired for any definite period of time and either the employee or CAFE may terminate the employment relationship at any time with or without cause and with or without advance notice. The only exception to this rule would be any employee who, due to unusual circumstances, has been provided a promise of employment for a particular length of time, which is in writing and signed by the Director.

Orientation Period

New employees participate in an initial period of adjustment in order to learn about CAFE and the job. During this time, the employee will have an opportunity to find out if he or she is suited to the new position.

Additionally, the orientation period gives supervisor(s) a reasonable period of time to evaluate the employee's performance. The orientation period is approximately 90 days unless CAFE determines a different length is more appropriate. An employee's first performance review usually takes place near the conclusion of the orientation period.

Employment Terms

Hourly Employee: an employee compensated on an hourly basis

Salaried Employee: an employee compensated primarily by a fixed salary

Exempt Employee: an employee exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act

Once designated in a particular classification, an employee cannot change classifications without written confirmation in advance from the Human Resource Manager.

Employee Classes

Employee class is determined by a 13 week average of the employee's hours worked:

Class 1: 19.99 hours or less per week

Class 2: 20.0 to 29.99 hours per week

Class 3: 30.0 to 34.99 hours per week

Class 4: 35.0 or more hours per week

Class 5: Exempt

The average must fall within a class' range for four consecutive weeks in order for the employee to qualify for the benefits of that class.

Employee Files

Employee personnel files are confidential and stored securely in the Human Resource office. Upon the written request of an employee or former employee, CAFE will provide the employee, former employee, or duly authorized representative, with an opportunity to review and copy the employee's file. Any reviewing and copying must take place at CAFE's administrative office, during normal business hours, and under the supervision of the Human Resource Manager, unless, at CAFE's discretion, a more convenient time and location is arranged.

Changes in Personal Information

Employee's are responsible for informing the Human Resource Manager if there are changes to personal information:

- Address
- Contact information (phone numbers, email address, etc.)
- Name changes
- Emergency contact
- Auto insurance and registration renewals (provide a copy of updated auto insurance card and registration at each renewal date)
- Number of income deductions (see Payroll Manager)

Termination of Employment

Two Week Notice: To minimize the impact to client care and agency operations, CAFE asks that employees give a minimum of two weeks' notice in the event he or she chooses to resign or reduce hours. Failure to give adequate notice may adversely affect an employee's employment references or opportunities for rehire.

Return of Equipment: Employees are responsible for returning all CAFE materials at the end of his or her employment. This includes: cell phones, keys, equipment, supplies, documents, data, records, or anything else that is CAFE property. Any client property in an employee's possession must be returned as well.

Address Changes: Former employees should notify CAFE of mailing address changes to prevent the delay of W-2's and other correspondence.

Final Pay: Final paychecks are issued by the Payroll Manager. All financial bal-

ances (petty cash, mileage, etc.) and any other outstanding balances must be cleared with the Payroll Manager. Payout of unused PTO is subject to the terms and conditions outlined on page 13 of this Handbook.

COBRA: Upon leaving CAFE, an employee's health and dental coverage may, in certain situations, be continued under COBRA. See the Human Resource Manager for details.

COMPENSATION

Timesheets

All hourly employees must accurately complete weekly timesheets. Timesheets are due Monday by 10:00 a.m. If Monday is a Holiday, timesheets are due the following business day at 10:00 a.m. All non-residential documentation (a.k.a. Progress Notes or Day Notes) must be attached to the timesheet. There are several options for turning in a timesheet:

- Bring it to the CAFE office
- Send by mail (timesheet must be received by the deadline)
- Place it in the mail slot on the 3rd floor
- Fax to the office
- As a last resort, (and not to be done regularly) hours can be called in to the Payroll Manager

Mileage

If an employee uses his or her personal vehicle during work time, he or she is eligible to be reimbursed for mileage. Employees are expected to limit on-the-clock driving, only driving distances necessary for the implementation of clients' programmatic activities. To request reimbursement, submit a completed weekly mileage reimbursement form by 10:00 a.m. on the first business day of the following week. CAFE reserves the right to deny (in whole or in part) reimbursement requests if driving is deemed to be excessive, the mileage form is turned in late, the mileage form is incomplete, details provided on the form do not justify the mileage requested, or if the employee has not complied with other expectations related to his or her job.

Petty Cash

Petty cash is for program purposes only. A petty cash register must be submitted for each week that the employee receives money, spends money, or is carrying a balance. Petty cash registers are due each week on Monday by 10:00 a.m. If Monday is a holiday, the due date is the following business day by 10:00 a.m. All receipts must accompany petty cash registers. Please do not use personal funds as petty cash; as these funds may not be reimbursed. In most cases, employees obtain petty cash from their supervisor.

Payday

CAFE operates on a weekly payroll cycle with a Sunday through Saturday pay period. Direct deposit paystubs are available for pickup in the office on the Friday of the following week.

CAFE will make every effort to ensure that employees are paid correctly. Inadvertent mistakes, however, can happen. Please review pay stubs to make sure they are correct. If an employee thinks an error has occurred, or simply has questions about the paycheck, please see the Payroll Manager.

Salaried employees are paid a predetermined salary (subject to modification from time to time) that will not be subject to deductions for variations in the amount or quality of work performed, with the possible exception of certain deductions permitted by law. If an exempt employee believes a violation of this policy has occurred, they should report the improper deduction to Human Resources.

Direct Deposit

CAFE employees are required to participate in payroll direct deposit. An employee's pay is deposited directly into his or her bank account on Friday. Employees are issued printed pay stubs, and are expected to pick them up weekly. Important memos and notices are often included with pay stubs; employees will be held responsible for information contained in notices distributed via payroll.

Deductions

In compliance with local, state, and federal laws, CAFE will make the appropriate payroll deductions. If an employee has any questions or concerns regarding a deduction, he or she should see the Payroll Manager.

Hours Worked and Overtime

CAFE's office hours are generally 8:00 a.m. to 4:00 p.m. Monday through Friday. To adequately meet the needs of the people we serve, direct care staff work various schedules.

Overtime is paid to hourly and other non-exempt employees for hours worked in excess of 40 hours per week. Overtime is paid at the rate of one and one half times the employee's regular rate of pay. If the employee has more than one rate of pay during a workweek, the regular rate for that week is the weighted average of such rates.

Hourly employees should not work any time in addition to their scheduled work day unless approved in advance by their supervisor or the Director. Starting work early, finishing work late, or working any other unauthorized time is not permitted. All time worked must be recorded on the timesheet; "off-the-clock" work is not allowed.

Salaried employees are expected to work the hours necessary to complete their position responsibilities, even if that extends beyond the normal work day.

Rest Breaks:

In some cases, employees working more than 6 consecutive hours may be entitled to the opportunity to take at least 30 consecutive minutes of rest time. This does not apply:

- In cases of emergency in which there is a danger to property, life, public safety or public health; or
- When fewer than 3 employees are on duty at any one time; or
- The nature of the work done by the employees allows them frequent breaks during their work day.

EMPLOYEE BENEFITS

Fulltime employees are eligible to participate in CAFE's group insurance plan.

Eligibility Requirements:

- The employee must be employed for two full calendar months; and
- Average working at least 30 hours per week

Insurances Offered:

- Medical Insurance
- Dental Insurance
- Life Insurance with Accidental Death & Dismemberment (basic and supplemental)
- Short Term Disability Insurance
- Long Term Disability Insurance

Group insurance benefits are reviewed annually. See the Human Resource Manager for full details on current benefit levels and employee cost sharing information.

401(k) Retirement Plan

Employees who have been employed for six full calendar months are eligible to participate in CAFE's 401(k) Plan. CAFE's matching of employee contributions will be discretionary and determined at the conclusion of each plan year.

TIME AWAY FROM WORK

Paid Time Off (PTO)

One of the keys to balancing life and work is having the option to take time off

from work. To help employees do this, CAFE offers Paid Time Off (PTO).

After eight (8) consecutive weeks of active employment, the employee becomes eligible for PTO. PTO can be used at the employee's discretion for vacations, sick days, snow days, holidays, or personal days.

Each weekly pay period in which an eligible employee's hours worked and/or utilized PTO totals at least 25 hours, more PTO becomes available to the employee. The correlation between the employee's total hours and the available PTO accrued is as follows:

Seniority	Rate	Cap
0-2 years	.0770/hour <i>(3.08 hours per 40 hour work week)</i>	100 hours
2-5 years	.0960/hour <i>(3.84 hours per 40 hour work week)</i>	140 hours
5-8 years	.1153/hour <i>(4.61 hours per 40 hour work week)</i>	180 hours
8-12 years	.1345/hour <i>(5.38 hours per 40 hour work week)</i>	220 hours
12+ years	.1538/hour <i>(6.15 hours per 40 hour work week)</i>	260 hours

If the total of an employee's hours worked and/or utilized PTO exceeds 40 in a weekly pay period, available PTO accumulates for only the first 40 hours; it does not accumulate for hours in excess of 40.

Each week, the employee's paystub will show the amount of PTO available to them. If the employee believes the available PTO is incorrect, he or she should contact the Payroll Manager.

PTO is capped as set forth in the above chart. The term "cap" represents the maximum total amount of PTO that can be available to an employee. Upon reaching the cap, no additional PTO becomes available to the employee, regardless of hours worked, until the employee uses current PTO to bring their available balance below the cap.

PTO can be used:

- When the employee takes time off work, to bring hours up to his or her regularly scheduled hours.
- On days the employee loses hours because CAFE is closed due to inclement weather, to bring hours up to his or her regularly scheduled hours (up to 12 hours maximum), or
- On days CAFE is closed in observance of a holiday. Employees can use any amount of their available PTO—up to a maximum of 8 hours per day—in addition to hours worked.

PTO cannot be used in the event of:

- No-call/no-shows
- Tardiness
- Disciplinary suspensions
- Failure to follow callout procedures
- Absences for which a Time Off Request was denied
- Failing to request time off or give adequate advance notice for absences that were reasonably foreseeable

Paid Time Off (PTO) does not have cash value unless or until:

- Available PTO is used by the employee
- Available PTO is “cashed out” as part of a company-approved reduction of PTO balances
- Available PTO is paid out to the employee on the next regularly scheduled pay day following termination of employment, subject to the following conditions:
 1. If the employment relationship is being terminated by the employee, the employee must give a minimum of two weeks’ notice. Unless excused by the company, the employee must work out their entire notice without the use of PTO, performing their duties according to the company’s expectations, and cooperating with matters of transition related to the employee’s departure . For purposes of this policy, two weeks is defined as 14 consecutive 24-hour periods. Notice must be given in writing (email is acceptable) to the Director or Human Resource Manager. In the event of extenuating circumstances, the Director may wave this requirement.
 2. The employee returns—within 5 calendar days of his/her last day worked—any and all company or client property in their possession, including client-related documents and records.

CAFE may deny payout of unused PTO to employees terminated for gross misconduct such as, but not limited to, working under the influence of drugs or alcohol; acts or threats of violence; vandalism or destruction of property; theft and dishonesty, including falsification of records or documents; sabotage; acting with wanton disregard for the safety of others; acting with wanton disregard for the material interests of the company; abuse, neglect or exploitation of a client; deliberate or extremely careless unauthorized disclosure of Protected Health Information (PHI); severe insubordination; blatant acts of harassment or discrimination based on age, race, gender, nationality, religion, sexual orientation, or any other category protected by law.

Holidays

A schedule of the holidays for which CAFE is closed is posted at the CAFE office, and can be found on our website (www.cafeinc.org). When CAFE is closed for a holiday, employees with accrued PTO can choose to use it—or not to use it—for that day.

Time Off Requests

All time off requests—paid or unpaid—must be submitted to the Director at least two weeks in advance of the time requested to be taken off. Approved time off requests are listed on the Time Off Calendar located in the upstairs staff office (Suite 365).

Family and Medical Leave (Federal)

This benefit (also known as FMLA) provides up to twelve (12) weeks (during any “rolling” 12 month period of time) of unpaid job-protected leave to eligible employees for certain family and medical reasons. To qualify for FMLA leave, the employee must have been employed by CAFE for a total of at least one year and have worked a minimum of 1,250 hours during the twelve months prior to the first day of leave, and not already have used 12 weeks of Family and Medical Leave during the twelve (12) month period prior to the commencement of the leave.

Reasons for FMLA:

- The birth of a child and to care for the newborn child within one year of birth;
- Adoption of a child, placement of a child for adoption or foster care (under the age of 18)
- To care for a spouse, child, or parent with a serious health condition
- A serious health condition of the employee that makes the employee unable to perform one or more of the essential functions of his/her job
- A qualifying exigency arising out of the fact that a spouse, son, daughter or parent is on active duty or call to active duty status in support of a contingency operation as a member of the National Guard or Reserves
- Employees are entitled to twenty-six (26) workweeks of leave during a single 12 month rolling period to care for a covered service member with a serious injury or illness if the eligible employee is the service member’s spouse, son, daughter, parent, or next of kin. This is known as military care-

giver leave. Military caregiver leave is **not** in addition to another type of FMLA leave. Accordingly, employees are not entitled to add this form of leave to another type of FMLA leave.

Employees who have not met the eligibility requirements of the FMLA may still qualify for a leave of absence. Please contact the Human Resource Manager to discuss such options.

Employees may be requested to provide documentation supporting his or her serious medical condition. An employee must give 30 days' notice of leave unless a medical emergency prevents giving advance notice. If leave is foreseeable, the employee shall provide CAFE with notice of need for leave as soon as practicable.

All employees who take leave for their own serious health condition are required to obtain certification from their health care provider that the employee is able to resume their job.

During FMLA leave, CAFE must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Domestic Violence Leave

In accordance with Maine law, Domestic Violence Leave will be provided for employees to:

- Prepare for and attend court proceedings
- Receive medical treatment
- Attend to the medical treatment of a child, parent, or spouse who is a victim
- Obtain necessary services to remedy a crisis caused by domestic violence, sexual assault, or stalking

The necessity of the leave must be based upon the employee or the employee's child, parent, or spouse being a victim of violence, assault, sexual assault, stalking, or any act that would support an order for protection from abuse.

Domestic Violence Leave will be unpaid unless the employee wishes to use accrued EBT time.

Bereavement Leave

Full-time benefit eligible employees (averaging 30 hours or more after the 2 month waiting period) will be granted up to three paid bereavement days (four days if the employee is attending a funeral/service outside of New England) in the event of the death of an immediate family member.

Immediate Family Members:

- Spouse or domestic partner;
- Children, including domestic partner's children;
- Parents;
- Siblings;
- Grandparents; or
- Grandchildren

Bereavement leave is paid as follows:

Class	Hours Paid
Class 1	Not Paid
Class 2	Not Paid
Class 3	6 Hours Per Day
Class 4	8 Hours Per Day
Class 5	8 Hours Per Day

Employees should notify his or her supervisor(s) and the Human Resource Manager in the event that bereavement leave is required, and note the use of bereavement leave on that week's timesheet.

Jury/Witness Leave

Immediately upon receipt of notice to service, employees must notify the Director and Human Resource Manager. Employees in Classes 3-5 are eligible to be paid for the first two days of service, with Class 3 employees being paid up to 6 hours per day, and Class 4 and 5 employees being paid up to 8 hours per day. CAFE will provide this pay less any monetary sum received by the employee as a result of his or her jury duty. Additional days will be unpaid, or you may use your accrued EBT.

Military Leave

CAFE observes all federal and state laws related to absence from work for military service. Unpaid leaves of absence will be granted to employees who are in or who enter the military service to fulfill reserve training, National Guard duty or other military service. Advance notice is required unless military necessity makes it impossible.

PERFORMANCE REVIEWS & PROFESSIONAL DEVELOPMENT

Performance/Pay Reviews

New employees will be scheduled to meet with the Director and/or their supervisor(s) for an initial performance review approximately after their first 90 days of active employment. Performance reviews provide an opportunity to review job performance and share any concerns about the job. When scheduled for a review, the employee will receive a notice with his or her paystub. If the employee is unable to attend, it is the employee's responsibility to inform the Director so that the review can be rescheduled. After the initial performance review, reviews are conducted by request: any employee or their supervisor may request a review at any time. An employee wanting a performance review should contact the Human Resource Manager to request the review.

Professional Development (Training)

Why does CAFE require training?

- To provide staff with the knowledge, skills, and resources to competently perform their duties
- To safeguard the well-being of our clients
- To ensure compliance with State and Federal regulations

CAFE employees must complete and maintain all required trainings and certifications. Maintaining current certification in all required trainings is a condition of continued employment.

Training Notifications:

- Employees will receive written notification of the trainings for which they are scheduled.
- Training rosters will be posted on the bulletin board outside the Human Resources office. It is the employee's responsibility to know when he or she is scheduled for trainings.

CONDUCT & WORK RULES

Character and Conduct

CAFE's policies and procedures have been established to help ensure exceptional client care, facilitate business functions, and to comply with applicable regulations. Employees are required to follow all policies, procedures, and instructions—whether written or verbal. In addition, employees are expected to exercise the use of common sense and good judgment based upon high ethical principles of decency, honesty, and respect. Failure to meet these expectations may result in disciplinary action up to and including termination of employment.

Client Care

The following guidelines apply to all staff providing direct care to clients. Employees may also be expected to follow additional policies depending on program area(s) and the client(s) with whom the employee is working.

- Clients must be treated with dignity and respect. Abuse, neglect, exploitation, or rights violations will not be tolerated.
- By law, you are a Mandated Reporter: you have a responsibility to report any witnessed (or suspected) abuse, neglect, exploitation, or rights violations.
- When working with clients, you are responsible for their safety:
 1. Never leave a client unattended (unless permitted by their PCP/ITP or appropriate release).
 2. Never leave a client unattended in a vehicle.

3. While driving, seatbelts are required for all occupants.
 4. Phone calls or texting while driving are prohibited.
 5. At all times, be able to account for the safety and whereabouts of clients under your care.
 6. Unless indicated otherwise by the client's PCP, employees working overnight shifts are permitted to rest, but must be able to respond promptly and appropriately to emergencies or client needs that arise during the overnight hours.
- When dropping off a client, make contact with the person assuming responsibility for his/her care.
 - Never bring a client to your home.
 - You should never have anyone else in your car other than the client(s) with whom you are working, or other duly authorized employees.
 - Pets are not allowed at work.
 - Group activities (two or more staff and their clients) are prohibited unless approved by your supervisor.
 - Staff are not to engage in personal activities, business transactions, or errands during client program time.
 - All required documentation must be written and signed daily. Submit all non-residential documentation with your weekly timesheet.

Attendance and Calling Out

Employees are expected to report for all scheduled shifts, trainings, and meetings on time. If an employee is unable to arrive on time, or will be absent, he or she needs to contact his or her immediate supervisor a minimum of one hour before the start of the shift (four hours for residential shifts). "Texting" out is not permitted. Excessive absenteeism/tardiness may result in disciplinary action up to and including termination.

When late or calling out, contact:

Program	Phone Extension
Adult Community Support.....	100
Children's Services	103
<i>(In addition to calling their supervisor, BHP's must also call the parent/family of the child supported)</i>	
Administrative Staff.....	105
Residential.....	Contact House Manager

Salaried Employees: Attendance and Calling Out

WORK SCHEDULE: Fulltime salaried employees will work a 5-day workweek Monday through Friday, unless an alternate work schedule has been arranged with the Director. Salaried employees are expected to perform the bulk of their duties during regular business hours and average working approximately 8 hours per day (40 hours per week). Additional hours may be required, if work-load demands.

WORK LOCATION: Salaried employees will usually work in the office, unless the nature of their position requires them to perform work-related tasks off site. With approval from the Director, working from home—or at the office during non-business hours—is permitted if additional time is needed to complete job tasks. However, hours worked either at home or outside regular business hours would be above and beyond regularly scheduled hours, and are not a substitute for the 40 hours described in the paragraph above.

CALLOUTS: When salaried employees will be absent from work (whether for a full or partial day), they are to notify the Director at least an hour before their regular start time. Calling out can be done via phone (leaving a voice message is acceptable) or email. “Texting” out will not be permitted. When calling out, salaried employees should also notify any co-workers that may need to fill in for them in any capacity. Salaried employees will have eight hours of EBT deducted from their EBT bank for each day absent (snow days included), unless they are out on paid STD or LTD leave. Excessive absenteeism may result in disciplinary action.

Confidentiality

CAFE employees will have access to personal and private information about clients. It is the employee’s responsibility to maintain the highest standards of confidentiality at all times. Unauthorized disclosure of confidential information is considered a violation of client rights and potentially a breach of Federal HIPAA regulations.

Remember these principles about confidentiality:

- Confidential information includes both spoken and written information.
- You are only entitled to access information about clients with whom you are working.
- Personal information should be discussed or viewed only by those who have a legitimate business-related need to know.

- Conversations regarding private matters should never occur in public places.
- As much as possible, avoid identifying the people you work with as individuals receiving services.
- Do not display a client's name on personal items (lunchboxes, clothing, etc.) without the guardian's consent.
- Keep all conversations respectful.
- Use caution when talking about clients outside of work. This means at home, on the street or anywhere else. The local and statewide service systems in Maine are small enough that some people could be identified without being named.
- Never gossip about a person receiving services.
- Remember that confidential phone calls and conversations are often taking place in the administrative offices.
- All client records must be kept secure.
- Upon termination of employment, all client records in your possession must be returned to CAFE.
- CAFE works with a sensitive client base. As such, employees are not to take any personal photographs of a client, or with a client, unless such act is consistent with the terms and provisions of the photography release signed by the client or their guardian.

CAFE homes and program areas are not open to the general public. Access is limited to clients receiving services, staff currently working in those areas, duly authorized visitors (such as guardians, caseworkers, etc.), and other individuals performing legitimate business-related functions. Clients have the right to invite guests into their homes.

Employees are also expected to respect the privacy of their co-workers, and should not disclose personal or private information about other employees without consent and/or a legitimate business-related reason for doing so.

Should an occasion arise in which the employee is unsure of his or her obligations regarding confidentiality, it is the employee's responsibility to consult with his or her supervisor.

Drug and Alcohol Policy

Possession, use, or working under the influence of intoxicants or other judgment-impairing substances is prohibited during work time. Violation will result in disciplinary action, including immediate discharge.

Distribution or sale of illegal substances/intoxicants is strictly prohibited and will result in disciplinary action, including immediate discharge.

Fitness for Duty

While working, each employee is expected to:

- Be physically and mentally able to perform his or her job in a safe and effective manner with or without reasonable accommodations; and
- Present him or herself in a manner that reflects positively on CAFE and its clients.

An employee may be deemed unfit for duty if he or she:

- Is, or may be, unable to perform his or her duties and/or to provide client care safely and effectively; or
- Is behaving in a manner that may diminish confidence in the employee's ability to perform the job satisfactorily; or
- Is exhibiting characteristics generally associated with intoxication, such as odor, dilated pupils, staggering, boisterous speech, drowsiness, etc.; or
- Reports to work in a condition the employee's supervisor regards to be inappropriate, unprofessional or offensive such as, but not limited to: unclean/inappropriate clothing, poor personal hygiene, objectionable scents and odors, etc.

At CAFE's discretion, employees deemed to be unfit for duty may be sent home, and possibly subject to discipline up to and including termination of employment.

Personal Appearance/Dress Code

CAFE offers employees the opportunity to dress in casual attire. This casual dress code is intended to allow employees to work comfortably. Despite these freedoms, employees are responsible for ensuring that their dress and grooming project a positive image to clients and the public. Employees should use good judgment and follow the guidelines described below in determining appropriate dress and grooming.

Acceptable Attire: For purposes of this policy, casual attire means clothing that allows employees to feel comfortable at work, yet is appropriate for their work environment. Casual attire includes: slacks; khakis; jeans that are neat and without tears or holes; sports shirts; skirts; dresses; walking shorts; turtle-necks and other sweaters; loafers; tennis shoes; and sandals. Clothing should always have a neat and clean appearance. Employees are expected to wear footwear that is appropriate for their job assignments.

Unacceptable Attire: Unacceptable clothing includes sweatpants; pajamas; workout attire; halter or tank tops; dresses, skirts, or shorts that are excessively short; sheer clothing or clothing that is otherwise revealing or distracting; spandex; clothing with inappropriate statements, graphics, or advertisements for alcohol or tobacco products; beach attire or swim shorts. *Some of the attire described above may be appropriate for specific activities; for example: sweatpants or workout attire could be appropriate when participating in athletic activities with clients. Or, beachwear may be appropriate at the beach or if taking clients swimming.*

Grooming: Hairstyles, make-up, and grooming of beards and mustaches are left to the employees' discretion; however, employees should always maintain a clean and neat appearance. Employees should be sensitive to the needs of clients and coworkers: overly strong perfumes, colognes, scented oils and lotions, etc. should not be used.

Professional Boundaries

CAFE employees enjoy a casual work environment, and relationships with clients and families can sometimes resemble friendships. However, employees must always keep mindful of the fact that they are professionals being paid to provide a medically necessary service. Maintaining appropriate professional boundaries is an essential part of having a therapeutic relationship with clients.

Here are some guidelines to help with maintaining professional boundaries:

- **Sharing Personal Information:** Employees should limit the amount of personal information they disclose to clients. It is generally inappropriate for an employee to share their personal problems (medical, family, financial, relationships, etc.) with an individual being served. Staff should use discretion when sharing phone numbers and addresses. Any conflict an employee may have with a coworker should not be discussed in the presence of a client. "Friending" or interacting with clients and their family members on social media sites such as Facebook® is discouraged.
- **Seeing Behavior as Symptomatic:** It may be tempting to react emotionally to a client's challenging behavior. Caregivers should not forget that such behaviors are often caused by a disorder or disease.
- **Nicknames/Endearments:** The way an employee addresses a client indicates their level of professionalism. Nicknames have the potential of suggesting a more personal interest than you intend, or may be perceived as showing favor for one client over another.
- **Touch:** Touch should be used sparingly and thoughtfully, and only when it will serve a good purpose for the client.

- **Professional Demeanor:** An employee's appearance and conduct is a direct reflection on CAFE and the people we serve. Employees should wear clean and appropriate clothing, practice good personal hygiene, and conduct themselves in a respectful manner. Off-color jokes, racial slurs, and profanity are not acceptable.
- **Gifts/Tips/Favors:** Giving or receiving gifts, or doing special favors, can blur the line between a personal relationship and a professional one, and perhaps be perceived as theft or exploitation. If an employee has questions or concerns about gifts, they should discuss the matter with his/her supervisor.
- **Over-Involvement:** Employees should not confuse their own needs with the needs of a client. Spending inappropriate amounts of time with a particular client, visiting a client when off-the-clock, trading assignments to be with the client, or thinking you are the only caregiver who can meet the client's needs are signs an employee may be getting over-involved.
- **Romantic or Sexual Relationships:** Employees are never permitted to have a romantic or sexual relationship with a client. Refrain from telling sexually oriented jokes or stories. Romantic relationships with family members of clients are strongly discouraged, and would likely lead to reassignment. Flirting or suggestive behavior by a client should be discouraged.
- **Secrets:** Employees are obligated to report anything that may pose a threat to the health, safety, or well-being of a client. Employees should not ask a client to keep a secret.

Electronic Communications Systems

Employees may have access to and use of various electronic communications systems such as e-mail, voice mail, cell phones, and the Internet in the course of the employee's job. Here are a few guidelines to keep in mind about these tools:

1. The e-mail, computer, internet access, cell phones, and voice mail systems are owned by CAFE, are provided for business purposes, and may be monitored when deemed necessary. Any personal use must be of an incidental nature, not interfere with business activities, not involve solicitation, and not be associated with any for-profit, outside business activity.
2. Because messages and information generated by these systems are for CAFE business, employees should not expect that any messages they exchange via our computers or phones, or any uses of the Internet are in any way private or confidential. This information is subject to archival policies and any scrutiny normally afforded to paper files and documents covering the same subject matter.
3. Systems may not be used for any illegal or improper purpose or in any way

that might potentially embarrass CAFE, its clients, vendors, employees, Board, or retirees. This includes forwarding of messages received from outside sources.

Personal Electronic Devices

While not encouraged, an employee may occasionally use his or her own personal electronic devices (cell phones, tablets, personal computers, etc.) for the transmission or temporary storage of client information. In the event this occurs, CAFE expects the following:

1. The device must be password protected.
2. The device, if applicable, must be protected by an antivirus/malware program.
3. The employee must not give unauthorized individuals access to the device.
4. The employee must take reasonable precautions to prevent loss or theft of the device.
5. Upon request of the Director or a duly authorized agency employee, access to client-related information on the device must be granted.
6. Any loss, theft, or unauthorized access of the device must be reported immediately to CAFE's Privacy Official (Human Resource Manager).
7. When practical, employees should avoid texting or instant messaging confidential information; phone calls are preferred.
8. When possible, use initials rather than names when referring to clients.
9. Once the information is no longer needed—or upon termination of the employee's employment relationship with the company—the information should be deleted from the device. If the information on the device is the only copy, it should be printed and placed in the client's file before deletion.

Website/Social Media

CAFE engages in communications with current and prospective employees, clients, business partners, vendors and suppliers, and the general public via a CAFE-sponsored website and other forms of social media (CAFE has its own Facebook® account). The website and CAFE-sponsored social media are for business use only and CAFE owns and accounts for the website and CAFE-sponsored social media, including all content, communications, and connections created, sent, received, or stored on such accounts. Only employees who are designated and authorized by CAFE can prepare content for or delete, edit, or otherwise modify content on the website or CAFE-sponsored social media.

Smoking

CAFE is committed to providing a smoke-free environment for our employees, clients, and visitors. Smoking is not permitted:

- Inside of any CAFE property: leased, rented or owned
- Within 50 feet of the entrance to any building or facility where CAFE business or activities are taking place
- Within 25 feet of any adult client (unless given written consent by the client and his/her guardian, if applicable)
- At any time while working in the Children's Program

Telephone Use

Except in the case of emergencies, personal phone use (includes calls, text messaging, and Internet use) are not permitted on client time. CAFE phones (office, residential, and cell phones) are to be used primarily for business and programmatic purposes.

Outside Employment

CAFE respects the right of employees to seek additional employment with other businesses. All we expect is that:

- Outside employment not jeopardize the quality of care employees provide to the people we serve; and
- Outside employment not interfere with fulfilling CAFE's mandatory training requirements or other job related obligations.

Safety

Employees are expected to observe reasonable safety precautions in his or her work and should bring safety hazards to the attention of management. Employees have the right and obligation not to perform an unsafe act. In addition, it is every employee's responsibility to report to their supervisor or the Human Resource Manager any unsafe work conditions.

Weapons and Dangerous Materials

With the exception of law enforcement or duly authorized security personnel, CAFE prohibits individuals from possessing weapons or dangerous materials in facilities and areas where services are being provided, or in vehicles being used to transport clients. This policy covers items such as, but not limited to, firearms, BB or pellet guns, explosives, fireworks, mace or pepper spray, tactical/defensive knives, swords, daggers, batons or nightsticks, martial arts weapons, electronic defense devices (tasers or stun guns), etc. CAFE may also prohibit any other items deemed to pose a potential safety threat.

Workplace Injuries

Any employee injured while working, must report the injury, no matter how minor, to the Human Resource Manager and complete an Employee Safety Incident Report as soon as possible (which typically means immediately) and certainly no later than 24 hours after the incident. If needed, medical care will be supplied through an appointment with our preferred provider, unless the injury is life or limb threatening, in which case the employee should seek emergency medical care. It is important that the employee report any and all injuries, even if he or she feels medical care is not needed at the time.

Solicitation and Distribution

CAFE prohibits nonemployees from entering CAFE to solicit support, proselytize, distribute literature, or sell products or services.

CAFE does not interfere with, restrain, or coerce employees in exercising their rights under federal or state labor laws. CAFE allows employees to solicit co-workers about causes, interests, political issues, unions, or union organizing during meal and rest breaks and during any other period of nonworking time, so long as employees do not disrupt or interfere with ongoing CAFE operations or harass other employees. Employees can distribute written information or materials to co-workers in non-work areas during meal and rest breaks or whenever the employees and their co-workers are not working. Employees who have clocked out may return to or remain in non-work areas for reasonable periods of time if they wish to solicit co-workers or give co-workers printed materials on non-work related causes, products, or activities.

CAFE prohibits solicitation of clients.

Personal Property

Because of the potentially unpredictable nature of the work, CAFE recommends that employees not wear valuable or sentimental clothing, shoes, jewelry, accessories, etc. while working. As a general rule, CAFE will not compensate employees for loss or damage to such items if, in the judgment of the Director, the loss or damage was reasonably preventable. Also, employees that choose to bring personal items to work (such as, but not limited to, musical instruments, MP3 players, computers, cell phones, purses, cameras, books, athletic equipment, etc.) do so at their own risk and assume full responsibility for loss or damage to those items.

FINAL NOTE

Thank you for joining us in our mission of serving people. We hope that you will discover the joy and satisfaction that can result from improving the lives of the people you work with each day. If we could summarize the elements that would be vital to your success at CAFE, they would be:

- Common sense
- Honesty and integrity at all times
- Concern and respect for all
- Competence in your role
- Reliability and dependability
- Sense of humor
- Positive approach to work
- A genuine commitment to working with and for people

We recognize that we have a responsibility to you as well and will do our best to provide an environment that fosters your personal and professional growth.

DIRECT SUPPORT JOB DESCRIPTION

Choices Are For Everyone, Inc.

Job Category: *Direct Care Staff*
Reports To: *Program Coordinator(s)*

FLSA Status: *Nonexempt*
EEO Classification: *9*

SUMMARY:

Direct support staff are responsible for providing assistance to individuals in both home and community settings, either as a Direct Support Professional (Adult Services), or as a Behavioral Health Professional (Children's Services). A Direct Support Professional (DSP) supports clients in the areas of personal assistance, self-care, self-management, personal development, and personal well-being. A Behavioral Health Professional (BHP) provides services designed to retain or improve functional abilities, with a focus on behavior modification and management, social development, acquisition and retention of developmentally appropriate skills, and behavioral interventions.

MINIMUM QUALIFICATIONS:

- At least 18 years of age
- High School Diploma or GED
- Valid drivers license for at least one year
- Reliable transportation
- Clean criminal, driving, adult protective, and child protective records

RESPONSIBILITIES:

Attendance: Consistently reports (on time) for scheduled shifts, meetings and trainings. Follows callout and time off request procedures.

Direct Care: Provides direct support to clients by assisting with personal hygiene, behavior management, sensory, motor & psychological needs, transportation, health & nutrition maintenance, activities of daily living, social & community engagement, personal safety, etc. in accordance with the needs and goals outlined in each individual's service plan. Serves as a role model for appropriate habits and behaviors. Maintains confidentiality, practices safe work habits, and treats people with dignity and respect at all times.

Creativity: Creatively approaches the development and implementation of program goals by accessing a variety of resources and helping clients discover their choices.

Community Integration: Helps clients become integrated into their communities by cultivating natural supports (unpaid relationships), promoting independence and utilizing a variety of community resources.

Client Satisfaction: Incorporates the needs and desires of each client into their individual programs. To the fullest extent possible, respects and supports clients' lifestyle choices.

Partnership: Professionally interacts with clients, supervisors, community members, co-workers and clients' support teams in the development and implementation of client programs. Willingly accepts assignments and adapts to schedule, assignment, and policy/procedure changes as needed. Follows written and oral instructions. Represents CAFE in a competent, ethical, and professional manner. Performs other duties as assigned or self-directed.

Documentation: Accurately, completely, and legibly completes all required documentation in accordance with DHHS, MaineCare and CAFE expectations. Submits all paperwork on time.

Training: Maintains all trainings and certifications required by CAFE, DHHS or State & Federal regulations for position(s) held. Required trainings may include: DSP, BHP, CRMA, CPR & First Aid, Blood Borne Pathogens, Workplace Harassment, Crisis Prevention, Back Safety, Safe Driving, etc.

REQUIRED ABILITIES:

- Ability to read, write, and communicate effectively
- Ability to perform basic mathematical calculations
- Ability to assist people in activities of daily living and personal hygiene
- Ability to exercise restraint and self-control in potentially volatile or stressful situations
- Ability to respond quickly and adequately to health, safety, and emergency situations
- Ability to provide support to people in a manner that is consistent with CAFE's philosophy and mission
- Ability to exercise discretion and independent judgment

PHYSICAL REQUIREMENTS:

- **Seeing:** must be able to see (driving/supervising clients) for extended periods of time
- **Hearing:** must be able to hear (communicating/monitoring safety) for extended periods of time
- **Sitting/Standing:** must be able to alternate between sitting and standing (transporting/assisting/supervising) for extended periods of time
- **Walking:** must be able to walk (assisting/accompanying) for extended periods of time
- **Stooping/Kneeling:** must be able to occasionally climb, stoop, or kneel during client transfers and during performance of personal care
- **Lifting/Pulling/Pushing:** must be able to occasionally lift, push, or pull up to 50 pounds without assistance
- **Fingering/Grasping/Feeling:** must be able to regularly use hands for grasping and fine manipulation

NOTE: This job description is intended to describe the general nature and level of work performed, and is not to be construed as an exhaustive list of responsibilities, duties, abilities, and skills required. Furthermore, it does not establish a contract for employment and is subject to change at the discretion of the Director.

**COPY OF RECEIPT FOR
EMPLOYEE HANDBOOK
(July 2017 Edition)**

- I acknowledge that I have received a copy of CAFE's *Employee Handbook*.
- I agree to comply with the guidelines, policies, and procedures of Choices Are For Everyone, Inc.
- I agree to read the handbook thoroughly, including the statements in the forward describing the purpose and intent of the *Handbook*.
- I agree that if there is any policy or provision of the *Handbook* that I do not understand, I will seek clarification from the Human Resource Manager.
- I understand that CAFE is an at-will employer, and as such, employment with CAFE is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.
- No supervisor or other representative of CAFE—except for the Director—has the authority to enter into any agreement of employment for any specified period of time, or to make any agreement contrary to the above.
- I understand that nothing in the *Handbook* may be construed as creating a promise of future benefits or a binding contract with CAFE for benefits or any other purpose.
- I also understand that these policies and procedures are being continually evaluated and may be modified or terminated at any time.
- I understand that minor revisions of the *Handbook* may occur without reprinting the entire *Handbook* for distribution to employees. An up-to-date version of the *Handbook* is available for viewing on CAFE's website (www.cafeinc.org) on the "downloads" page. Also, a current copy of the *Handbook* is available in the Human Resource Manager's office.
- This *Handbook* is effective immediately and supersedes all previous editions.

Date: _____

Signature: _____

Printed Name: _____