



# **HUMAN RESOURCES HANDBOOK**

## **November 2021**

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## **Welcome to POWER**

Welcome to the POWER family! You have joined an organization whose mission is to help women reclaim their lives from addiction and related emotional health issues and improve the well-being of future generations.. POWER is committed to addressing the treatment and recovery support needs of women and their families.

You have a great contribution to make to our community and to our clients. I hope that you will find your employment at POWER a rewarding experience and I look forward to the opportunity of working together to create a successful organization, ultimately enhancing services to those who turn to us for help.

All of POWER's services are designed to reflect the lives of women. POWER has established an outstanding reputation for providing gender-responsive, trauma-informed treatment and support services to women struggling with substance use or co-occurring disorders. As a trauma-informed agency, POWER understands the impact of violence and other forms of trauma on the lives of women and incorporates this understanding in all aspects of programming. POWER also provides some recovery support services to men.

Credit for POWER's success goes to everyone in the organization. As a member of the POWER family, you will be expected to contribute your talents and energies to further improve the services that we offer, as well as to enhance the overall work environment at POWER.

As an organization, we are committed to our mission, vision, philosophy and core values.

This Human Resources Handbook is meant to provide answers to questions you may have about our human resources policies and procedures. It also describes POWER's benefit programs. You are responsible for reading and understanding this Human Resources Handbook. If anything is unclear, please discuss your questions or concerns with your immediate supervisor.

I extend to you my personal best wishes for your success and happiness at POWER and am hopeful that this will be a mutually rewarding experience.

Sincerely,

*Rosa*

Rosa Davis, MSW  
CEO

## **Handbook Receipt and Acknowledgment the Human Resources Handbook**

*Please read the following statements, sign below and return the original to the Human Resources Department.*

### **Understanding and Acknowledging Receipt of POWER Human Resources Handbook**

I have received and read a copy of the POWER Human Resources Handbook. I understand that the policies and benefits described in it are subject to change at the sole discretion of POWER at any time and that the Handbook, therefore, cannot be considered or relied upon as stating terms and conditions of an employment contract. I further understand that this Manual replaces any and all previous personnel policies. These policies are to be considered as guidelines. No one other than the CEO may modify policies and any modification must be in writing. If any provision in this Manual is found to be unenforceable and invalid, such finding does not invalidate the entire Colleague Manual, but only that particular provision.

### **At-Will Employment**

I understand that my employment is at will, and neither I nor POWER has entered into a contract regarding the duration of my employment. I am free to terminate my employment with POWER at any time, with or without reason. Likewise, POWER has the right to terminate my employment, or otherwise discipline, transfer or demote me at any time, with or without reason, at the discretion of POWER. No colleague of POWER can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without the written approval from the CEO.



**Confidential Information**

I am aware that during the course of my employment confidential information will be made available to me, including for instance, privileged client information. All POWER colleagues are bound by POWER's Confidentiality policies including: federal regulations as described in 42 CFR Part 2 and State Regulation Act 63 governing the confidentiality, privacy, security and availability of protected health information of alcohol and other drug treatment clients, as well as the Health Insurance Portability & Accountability Act (HIPAA). I understand that this information is proprietary and critical to the success of POWER, and must not be given out or used outside of POWER's premises or with non-POWER colleagues. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or organization.

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Colleague's Printed Name

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Position

---

Colleague's Signature

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Date

## Section 1: An Overview of POWER

### About POWER

POWER was founded in 1990 to address the needs of recovering women in our community. The agency was established largely through the efforts of early founders and supporters including Terry Miller and Dr. Mary Pat Donnegan, with support from former Mayor Tom Murphy – a State Representative at the time, Sister Joyce Serratore and the St. Anselm parish and Regis Kirby. POWER was initially created to provide halfway house services specifically to women coming out of drug and alcohol rehabilitation programs.

The agency's halfway house program, **POWER House**, opened its doors as the **only** halfway house in Allegheny County for adult women in the fall of 1991. Located in a renovated convent in the community of Swissvale, POWER House offers *In-patient Non-hospital (Halfway House)* treatment services to women, ages 18 and older, who are in need of treatment and support, often after being discharged from a rehabilitation program. Emphasis is on helping women make a successful transition from a structured residential treatment environment back to the community.

Over the years, POWER has grown to include a range of treatment and support services, including **POWER New Day**, which offers *outpatient, intensive outpatient (IOP), and partial hospitalization*; **POWER Restore**, a unique program that integrates two levels of care – *withdrawal management (also known as detox) and rehabilitation*; and **POWER Connection**, which provides *peer recovery support services for men and women referred to as Mentoring*. Additionally, through our POWER Connection program, we work closely with Children Youth and Family Services (CYF) and the Family Support Centers to offer *training and consultation*.

POWER's **Central Intake** is responsible for *receiving referrals, conducting urgent care screenings and comprehensive assessments, and linking individuals to the level of care that can best meet their needs*. POWER works with most drug and alcohol treatment agencies and can link an individual to one of POWER's programs or a program in the community that can better meet an individual's needs.

POWER accepts women who are pregnant, have co-occurring disorders, are on medication-assisted therapies (MAT), are involved in the criminal justice system, as well as all women with substance use disorders who can benefit from the levels of care and support services that we offer.

All of POWER's treatment programs are woman-centered, recognizing that in addition to the general devastating effects of addiction, women face issues that may include:

- Trauma

- Parenting and caregiving
- Social stigma
- Self-esteem
- Relationships
- Physical & reproductive health
- Mental health
- Under- or unemployment
- Homelessness

While these issues may not all be unique to women, they are typically experienced more frequently by women or experienced differently by them as a group when compared to men. POWER's programming pays particular attention to these issues and helps women understand how gender has played a role in their development and chemical history, and how it will continue to play a role in their recovery.

As mentioned earlier, POWER also provides limited services to men, specifically, assessment and peer recovery support (aka Mentoring). POWER provides these services within a gender-responsive context paying attention to what matters most to men.

POWER values the experiences and perspectives of staff who themselves are in recovery from addiction to alcohol or other drugs. In fact, for some positions, lived experience is required. Candidates who are in recovery are required to have a minimum of five (5) years working a strong recovery program before they are eligible for employment at POWER. Candidates who are in recovery and are applying for positions without direct care responsibilities to clients may be eligible with less than five years of recovery.

POWER receives most of its funding from State and County contracts and managed care companies like Community Care Behavioral Health Organization (aka Community Care) who manage medical assistance. Additionally, POWER is engaged in various fund-raising activities and receives support from foundations, corporations, and individuals.

## **MISSION STATEMENT**

POWER's mission is to help women reclaim their lives from addiction and related emotional health issues and improve the well-being of future generations.

## **VISION**

We envision a day when all women struggling with addiction will embrace the journey and realize the promises of recovery, enhancing and strengthening relationships with children, family and community.

## **PHILOSOPHY & VALUES**

- Addiction is a disease that is chronic, progressive and sometimes fatal. It affects all aspects of an individual's life – emotional, physical, spiritual, mental and social.
- Treatment for addiction works and must always be available.
- All individuals deserve to be treated with dignity and respect.
- POWER is committed to creating and sustaining a diverse, equitable, and inclusive environment.
  -
- POWER does not discriminate based on race, age, gender, color, ethnicity, genetic code, religious beliefs, or sexual orientation.
- Women, in particular, face certain challenges based on discrimination and stigmatization, and therefore all services for women must be provided in a way that is not only sensitive to their needs, but gender-specialized.
- POWER understands the impact of trauma on the lives of women and promotes an environment that supports the physical and emotional safety of our clients at all times.
- POWER embraces a diverse workforce and strives to constantly improve its ability to treat consumers and colleagues in a way that demonstrates knowledge of, and sensitivity to, racial and cultural differences.
- Continuous quality management is critical to ensuring that the agency's mission is being carried out effectively and that all of the values it holds so dearly are lived out in the day-to-day work.

- Those of us dedicated to this work of supporting women and their families in a new way of life believe in the mission, vision, philosophy and values of the agency; and model our lives as such.

## **COMMITMENT TO ANTIRACISM**

**Mission** – POWER’s Antiracism Task Force is an action-oriented and supportive body that helps its leadership develop and live out an antiracist identity in all aspects of the organization.

**Vision** – POWER aspires to be an antiracist organization and a leader in the community that is actively engaged in dismantling racism internally and in the wider community.

## **POWER Code of Ethics**

### **Preamble**

POWER’s Code of Ethics, rooted in our mission, serves as a code of ethical conduct for staff, Board of Directors, Advisory Council, volunteers and interns. Our primary responsibility is to promote the wellbeing of women and their families by providing gender-responsive alcohol and other drug treatment and recovery support services. As a member of the POWER family, I acknowledge and affirm my commitment to uphold the following principles.

### **Respect for Others ~**

We treat each person in a caring manner, respectful of race, sex, creed, age, and sexual orientation, physical, mental or emotional disability.

### **Responsible Choice ~**

We respect client choice and encourage changes in the lives of clients that promote healthy responses to the problems that brought them to POWER without imposing our personal values.

### **Empowerment ~**

We use our influence with women and their families only to further the recovery process. We encourage each client’s independence and empowerment.

### **Confidentiality ~**

We respect the right to privacy and confidentiality of women and their families. We release information only to other POWER or collaborating professionals as required by treatment, when specifically authorized by the client, or when actions or potential actions pose an imminent risk to self or others.

**Role Model ~**

We serve as responsible role models in our personal behavior and in our use of alcohol and other drugs. If we have been chemically dependent in the past, we maintain total abstinence during our association with POWER

**Professionalism~**

We maintain a professional and positive attitude at all times. We are respectful of our colleagues through our speech and behavior, and when we have differences with one another, we work them out in an honest, mature and direct manner.

**Dual Relationship ~**

We understand that a professional relationship requires that we not enter into other business, financial, social, and sexual or sponsor relationships with clients for at least 5 years after discharge from our programs. We recognize the need to maintain this code of ethics in all future interactions with women and their families, always keeping foremost our concern for their best interests. We also recognize that we must avoid any interest or activity that conflicts with or casts doubt on our ability to exercise our best objective judgment in acting on POWER's behalf and on behalf of our clients.

**Integrity ~**

We do not participate in dishonesty, fraud or deception. Further, we do not condone these behaviors in others and we accept our responsibility to discourage, prevent, expose and correct the unethical conduct of others.

**Concern for Colleagues ~**

Because of the nature of the work and the possible impact on staff, we make a commitment to each other to acknowledge to a colleague when it seems that she or he may be experiencing compassion fatigue. We also exhibit responsible concern for the well-being of our colleagues by not ignoring signs of relapse or its possibility.

**Competency ~**

We remain aware of our own skills and limitations. We provide services only within the boundaries of our education, training, license, credentials or other relevant professional experience.

**Professional Development ~**

We accept responsibility for our continuing education and professional development as part of our commitment to providing quality care.

**Advocacy ~**

We advocate for the de-stigmatization of addiction, for its recognition as a disease and for adequate resources for prevention, education, intervention, treatment and support services for POWER and for all those united in this cause.

## Acknowledgment of POWER's Code of Ethics

*Please read the following statements, sign below and return the original to the Human Resources Department.*

POWER's Code of Ethics, rooted in our mission, serves as a code of ethical conduct for staff, Board of Directors, Advisory Council, volunteers and interns. Our primary responsibility is to promote the wellbeing of women and their families by providing gender-responsive alcohol and other drug treatment and recovery support services. As a member of POWER, I acknowledge and affirm my commitment to uphold the principles outlined in the Code of Ethics.

I acknowledge my commitment to POWER's mission and my responsibility to uphold its Code of Ethics.

---

Signature

---

Date

---

Witness

---

Date



## **What You Can Expect From POWER**

POWER believes in creating positive working relationships among all colleagues. In pursuit of this goal, POWER has created the following colleague relations objectives:

1. Provide a challenging and rewarding workplace and experience.
2. Select people on the basis of skill, training, ability, attitude and character without discrimination with regard to race, color, religion, national origin, ancestry, citizenship status, gender, gender identity, age, marital status, familial status, sexual orientation, physical or mental disability, veteran status, political affiliation, genetic code, pregnancy or pregnancy-related medical condition or any other factor protected by law.
3. Compensate all colleagues according to contribution to the success of our mission.
4. Review wages, colleague benefits and working conditions regularly with the objective of being competitive in these areas and consistent with sound business practices.
5. Provide eligible colleagues with health and other fringe benefits.
6. Assure colleagues an opportunity to discuss any issue or problem with the CEO that cannot be resolved with the immediate supervisor or program manager or director. POWER encourages colleagues to make every attempt to resolve issues with the immediate supervisor whenever possible.
7. Take prompt and fair action regarding any complaint which may arise in the everyday conduct of our work, to the extent that is practicable.
8. Respect individual rights, and treat all colleagues with courtesy and consideration.
9. Maintain mutual respect in our working relationships.
10. Promote colleagues on the basis of their ability and merit.
11. Make promotions or fill vacancies from within POWER whenever practical.
12. Keep all colleagues informed of the progress of POWER, as well as the organization's overall goals and objectives.

13. Promote an atmosphere in keeping with POWER's mission, vision, philosophy, values, and goals.

## **What POWER Expects From You**

POWER needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and to understand how to carry them out. Secondly, you are expected to cooperate with management and your fellow colleagues, and to maintain a positive team attitude.

How you interact with other colleagues and those whom POWER serves and comes in contact with, and how you accept direction can affect the success of your program or department, and ultimately, the entire organization. You have the important assignment of performing every task to the very best of your ability and with pride.

You are encouraged to grasp opportunities for professional development offered to you and to be open to new strategies as POWER strives to develop and implement programming that reflects best practices. This manual offers insight on how you can perform positively to meet and exceed our expectations.

We believe in direct access to management. We are dedicated to making POWER an organization where you can approach your immediate supervisor, or any member of management, to discuss a problem or question. We expect you to voice your opinions and offer your suggestions to improve the quality of POWER through opportunities like our Colleague Survey.

We encourage you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange a meeting with your immediate supervisor to discuss any concern, problem or issue that arises during the course of your employment. Please remember that it is counterproductive to a positive and respectful workplace for colleagues to create or repeat agency rumors or office gossip. Our expectation is that an colleague consults their supervisor immediately with any questions or to ask for clarification or advice in handling a situation.

You help to create the positive work environment that POWER intends for you. The result will be better performance for the organization and personal satisfaction for you.

## **Suggestions/"Bright Idea"**

We encourage all colleagues to bring forward their suggestions and good ideas about how POWER can be a better place to work or how to enhance our services to clients.

With that purpose in mind we have created a “Bright Idea” program to encourage your creativity and commitment. There are “Bright Idea” forms at all offices or they can be obtained from your supervisor.

The “Bright Idea” form will ask you to define the problem or situation, your proposed solution as well as any necessary requirements in order to implement your “Bright Idea.” Just turn the form into your supervisor and send a copy to the CEO. You will be notified if your “Bright Idea” has been approved or implemented, and if it is, you may be acknowledged at an All-Agency Staff Meeting!

## **Section 2: The Way We Work**

### **At-Will Employment**

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

### **Equal Employment Opportunity**

POWER is an equal employment opportunity employer. As a service provider and employer, POWER values equality of opportunity, human dignity, and racial/ethnic and cultural diversity. Accordingly, POWER does not engage in discrimination or harassment on the basis of race, color, religion, national origin, ancestry, citizenship status, gender, gender identity, age, marital status, familial status, sexual orientation, physical or mental disability, veteran status, political affiliation, genetic code, pregnancy or pregnancy-related medical condition or any other factor protected by law. Employment decisions are based on merit and business needs, and not on any of the above.

POWER will take affirmative steps to support and advance these values consistent with our mission. This policy applies to employment and access to and treatment in POWER’s programs and activities. This is a commitment made by POWER.

Equal employment opportunity notices are posted near colleague gathering places. These notices summarize the rights of colleagues to equal opportunities in employment and the list of names and addresses of the various employment agencies that may be contacted in the event the colleague believes he or she has been discriminated against.

Management is primarily responsible for seeing that POWER's equal employment opportunity policies are implemented, however all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any colleague, regardless of position, involved in any type of discriminatory practice will be subject to termination.

### **Americans with Disabilities Act**

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

### **Pregnancy Discrimination Policy**

It is POWER's policy to prevent pregnancy discrimination by treating all POWER colleagues equally and not treating colleagues less favorably than others because they are pregnant or perceived to be pregnant, or because they experienced childbirth or have a pregnancy-related medical condition, is discrimination in violation of Article V, Chapter 659, Section 659.02 of the Pittsburgh City Code. This remains true if pregnancy, childbirth, or a related medical condition is even part of the reason or motivation for the less favorable treatment of (or "adverse action" against) the colleague. These prohibitions apply equally to applicants for employment, and to the partners of a pregnant individual.

### **Harassment Policy**

It is POWER's policy to maintain a working environment free from sexual, racial, age-based, religious, ethnic, disability, sexual orientation, and any other form of harassment of any POWER personnel or applicant. Such harassment in any manner or form is expressly prohibited. It is also the policy of POWER that no individual be subjected to unwelcome conduct that is or should be known to be

offensive because of their gender, gender identity, race, age, religion, ethnicity, disability, sexual orientation, or other protected category.

All reported or reasonably suspected occurrences of harassment will be investigated (in accordance with the Procedures, outlined below) in a confidential manner and as promptly and thoroughly as is practicable and necessary. Where harassment has occurred, POWER will take appropriate formal corrective action, up to and including termination.

There will be no retaliation against an individual who has complained about or reported alleged harassment or who has cooperated with an investigation of alleged harassment.

POWER intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not be tolerated.

## **What Is Harassment?**

Hostile Environment Harassment. Hostile environment sexual harassment may occur when there are unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Also, non-sexual conduct that is unwelcome and offensive and which is directed at an individual because of the individual's gender, or gender identity may create a hostile environment. Racial, agebased, religious, ethnic, disability, sexual orientation, and other forms of harassment may occur when there is conduct which is motivated by or relates to an individual's race, age, religion, ethnicity, disability, sexual orientation, or other legally protected characteristics. Hostile environment harassment occurs when such conduct is sufficiently severe or pervasive to and does: (i) unreasonably interfere with an individual's work performance, or (ii) create an intimidating, hostile, or offensive work environment.

"Quid Pro Quo" Sexual Harassment. "Quid Pro Quo" sexual harassment may occur when there are unwelcome sexual advances, requests for sexual favors, or other verbal physical conduct of a sexual nature, when: (i) submission to such conduct is an explicit or implicit condition of employment, or (ii) submission to or rejection of such conduct is used as the basis for employment practices or decisions.

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

## Responsibility

All POWER colleagues, and particularly immediate supervisors, have a responsibility for keeping our work environment free of harassment. Any colleague, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or the designated management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it will take prompt and appropriate action, whether or not the victim wants the organization to do so.

## Reporting

**While POWER encourages you to communicate directly with the person who committed an indignity, act of racism, micro-aggression, etc. and make it clear that this person's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, that you notify your immediate supervisor immediately.** It is essential, however, that you notify your immediate supervisor immediately even if you are not sure the offending behavior is considered harassment. If you are not comfortable notifying your immediate supervisor, you must inform the COO, Program Manager, Clinical Director, the Chief Human Resources Officer or the CEO of any incidents of harassment.

All incidents of harassment must be immediately reported to an immediate supervisor or the management representatives designated above. Appropriate investigation and corrective action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any colleague found to have harassed a fellow colleague or subordinate will be subject to formal corrective action up to and including termination. POWER will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort against anyone who has reported a possible incident of harassment or who has provided any information in connection with the investigation of an incident of harassment will not be permitted. No adverse employment action will be taken for any colleague making a good faith report of alleged harassment.

Reports made anonymously through the POWER on-line reporting tool will be reviewed by the Anti-Racism Task Force's People and Practices subcommittee and presented to the Anti-Racism Task Force. Due to the nature of the anonymous report, follow-up may be limited. Anonymous reports may be published, with any and all names redacted, on POWER's shared drive with commentary of how the incident could be handled. Incidents may become subject matter for future staff trainings.

## **Sexual Abuse and Molestation Prevention Policy**

It is POWER's policy to prevent and prohibit sexual abuse and molestation in the community, workplace, and at any activity sponsored by POWER. All colleagues are required to be trained on recognizing and reporting child abuse, including mandated and permissive reporting in accordance with Pennsylvania, Act 31. As such, the purpose of this policy is to ensure protection for our clients and their children when they are at POWER or any POWER sponsored event. All other situations are covered in the Reporting Sexual Abuse policy.

All colleagues, volunteers, family members, and board members are required to follow the procedures outlined below when they learn of or witness sexual abuse or molestation.

### **Evidence of Abuse**

For the purpose of this policy, sexual abuse takes the form of inappropriate sexual contact or interaction with a client. Sexual abuse includes sexual assault, exploitation, molestation, or injury. It does not include sexual harassment, which is also prohibited by POWER.

There are a number of "red flags" that suggest someone may be being sexually abused. They may take the form of physical or behavioral evidence.

Physical evidence of sexual abuse may include, but is not limited to:

- Sexually transmitted diseases;
- Difficulty walking or ambulating normally;
- Stained, bloody or torn undergarments;
- Genital pain or itching; and
- Physical injuries involving the external genitalia.

Behavioral signals suggestive of sexual abuse may include, but are not limited to: ○

- Fear or reluctance about being left in the care of a particular person;
- Recoiling from being touched;
- Bundling oneself in excessive clothing, especially night clothes;
- Discomfort or apprehension when sex is referred to or discussed; and
- Nightmares or fear of night and / or darkness

### **Reporting and Investigation Procedures**

Any colleague who suspects sexual abuse because of the above “red flags” or learns of sexual abuse being committed by a POWER colleague, volunteer, or board member must immediately report it to Childline, (if the victim is under the age of 18 years old), then to their direct supervisor

If the supervisor is involved in the incident, the colleague should report to the next supervisor in line. It is the supervisor’s responsibility to quickly report to HR and the CEO who will also investigate by discussing the allegation privately with the victim and with the reporter. If they believe the allegation to be accurate, it must be reported to the local police department within 24 hours from the initial report of a staff member. Appropriate family members of the victim will also be notified immediately of any suspected child abuse.

POWER takes allegations of sexual abuse seriously. Once an allegation is reported, we will promptly, thoroughly, and impartially initiate an immediate investigation to determine whether there is a reasonable basis to believe that sexual abuse has been committed. If there are any colleagues with a conflict of interest or special relationship with anyone involved in the investigation, they must make that conflict known and be removed from taking part in the investigation. POWER will cooperate fully with any investigation conducted by a law enforcement or regulatory agency. We reserve the right to place the subject of the investigation on involuntary leave or reassign that person as we deem appropriate. To the fullest extent possible, but consistent with our legal obligation to report suspected abuse to appropriate authorities, POWER will endeavor to keep the identities of the alleged victim and investigation subject confidential. If the investigation substantiates the allegation, our policy provides for disciplinary action, including but not limited to termination of employment.

### **Retaliation Prohibited**

POWER prohibits any retaliation against anyone, including a colleague, volunteer, board member, family member, or individual, who in good faith reports sexual abuse, alleges that it is being committed, or participates in the investigation. Intentionally false or malicious accusations of sexual abuse are prohibited.

Anyone who improperly retaliates against someone who has made a good faith allegation of sexual abuse or intentionally provides false information to that effect will be subject to discipline, up to and including termination.

### **Immigration Law Compliance**

All offers of employment are contingent on verification of your right to work in the United States. On or prior to your first day of work you will be asked to provide original documents verifying your right to work and, as required by federal law to complete and sign Federal Form I-9, the Employment Eligibility



Verification Form. If at any time you cannot verify your right to work in the United States, POWER may be obligated to terminate your employment.

## **Anniversary Date**

The first day you report to work is your “official” anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Human Resources Handbook. However, due to an approved leave or other extenuating circumstances, your anniversary date may be altered if determined appropriate by management.

## **Categories of Employment**

At the time you are hired, you are classified as a full-time, regular part-time, or part-time/on-call. In addition, you are classified as either non-exempt or exempt. All policies described in this Human Resources Handbook and communicated by POWER apply to all colleagues, with the exception of certain wage, salary and time off limitations applying only to "non-exempt" colleagues. Some benefits only apply to full-time colleagues. If you are unsure of which job classification your position fits into, please ask your immediate supervisor.

### **Full-Time Colleagues**

A colleague who has successfully completed their introductory period (see the Introductory Period Policy for a specific definition) and who works at least 37.5 hours per week is considered a full-time colleague. Unless otherwise specified, the benefits described in this Human Resources Handbook apply only to full-time colleagues.

If you were a full-time colleague and have been on an approved leave of absence, upon return you will be considered a full-time colleague, provided you return to work as agreed to in the provisions of your leave.

### **Regular Part-Time Colleagues**

A colleague who works a regular schedule between 22.5 and 37.5 hours per week is considered a regular part-time colleague. If you are a regular part-time colleague, please understand that you may not be eligible for the full benefits described in this Manual, except as granted on occasion and prorated based on hours worked, or to the extent required by state and federal laws.

## **Part-Time/On-Call**

From time to time, POWER may hire colleagues for specific periods of time for shift coverage on an as needed basis, or for the completion of a specific project. A colleague hired under these conditions is considered a Part-time/On-Call colleague. The job assignment, work schedule and duration of the position will be determined on an individual basis. Temporary colleagues, interns and seasonal colleagues are considered Part-time/On-Call colleagues.

A Part-time/On-Call colleague does not become a regular colleague by virtue of being employed longer than the agreed upon specified period.

Part-time/On-Call colleagues are not eligible for benefits described in this Human Resources Handbook, except to the extent required by provision of state and federal laws, and on occasion as described in this manual.

## **Non-Exempt and Exempt Colleagues**

At the time you are hired, you will be classified as either "exempt" or "non-exempt." This is necessary because, by law, colleagues in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek. These colleagues are referred to as "non-exempt" in this Human Resources Handbook. This means that non-exempt staff would receive overtime pay.

Non-exempt salaried colleagues will receive a weekly salary for all hours worked up to forty hours in a week and overtime for hours worked over forty hours in that week.

Exempt colleagues are those colleagues whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt colleague, you will be advised that you are in this classification at the time you are hired, transferred or promoted. You will not receive overtime pay for working more than 40 hours a week.

There are situations when an exempt colleague must work over the required work week (37.5 hours/week) to complete the responsibilities of the position. POWER recognizes this situation and permits exempt colleagues to "flex" their hours within a two-week period. This means an exempt colleague can (if able to) come to work an hour or two later or leave an hour or two earlier if they have worked an hour or two over the 37.5 hours per work week. This "flex" situation must be with the prior approval of the colleague's supervisor and must not interfere with the workings of the position or the program.

The “flex” time does not carry over or accumulate and must be taken within a pay period or it is eliminated.

## **New Colleague Orientation**

All new staff will attend an orientation training designed to address the philosophy of POWER as well as specific job responsibilities. Some topics include, but are not limited to our history and philosophy, confidentiality, appropriate boundaries, and specific gender-related issues. CPR and First Aid training is scheduled for all colleagues who are required to receive such trainings, within the first three months or as soon as available from date of employment.

New staff will be considered “in training” until after the first evaluation at the end of the Introductory Period at which time a determination is made about continued employment.

During orientation any type of manual or equipment (e.g., Colleague Manuals, keys, cell phones, etc.) necessary for your specific position will be assigned to you. Upon your separation from POWER, you will be responsible for returning all assigned items or agree to compensate POWER for any items not returned for any reason.

## **Introductory Period**

The introductory employment period offers an opportunity for the new colleague to evaluate POWER and vice versa. It is also an opportunity to determine whether or not a positive match exists between the colleague and the position or the colleague and the agency.

All colleagues will be in the introductory employment period during the first six (6) months of employment. During this time, you will meet with your supervisor for informal reviews as a way to provide formal feedback about your performance and areas needing to be addressed to make a successful adjustment to your new position. At the conclusion of the six-month introductory period, a performance evaluation will be written by the immediate supervisor.

A colleague’s immediate supervisor will meet with the colleague on a regular basis (at least monthly) to review work performance and to address any issues that may arise. At the discretion of the supervisor and with the approval of the CEO, a colleague’s introductory period may be extended with a specific plan and time limit to address areas of concern or underachievement.

## **Recovery Requirement**

POWER values the experiences and perspectives of staff who themselves are in recovery from addiction to alcohol or other drugs. In fact, for some positions, lived experience is required. Candidates who are in recovery are required to have a minimum of five (5) years working a strong recovery program before they are eligible for employment at POWER. Candidates who are in recovery and are applying for positions without direct care responsibilities may be eligible with less than five years of recovery.

## **Trauma Policy**

POWER is a trauma-informed agency, which means that we understand impact of violence and other forms of trauma on the lives of women. We also understand that working with clients who are processing their past traumatic experiences may result in secondary or vicarious trauma for staff. POWER colleagues are responsible to be aware of when they are experiencing secondary trauma and should seek supervision. It is POWER's policy to support staff by providing training that helps them understand secondary trauma and to encourage use of POWER's EAP (Colleague Assistance Program) services as necessary.

If an colleague is unaware that they may be experiencing secondary trauma but the supervisor recognizes a problem, the colleague will be expected to be open to supervision and any recommendation for treatment or support, including a referral to the EAP.

## **Criminal and Child Clearances**

While licensing regulations and funding specifications do not require POWER to secure Criminal or Child Abuse clearances on all colleagues, the organization strongly believes that obtaining these clearances reflects best practices, provides additional assurances to our clients and the community, and speaks to our value of maintaining the highest professional standards.

Our primary population is adult women. On occasion, we assess adolescents who may be in need of treatment for a substance use disorder. Additionally, many of the clients POWER serves have or are caring for children and therefore the potential exists for children to visit our program sites or be present while POWER colleagues are meeting with clients in their homes. Therefore, it is POWER's policy to obtain Act 33 and Act 34 clearances on all colleagues on or before the first day of employment. POWER will also repeat the two clearances every five years during employment with the agency.

POWER upholds the Child Protective Services Law 11 P.S. 2223.1(0) and Title 18 of the Pennsylvania Consolidated Statutes or the equivalent statutes in another state as the standard for making hiring decisions with exceptions as determined by the CEO, such as the following:

- Section 4304 related to endangering the welfare of a child less than five years since the conviction
- Section 6344 (c3) related to a felony offense of the Controlled Substance, Drug and Cosmetic Act less than five years since the conviction
- Section 5902 (b) related to prostitution and related offenses

Should any potential colleague have any of these convictions, consideration will be given based on the years since the conviction and the circumstances concerning the hiring of the potential colleague.

## **Whistleblower Policy**

A whistleblower as defined by this policy is an colleague of POWER who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management staff are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If a colleague has knowledge of or a concern of illegal or dishonest fraudulent activity, the colleague is to contact their immediate supervisor, any Director, an Associate Director or the CEO. The colleague must exercise sound judgment to avoid baseless allegations. A colleague who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas – confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. POWER will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, training, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Director of Human Resources immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the CEO or Delegate who is responsible for investigating and coordinating corrective action. Colleagues with any questions regarding this policy should contact their supervisor for clarification.

## **Colleague Grievances**

It is POWER's policy to ensure that all colleagues have a format to grieve personnel-related matters.

1. When a colleague files a grievance, she/he should write a brief statement and give it to their immediate supervisor.
2. If the situation is not responded to or resolved to the griever's satisfaction within five (5) working days, then the colleague may, within five (5) additional working days, forward the statement to the CEO.
3. After a thorough investigation, and within five (5) working days from receipt of the grievance, the CEO will give a written response to the colleague filing the grievance.
4. If the situation is not resolved to the colleague's satisfaction, or the actions of the CEO are being grieved, the colleague must forward the grievance directly to the Human Resources Committee of the Board of Directors within five (5) working days, and notify the CEO in writing.
5. The Human Resources Committee will evaluate and respond to the colleague within ten (10) working days from receipt of the grievance.

## **Conflicts of Interest**

POWER expects all colleagues to conduct themselves in a manner that reflects the highest standards of ethical and professional conduct, and in accordance with all federal, state, and local laws and regulations. POWER's relationship with our colleagues is based on mutual trust. POWER recognizes and respects its colleagues' right to engage, outside of employment at POWER, in activities which are private in nature and do not in any way conflict with POWER's interests.

In order to meet these standards of conduct, colleagues are obligated to exercise good judgment in avoiding actual or potential conflicts of interest during their employment. Generally, a conflict of interest may exist if: (1) an outside interest or activity influences, appears to influence or has the potential to influence the ability of a colleague to exercise objectivity or (2) impairs the colleague's ability to perform their duties in the best interest of POWER.

The list below illustrates some activities that indicate potential conflicts of interest:

- Simultaneous employment by another agency that is a competitor of or supplier to POWER or one that the colleague has a substantial interest in. Example: A colleague has a part-time job with a caterer and engages them for Agency meetings.
- Holding a substantial interest in, or participating in the management of an agency to which POWER makes referrals to or from which it accepts referrals. Examples: A colleague has a spouse working at another provider, and makes most of their referrals to that agency; a therapist has a private practice, and staff members make referrals to the therapist's private practice when the client is discharged from POWER.
- Accepting substantial gifts or tickets to events (over \$25) from an outside organization or agency. Examples of ways to appropriately accept a gift: A therapist receives a gift basket from a client's family member: thank the giver then share the gift with staff at the work location; HR receives tickets to a sporting event: conduct a raffle for colleagues interested in attending the event.
- Participating in civic or professional organization activities in a manner that divulges confidential Agency information, privileged information or confidential data to outsiders. Example: A colleague volunteers on the board of another agency and reveals POWER's strategic plan to them so they can benefit from the information.
- Using one's position at POWER or knowledge of POWER's affairs for personal gains. Example: A colleague is engaged by another agency to do trainings for them that were developed for POWER or is engaged in a way that diverts income or opportunity from POWER.
- Using POWER's equipment or means to support an external business or for personal use. Examples: A colleague uses their Agency cell phone or Wi-Fi for personal use; an colleague uses POWER's copier to make brochures for their own business.

Before a POWER colleague becomes simultaneously employed by another organization, becomes self-employed, or receives honoraria, a stipend or any compensation for a project related to their work at POWER, the colleague must sign a conflict-of-interest statement with Human Resources requesting approval. POWER, in its discretion, may approve the request as long as there is no actual conflict of interest. If a colleague is involved in or presented with a transaction or situation where the colleague knows or reasonably should know there is a potential conflict of interest, the colleague must report the circumstances to HR or an immediate supervisor for guidance on how to proceed. Supervisors should make every effort to be cognizant of potential conflict of interests of their staff and confirm with HR.

POWER owns all work product, intellectual property and resources purchased by POWER or created by colleagues during the course and scope of their employment with POWER, and such property and materials cannot be used outside of POWER without express written permission from the CEO or Chief Human Resources Officer.

## **Section 3: Your Pay and Progress**

### **Work Week**

Each work week begins on Sunday at 12:01 AM and ends on Saturday at midnight.

### **Bi-Weekly Pay Cycle**

Payday is every other Friday. The pay schedule is made up of twenty-six (26) pay periods.

Changes will be made and announced in advance whenever a POWER holiday or closing will interfere with the normal pay schedule.

### **Paycheck Distribution**

Paychecks can be viewed by logging into your Colleague Portal at <https://cohere.ctrhcm.com> and viewing your paystub.

### **Direct Payroll Deposit**

Direct payroll deposit is the automatic deposit of your pay into the financial institution account of your choice. Please see Payroll for details and the necessary authorization forms.

### **Overtime Pay**

If you are a non-exempt colleague, you are to receive overtime pay of one and one-half (1-½) times your regular hourly wage for any work performed beyond forty (40) hours in one work week. If, during that work week, you were away from the job due to a paid holiday, PTO, a job-related injury, jury duty, etc.; those hours will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

Please note that if you are a non-exempt colleague on an approved flexible work arrangement, overtime hours will be computed only on those hours worked in excess of a forty (40) hour workweek. All overtime must be approved in advance by your immediate supervisor. POWER's corrective action policy may be applied for colleagues not receiving advanced permission to work overtime.



## **Work Performed on POWER Holidays**

Non-exempt FT, Regular PT and PT/On-Call colleagues who are required to work on a POWER approved holiday are paid double time as a reward incentive for working the holiday.

## **Time Records**

It is POWER's policy to maintain accurate records of the time worked for all colleagues. At POWER, electronic timesheets are used for this purpose.

You are responsible for accurately recording your time. No one may record hours worked on another colleague's timesheet. Tampering with another's time record is a violation of policy and formal corrective action will be taken. In the event of an error in recording your time, please report the matter to your direct supervisor immediately. Falsification of time sheets is considered to be fraud, and is justification for termination of employment. Your direct supervisor will discuss how and when timesheets are to be completed and turned in during orientation.

## **Paycheck Deductions**

POWER is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include Federal, State, and Social Security taxes. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your W-2 Wage and Tax Statement.

POWER makes certain colleague-approved voluntary deductions. Examples include health insurance, municipality taxes (with proper submitted paperwork), and pension and credit union deductions.

Please review your paycheck and the deductions. If you have any questions, please contact Payroll for explanations.

## **FLSA Exempt Colleague Compliance Policy**

POWER is committed to compliance with the Fair Labor Standards Act (FLSA) that governs the payment of minimum wage and overtime pay to eligible colleagues. It is POWER's policy that a colleague qualifying as *exempt* from the provisions of the FLSA will receive her/his full salary for any week in which the colleague performs any work, regardless of the number of days or hours worked with the following exceptions:

- For absence from work for personal reasons other than sickness or disability when the deduction is made in accordance with POWER's *bona fide* PTO plan.
- For absence from work occasioned by sickness or disability (including work-related injury when the deduction is made in accordance with POWER's *bona fide* plan, policy or practice of providing compensation for loss of salary occasioned by such sickness or disability).
- For offsets of any amounts the colleague receives as jury fees, witness fees or military pay.
- For a penalty imposed in good faith for infraction of a safety rule of major significance.
- For unpaid suspensions of a full day or more imposed in good faith for violations of workplace conduct rules.
- For time not worked during a colleague's initial or terminal week of employment.
- For unpaid leave taken under the Family and Medical Leave Act.

Nothing in this policy affects POWER's right to make deductions from an FLSA *exempt* colleague's salary that are required or permitted by federal, state, or local law, or to make deductions authorized in writing by the colleague.

If an *exempt* colleague believes that their salary has been subjected to an improper deduction, the colleague should promptly notify the payroll department in writing and should state the reason the colleague believes the deduction was improper.

Individuals also can direct reports or complaints to any management team member at their work location. If, for any reason, a colleague feels uncomfortable reporting such a complaint to a management team member at their work location, they can report the matter to the CEO.

All POWER management and supervisory personnel have an affirmative duty to promptly report any violation of the FLSA they observe, that is made known to them or that they reasonably suspect has occurred. POWER will conduct an investigation of the report as promptly and thoroughly as practicable.

If POWER determines that an improper deduction from an FLSA *exempt* colleague's salary has occurred, POWER will reimburse the colleague as soon as practicable and will take action to ensure that the issue does not occur in the future.

## **Wage Garnishments**

When a colleague's wages are garnished by court order, POWER is legally bound to withhold the amount indicated in the garnishment order from the colleague's paycheck. We will honor the federal and state guidelines that protect a certain amount of a colleague's income from being subject to garnishment.

## **Salary Increases**

POWER values its colleagues and is committed to retaining quality staff. Depending on the organization's financial status, salary increases are granted based on the colleague's performance review.

A merit increase may be given to a colleague who has received a satisfactory performance review. The range of percentage of the increase will be determined annually by the Board of Directors. A determination of the precise increase within the approved range will be determined by the CEO and is directly related to a colleague's performance review. This action is recommended by the immediate supervisor and initiated by the CEO.

Colleagues may be eligible for such salary increase after 6 (six) months of employment with POWER. Colleagues who are in the Corrective Action process may not be eligible for a merit increase.

## **Performance Reviews**

Because we want you to grow and succeed in your job, you and your supervisor will regularly discuss your performance as a way to identify strengths, areas for improvement, and concerns. POWER conducts a formal review once each year for colleagues, during which time a Performance Evaluation is completed. New colleagues receive their first formal review near the end of their Introductory Period on their six-month anniversary. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During a formal performance review, your immediate supervisor will cover the following areas: □

Client/customer service

- Quality of work
- Productivity or quantity of work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative teamwork, and responsiveness to others' requests
- Attendance and reliability

- Judgment and problem-solving skills
- Ongoing professional growth and development

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

Your review provides an opportunity for collaborative, two-way communication between you and your immediate supervisor. This is a good time to discuss your interests and future goals. Your immediate supervisor is interested in helping you to progress and grow in order to achieve your professional goals. Your supervisor may recommend further training, on-going professional development or additional opportunities for you; and can answer any questions you may have about the performance review process.

## **Promotion and Transfer Policy**

It is the policy of POWER to promote from within the organization whenever practical. While seniority is considered, promotions and transfers are primarily based on experience, skills and qualifications.

An eligible colleague wishing to be considered for a promotion and/or a transfer must apply in writing and notify their immediate supervisor and the HR Director. Generally, job vacancies will be posted internally before being externally posted. The internal posting will exist for five (5) business days and is posted by agency-wide electronic notification.

Colleagues desiring to be considered for a promotion and or a transfer to another position must have held their current position for a minimum of six (6) months without any behavior or performance issues.

Promotions and transfers within POWER are made without regard to race, color, religion, national origin, ancestry, citizenship status, gender, gender identity, age, marital status, familial status, sexual orientation, physical or mental disability, veteran status, political affiliation, genetic code, pregnancy or pregnancy-related medical condition or any other factor protected by law..

## **Staff Development**

POWER is supportive of colleagues who are pursuing or continuing their education and training.

The agency does provide professional development opportunities through training and may also pay for colleagues' applications and/or renewals of agency-approved licenses and special credentials.

All full-time colleagues have the opportunity to participate in training/staff development activities.

POWER's training plan incorporates State Licensing Staffing Requirements and BDAP required trainings. Part-time colleagues, depending on their position, may be required to participate with the same number of training hours and specific topics as full-time colleagues.

<b>POSITION</b>	<b>HOURS</b>
CEO	12
COO	12
CFO	10
Clinical Director	12
Chief Human Resources Officer	10
Chief Development Officer	10
Program Manager	12
CYF Consultant/Training Specialist	12
Supervisor	12
Therapist/Counselor	25
D&A/Assessment Specialist	25
Assessment Specialist	25
Nurse/Lead Health Navigator	25
Resource Coordinator/Case Manager	25
Intake Specialist	25
Counselor Assistant (1 <sup>st</sup> year – full time)	40
Counselor Assistant (after 1 <sup>st</sup> year – full time)	30
Recovery Support Specialist (1 <sup>st</sup> year – full-time)	20
Recovery Support Specialist (after 1 <sup>st</sup> year – full-time)	12
Recovery Support Specialist (1 <sup>st</sup> year – part-time)	15
Recovery Support Specialist (after 1 <sup>st</sup> year – part-time)	6
Mentor Trainer	20
Mentor (1 <sup>st</sup> year)	20
Mentor (after 1 <sup>st</sup> year)	12
Data Specialist	10
Outcomes Specialist	25
Chef/Cook	10
Maintenance Supervisor	10
Communications Manager	10
Development Manager	10
Volunteer Manager	10

Office Manager	8
Executive Administrative Assistant	8
Sr. Administrative Assistant	8
Administrative Assistant	8
Controller	8
Accounts Receivable Manager	8
Program Revenue Coordinator	8

Colleagues, together with their immediate supervisor, develop an Individual Training Plan each year, which addresses the colleague’s interests in terms of skill development, as well as those areas identified as needing improvement in order to effectively carry out job responsibilities. In addition, colleagues will be asked to complete an annual survey regarding professional development interests to help guide the agency in developing an agency wide training plan.

Training components include, but are not limited to: orientation, specialty training (e.g. gender-specific treatment issues, co-occurring disorders, trauma, motivational interviewing, DBT, pharmacology, etc.), and on-going education/awareness/training (e.g. confidentiality, treatment planning, cross-systems planning, cultural competency, harassment, drug-free workplace, etc.).

Training may be in-house or sponsored by another provider. Some training activities will be mandatory. Every effort will be made to provide some training opportunities to part-time colleagues, while others will be mandatory for even part-time colleagues, often based on State Licensing staffing regulations.

As a colleague, you are required to complete a Training Evaluation Form after attendance at each training/staff development activity, whether in-house or outside of POWER.

All colleagues must receive a minimum of six (6) hours of confidentiality training, six (6) hours of HIV/AIDS training; and at least four (4) hours of TB, sexually transmitted diseases (STDs), and other health-related topics training. CPR, First Aid, Fire Safety and Emergency Procedures training may also be required based on your assignment and position within the organization.

## Section 4: Time Away from Work and Other Benefits

POWER is committed to sponsoring a comprehensive benefits program for all eligible colleagues. In addition to receiving an equitable salary and having an equal opportunity for professional development and possible advancement, these comprehensive benefits supplement the colleague's regular wages. Our benefits represent a hidden value of additional income for our colleagues.

We believe a solid benefits program is an investment in POWER colleagues and we will periodically review the benefits program and make modifications as appropriate to the organization's fiscal needs. POWER reserves the right to modify, add or delete the benefits it offers at any time.

### Eligibility for Benefits

All full-time colleagues are eligible for benefits as described in the following sections as soon as you meet the individual eligibility requirements of each particular benefit. During New Colleague Orientation the various benefits will be discussed further with you and you may be required to complete specific paperwork for enrollment purposes.

Regular part-time colleagues are eligible for certain benefits specifically required by law, provided you meet the minimum requirements set forth by law and by POWER. While **full-time colleagues are eligible for all benefits** as described in this manual, regular **part-time** colleagues are eligible for the specific benefits listed below:

**Paid time off** – As a part-time colleague, you may accrue PTO equal to your FTE percentage.

- ✓ **Holidays –Regular** part-time colleagues at or above 30 hours per week (80% FTE) are eligible for holiday time off. While part-time colleagues working less than 30 hours/week (80% FTE) are not eligible for holidays off, you will receive holiday pay when you are required to work on agency recognized holidays.
- ✓ **Retirement** – POWER offers participation in a 401K retirement plan. This plan provides colleagues the potential for future financial security for retirement purposes. Colleagues become eligible after six (6) months of employment. Eligible colleagues may participate subject to all terms and conditions of the plan. Participation is voluntary and colleagues elect how much of their salary they want to contribute to the 401K plan.
- ✓ **Section 125 Plan** – POWER offers a pretax contribution option for colleagues.

- ✓ **Credit Union** – Participation in the Pennsylvania State Colleagues Credit Union and their associated benefits are available to interested colleagues.
- ✓ **EAP** – The Colleague Assistance Program (EAP) is available to all POWER colleagues and anyone living in their household.
- ✓ **Educational Benefits** – POWER reimburses full- and regular part-time colleagues up to \$500 per 12-month period for educational expenses for degrees, courses or certificates above and beyond their high school diploma that enhance their job performance or career with POWER. This benefit is available once the colleague has successfully passed the six-month introductory period. Colleagues must pass the course(s) with a C or better, and provide an invoice and proof of completion and grade if it is a graded course.

## **Health Insurance**

POWER provides a complete health insurance benefit for full-time colleagues and regular part-time colleagues at or above 30 hours/week (80% FTE). The colleague is required to contribute, via payroll deduction, a monthly contribution (determined annually by the Board of Directors) to help defray the costs of the coverage. Coverage begins on the first day of the month following the date of hire.

Dependent coverage is available to the colleague, however, it is 100% paid by the colleague.

Human Resources will provide the details and enrollment packages for the colleagues. Questions can be addressed to the Human Resources Department.

## **Dental/Vision Coverage**

Dental and vision plans are available for full-time colleagues and regular part-time colleagues at or above 30 hours per week (80% FTE) and is 100% paid by POWER. Dependent coverage is available to the colleague; however, it is 100% paid by the colleague.

## **Life, Accidental Death and Dismemberment Insurance**

POWER provides, for all full-time colleagues and regular part-time colleagues at or above 30 hours per week (80% FTE), a term life insurance policy and is 100% paid by POWER. The policy certificate is provided to all new hires.



## **Long-Term Disability Plan**

Long-term disability insurance provides a continuing source of income for all full-time colleagues and part-time colleagues at or above 30 hours per week (80% FTE) after 180 days (6 months) of total disability. The plan provides for 50% of the colleague's gross monthly earnings, less income you may receive from other sources such as Social Security, Workers Compensation, etc.

Should you become eligible for long-term disability insurance, you will be given the opportunity to continue your health benefits under the provisions of COBRA. Paid time off and any additional bonuses or incentives are not accrued while on long-term disability leave. The maximum duration of long-term disability payments is based upon the colleague's age at the time of the disability. Acceptance of LTD payments will be considered as a voluntary resignation from employment at POWER unless an accommodation has been made. Should a colleague become qualified for a position after accepting benefits, POWER will consider them for reemployment.

Long-term disability insurance is 100% paid by POWER.

## **Short-Term Disability Plan**

Short-term disability coverage is available to full-time colleagues as a voluntary benefit. The plan is individually determined by the colleague in that each colleague can choose the amount of coverage she or he wants to purchase. Short-term disability is paid by the colleague via payroll deduction. Further details and specific costs would be determined by contacting the short term disability company.

POWER will continue to provide health benefit coverage minus the colleague contribution for up to three months for colleagues on approved short-term disability leave that is concurrent with FML. Paid-time off and any additional bonuses and incentives are not accrued while on short-term disability leave.

When the colleague is able to return to work, POWER requests at least one week's advance written notice including a physician's certificate stating the colleague is medically able to return to normal duties. POWER will attempt to return you to the same or similar position that you held prior to the disability, subject to staffing and business requirements. A colleague's continued absence from work beyond the approved disability leave will be considered a voluntary separation from employment.

## **Section 125 Plan**

POWER offers a pre-tax contribution option for colleagues. A Section 125 plan is a benefit plan that allows the colleague to make their contributions towards premiums for medical insurances on a “before tax” rather than an “after tax” basis. Your premiums are deducted from your gross wages before income tax and Social Security are calculated. The gross pay is reduced by an amount equal to your contributions for medical insurances thereby lowering the taxes you actually pay on your earnings

## **Retirement**

As part of the benefit package, POWER offers participation in a 401K retirement plan. This plan provides colleagues the potential for future financial security for retirement purposes.

Colleagues become eligible after six (6) months of employment. Eligible colleagues may participate subject to all terms and conditions of the plan. Participation is voluntary and colleagues elect how much of their salary they want to contribute to the 401K plan.

Any colleague participating in the plan must contribute at least \$200 a year. POWER matches 10% of the colleague’s contribution or \$.10 of every dollar contributed. This is reviewed annually and is subject to change at the discretion of the Board of Directors based upon the financial situation of the organization. This benefit is available to all colleagues – both full and part-time.

## **Credit Union**

All POWER colleagues, full- and part-time are eligible for membership in the Pennsylvania State Colleagues Credit Union. Credit unions offer a wide variety of products and services to their members. This is a voluntary plan and deposits into the credit union can be payroll deducted for the colleague who chooses to join the credit union.

## **Employee Assistance Program (EAP)**

The Employee Assistance Program (EAP) is available to all POWER part-time and full-time colleagues and anyone living in their household. The EAP provides a confidential, easily accessible professional counseling service for colleagues who are experiencing some type of personal difficulty in their lives that can be affecting their work or home life.

At times, POWER may instruct a colleague to contact the EAP as a mandatory referral due to work and or performance issues.

Additional information is available to all colleagues upon hire concerning the EAP.

## **COBRA**

COBRA or the Consolidated Omnibus Budget Reconciliation Act of 1985 permits a colleague and their covered dependents to continue medical (and/or dental and vision) benefits when group medical (and/or dental and vision) coverage would otherwise end due to the colleague's death or because:

- The employment terminates, for a reason other than gross misconduct, up to a maximum of 18 months.
- The colleague's status changes due to a reduction of hours, up to a maximum of 18 months.
- A dependent child ceases to be a "dependent child" under the terms of the medical (and/or dental and vision) plan, up to a maximum of 36 months.
- A dependent spouse becomes divorced or legally separated, up to a maximum of 36 months.
- The colleague becomes entitled to Medicare.

In the event of a divorce, legal separation or a child's loss of dependent status, the colleague must notify the Plan Administrator within 60 days of the occurrence of the event. The Plan Administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

At POWER, the Plan Administrator is the Chief Human Resources Officer.

## **Workers' Compensation**

All POWER colleagues are protected by Workers' Compensation Insurance. Coverage is automatic and immediate and covers colleagues' costs and salary continuation resulting from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered by the colleague or an illness directly related to the colleague performing the assigned work duties. Workers' Compensation insurance pays the medical

bills and may provide the colleague with a portion of their income until the colleague is able to return to work, depending on the time off from work.

**All injuries and illnesses arising out of the scope of employment must be reported to the injured or sick colleague's direct supervisor immediately. The direct supervisor must notify the Chief Human Resources Officer immediately. Colleagues returning to work after being out due to a work-related injury must report to their direct supervisor and bring a physician's clearance for returning to work.**

## **Unemployment Compensation**

Depending upon the circumstances, POWER colleagues may be eligible for Unemployment Compensation upon separation from POWER. Eligibility for Unemployment Compensation is determined by the Division of Unemployment of the State Department of Labor.

Unemployment compensation is designed to provide a colleague with temporary income when a colleague is out of work through no fault of their own. A separated colleague must have earned a minimum amount of wages determined by the State of Pennsylvania and be willing and able to work. Benefits should be applied for through the local State Unemployment Office as soon as a colleague becomes unemployed.

## **Social Security**

The United States Government operates a system of mandated insurance known as Social Security. All wage earners are required by law to contribute a set amount of their wages into the trust fund from which future benefits are paid. POWER is required to deduct this amount from each colleague's pay and in addition, POWER must match the colleague contribution dollar for dollar.

## **Holidays**

POWER recognizes ten (10) paid holidays. All full-time colleagues and regular part-time colleagues working 30 hours per week (80% or more FTE) receive the following Holidays off or will be compensated:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Juneteenth
- Memorial Day
- Independence Day
- Labor Day

Thanksgiving Day  
Day after Thanksgiving  
Christmas Day

POWER House and POWER Restore:

- Therapists and the Resource Coordinator will be required to each work 2 holidays per year
- Program Manager, Clinical Supervisor and RSS Supervisor will be required to work 1 holiday per year

The above colleagues who work the paid holiday will be "paid out" for the holiday or can schedule off another non-holiday day with approval from management.

**Colleagues who are absent without pay before and after the holiday will not be paid for the Holiday.**

## **Paid Time Off (PTO)**

POWER views each colleague as an asset, whose contribution is invaluable. Recognizing a need to provide colleagues with adequate time-off while not impairing the daily operations of the organization, POWER has instituted a leave policy that emphasizes the need to plan and schedule time off.

Colleagues, as responsible team members, are expected to plan and schedule their time off so as to give thought to the daily operations of the agency and all of its programs, as well as to fellow colleagues. You must request of your supervisor for approval prior to taking PTO time.

Full-time colleagues will accrue PTO benefit days each month based on years of service. Regular parttime colleagues will accrue PTO equal to their FTE percentage.

### **PTO Accrual Rate Full-time Colleagues (Based on Anniversary Year)**

<b><u>During Year of Service</u></b>	<b><u>Days per year</u></b>
1 <sup>st</sup> year	15 Days
2– 3 Years	21 Days
4 – 6 Years	24 Days
7 – 9 Years	27 Days
10 + Years	30 Days

**PTO Accrual Rate**  
**Full-time - CEO/COO/CFO/CDO/CHRO/Directors**  
**(Based on Anniversary Year)**

<u>During Year of Service</u>	<u>Days per year</u>
1 – 3 Years	21 Days
4 – 6 Years	24 Days
7 – 9 Years	27 Days
10 + Years	30 Days

During the first three (3) months of the introductory period, colleagues may not access any accrued Paid Time Off (PTO) days, except at the discretion of the CEO. The PTO accrued during the first three months of employment will only vest once the colleague completes three months of employment.

After the first three months, but within the full six months of the introductory period, no more than three (3) PTO days may be accessed until the colleague successfully completes their introductory period.

Colleagues may not access benefit days before they are actually earned, except at the discretion of the CEO. However, if upon separation from employment with POWER, an colleague has a negative balance in earned benefit leave/PTO days; payment to POWER for the time owed will be deducted from the final pay check.

At the end of an anniversary year, up to five (5) PTO days may be carried into the next fiscal year. Or, unused PTO may be banked. These banked leave days may accumulate up to a total of 60 days during an individual's employment with POWER and be accessed for medical reasons, much like a Family and Medical Leave (FML). A colleague may access her or his banked leave time at the discretion of the supervisor, only after five (5) consecutive PTO days have been taken due to illness. A doctor's certificate must be presented to access banked leave time.

Upon separation from employment, colleagues will be paid 100% of their accrued, unused PTO if they have given appropriate notice and are not separated for cause.

If you are dismissed for misconduct or unsatisfactory job performance, you will not be paid previously accrued but unused Paid Time Off (PTO).

## **Bereavement Leave**

Up to three working days will be granted to full-time colleagues for the loss of an immediate family member. An immediate family member is defined as the following for the purposes of this policy: spouse, child, domestic partner, sibling and parent.

One bereavement day will be granted for the loss of an extended family member, such as a grandparent, grandchild, mother-in-law, father in law, brother in law, sister in law, son in law or daughter in law, aunt, uncle, niece or nephew.

Additional time may be granted to the colleague utilizing their earned PTO days with supervisor approval.

## **Family and Medical Leave Act (FMLA)**

POWER will not discriminate against colleagues as a result of the approved use of family care or medical leave, or a proper request for FMLA leave. Requests for family care and medical leave will be considered without regard to race, color, religion, national origin, ancestry, citizenship status, gender, gender identity, age, marital status, familial status, sexual orientation, physical or mental disability, veteran status, political affiliation, genetic code, pregnancy or pregnancy-related medical condition.

In general, a leave of absence is an official authorization to be absent from work **without pay** for a specified period of time. Eligible colleagues may be entitled to job-protected family or medical leaves of absence if they are unable to come to work due to pressing family or medical concerns as described within this Family and Medical Leave Act Policy, which shall be administered in accordance with applicable laws as follows:

1. Colleagues are eligible if they have been employed by POWER for at least twelve (12) months, and have worked at least 1250 hours in the previous twelve (12) months. This twelve- (12) month period "rolls back" from the date of leave to the prior twelve- (12) month period.
2. Colleagues may request one (1) or more family care or medical leaves, however, the total amount of leave taken cannot exceed twelve (12) work weeks in any twelve- (12) month period. You may request an intermittent leave or reduced schedule leave to care for a seriously ill family member or if you have a serious health condition that warrants such a request.
3. A family leave shall be granted upon the birth or adoption of a child of the colleague, or upon the serious health condition of the colleague's child, spouse, or parent.

4. A medical leave shall be granted upon the colleague's own serious health condition.
5. Qualifying Exigency Leave may be granted to family members of eligible service personnel to use for "any qualifying exigency" arising when a covered military member is on active duty or called to active duty status in support of a contingency operation.
6. Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible colleague is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).
7. In appropriate circumstances, we may require you to be examined by an organization designated physician, at POWER's expense.
8. In the event of a serious health condition to the colleague or his/her child, spouse, or parent, creating a need for unforeseeable family or medical leave, the colleague must provide us with notice, as soon as practicable, of any needed time off, and a written doctor's certificate. The certification must include the date on which the health condition occurred, the probable duration of the condition, an estimate of the amount of time you need to be off work to care for the family member or for your own health condition, and confirmation that the nature of the condition warrants you to be away from work to care for yourself or your child, spouse, or parent.
9. Colleagues shall be required to give thirty (30) days advance notice in the event of a foreseeable medical treatment. To assist us in arranging work assignments during your absence, we ask that you give us prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of your expected return date. To facilitate your return to work, we also ask that you provide us with two (2) weeks advance notification of your intended return date. Failure to do so may delay your return date.
10. For purposes of this policy, a child is defined as a natural, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in *loco parentis*. If the child is over eighteen (18), he/she must be unable to care for themselves due to a serious illness.
11. A parent is defined as the colleague's natural, adoptive, or foster parent, stepparent, or legal guardian.
12. A serious health condition is defined as a disabling physical or mental illness, injury, impairment, or condition involving 1) inpatient care in a hospital, nursing home, or hospice; or



2) outpatient care requiring continuing treatment or supervision from a health care professional.

13. Leave of absence rights available to you under other sections of our policy shall be counted towards the total time off available under this section.
14. A family care leave that relates to the birth or adoption of a child must be completed within twelve (12) months of the birth or adoption.
15. Upon completion of a leave granted under this section, you shall be reinstated to your original position, or an equivalent one.
16. If, due to your own medical circumstances, you are no longer able to perform your original job, we will attempt to transfer you to alternate suitable work, if available.
17. You must use any accrued paid time off (PTO) during your family care or medical leave. If the leave is related to your own serious health condition, you must also use any “banked” leave time that you have during your medical leave.
18. While on a leave of absence provided for under this policy, we will continue your group health insurance benefits under the same terms as provided to other colleagues, for up to a maximum of twelve (12) weeks leave during any one (1) year period. If your leave extends beyond twelve (12) weeks, you shall be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules.
19. PTO, shall be preserved at the level accrued as of commencement of the leave, but shall not accrue further during any unpaid leave period. During any portion of the FML in which PTO days are still available and being utilized concurrently, PTO will continue to accrue.
20. If additional family care or medical leave is required you must, prior to expiration of the family care or medical leave, submit additional certification to POWER.

POWER requires that colleagues using FMLA leave use their accrued PTO days and once the PTO days are used up, the remaining FMLA leave will be without pay.

Colleagues may reserve up to five (5) of their earned PTO days rather than have them used while on FMLA. If an colleague is going on FMLA they will need to notify the Fiscal Department of their intent to reserve up to five PTO days in writing or else the PTO days will be used for FMLA.

## **Military Reserves or National Guard Leave of Absence**

Colleagues who serve in U.S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation. The colleague will retain all of their legal rights for continued employment under the existing laws. Colleagues may apply earned unused PTO days to the leave if they so wish, however, they are not obligated to do so.

Any colleague requesting military leave must notify their supervisor as soon as they are aware of the dates that they will be away from their job. Documentation of the order is required for any colleague accessing this type of leave.

If the colleague is required as a member of the Reserves or National Guard to report for two weeks training, POWER will pay the colleague the difference between their regular and military pay for this training period, if the daily military pay and allowances are less than the daily rate of pay for POWER.

### **Jury Duty**

If a colleague receives a summons to report for jury duty, the colleague must notify the immediate supervisor within 48 hours of receipt of the jury summons and provide a copy for POWER.

POWER will reimburse the colleague the difference between the jury duty pay and the colleague's regular rate of pay not to exceed 8 hours per day for a maximum of ten business days. In order to receive this reimbursement, the colleague is expected to produce a statement of jury duty and jury pay to POWER. This statement is issued by the Court.

On any day or half-day the colleague is not required to serve, the colleague is expected to return to work.

## **Personal Leave of Absence**

In special circumstances, POWER may grant an unpaid leave for a personal reason, but never for taking employment elsewhere or for starting a business. If a colleague wishes to request an unpaid personal leave of absence, it should be discussed with the immediate supervisor. A personal leave of absence must not interfere with the operations of the department or POWER as a whole. The immediate supervisor will submit the request to the CEO for final approval.

A personal leave of absence may be granted for up to one month. Since the leave is unpaid, PTO leave and other benefits will no longer continue to accrue. Failure to return from a leave at the time agreed may result in termination of employment.

In circumstances where the colleague is suffering from their own serious medical situation and the colleague is expected to return to work, this personal leave may be extended for an additional month at the discretion of the CEO. In this situation, POWER may continue to pay the employer share of the colleague's health insurance. This personal leave of absence must not interfere with the operations of the department or POWER as a whole.

A personal leave of absence is only offered to eligible colleagues. An eligible colleague is one who is full time and has satisfactorily completed the Introductory Period of six months.

During a personal leave of absence, the colleague is responsible for purchasing the health benefits through COBRA.

### **Colleague Referral Program**

POWER offers a Colleague Referral Program that is open to all colleagues. The Colleague Referral Program is an excellent method of recruiting new colleagues for our programs and, at the same time, giving colleagues an opportunity to earn some extra money plus work with people they know.

Here is how it works; when there is an opening at POWER and you know of someone qualified and interested in the position, pass on their resume to the Chief Human Resources Officer making sure your name and date is on the resume or e-mail.

If your referral is offered a position and accepts the position you will receive \$25.00. If the new colleague successfully completes the six-month Introductory Period, you will then receive an additional \$50.00.

If two colleagues refer the same applicant, then the colleague with the earliest date on the resume to the Chief Human Resources Officer will be the one eligible for the cash reward. If a supervisor makes a colleague referral, that particular supervisor cannot be a part of the actual hiring or interview process,

Interns are not eligible for the Colleague Referral Program.

The Colleague Referral Program is open for all vacant positions at POWER.

## **Section 5: On the Job**

### **Hours of Operation**

The regular business hours are from 9:00 a.m. until 5:00 p.m. Actual hours of operation vary from program to program. As an example, POWER Restore and POWER House are 24-hour residential programs that operate seven days a week. The POWER New Day Outpatient Program offers evening appointments as needed, and POWER Connection staff work flexible hours to meet the needs of the community. Therefore, colleagues may be required to work non-traditional hours.

The particular hours of work and the scheduling of any meal periods will be determined within the specific program and will be approved by the supervisor. All full-time colleagues are assigned and expected to work a thirty-seven and one-half (37.5) hour workweek. Upon hire, all colleagues will be informed of their work schedules and meal breaks. Any questions should be directed to the immediate supervisor. Please be advised, work schedules are based on the needs of each program and are subject to change.

As professionals, exempt (salaried) colleagues are expected to work the hours necessary to satisfactorily complete their responsibilities, even if their hours go beyond 37.5 hours each week. Nonexempt (hourly) colleagues are expected to complete their responsibilities within their scheduled hours and may not work overtime without prior approval from their supervisors.

### **Attendance**

POWER expects all colleagues to be ready to work at the beginning of the assigned daily work schedule and to complete the assigned projects by the end of the work day. Consistent attendance is critical to the operations and essential to providing quality care.

### **Absence or Lateness**

POWER is aware that emergencies, illnesses or pressing personal business that cannot be scheduled outside of the regular work hours may arise. Paid Time Off days, referred to as PTO, have been provided for this purpose.

If you are unable to report to work, or if you know you will arrive late, you must contact your immediate supervisor as soon as possible so that we can plan carefully and avoid disrupting services to our

clients. If you know in advance that you will need to be absent, please request this time off directly from your immediate supervisor.

When you call in to inform POWER of an unexpected absence or late arrival, simply ask for your immediate supervisor. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you.

Absence from work for three (3) consecutive days without notifying your immediate supervisor or a manager will be considered a voluntary resignation.

If you are absent because of an illness for five (5) or more successive days, you will need to submit written documentation from your doctor stating you are able to resume normal work duties before you will be allowed to return to work. If you are absent five (5) or more days because of an illness or injury, you may be eligible for Banked Leave and/or qualify for FMLA. POWER reserves the right to require that you provide a doctor's note to verify any claims of illness or injury.

Quality service depends, in large part, on our consistent and timely attendance. For this reason, absences and lateness are treated seriously.

A consistent pattern of unscheduled absences may be considered excessive, and may be cause for concern and/or formal corrective action. In addition, excessive lateness or leaving early without letting your immediate supervisor know may be considered a "lateness pattern" and may carry the same weight as an absence. Your immediate supervisor will make a note of absences or lateness, and their reasons in the personnel file. Excessive absences, lateness or leaving early may lead to formal corrective action, up to and including termination.

## **Meal and Break Periods**

POWER recognizes the importance of self-care and encourages colleagues to take their full meal period/break each day.

If you work longer than five (5) hours in a day, you will be given an unpaid thirty (30) minute meal period. The time when meal periods/breaks are scheduled varies among programs and departments, depending on the needs of each. For example, colleagues working in the POWER House have less flexibility in scheduling breaks and therefore, specific meal period times may be required by the immediate supervisor.

All full-time colleagues, and part-time colleagues who work more than five (5) hours in a day, are expected to take a thirty (30) minute break. For the majority of colleagues, the regular work day consists

of an eight (8.) hour day that includes the thirty (30) minute unpaid lunch/break period. We understand that at times, due to the nature of the work, this may be difficult. However, it is required that, when unusual or emergency circumstances interfere with your ability to do so, you discuss the situation with your immediate supervisor.

Valuing the benefits of taking a break each day, we request that you not perform any work during your regularly scheduled break period so that you may fully enjoy it and model self-care. It is always important to return to work on time at the end of your meal period/break. Lunch breaks should not be skipped so as to leave work early.

If a colleague wishes to take a one-hour meal period, with supervisory approval, the colleague would work an 8.5 hour day. Please note the one-hour meal period is unpaid and you are required to work POWER's regular work day of 7.5 hours per day.

### **Severe Weather and Emergency Conditions**

In the event of severe weather conditions or other emergencies, the CEO may decide to close POWER for the day or a portion of the day. In this event, you will be notified as soon as possible by your immediate supervisor. No loss of pay will occur as a result of early dismissal for this reason when the agency makes the decision. Likewise, if you report to work and find that POWER is unexpectedly closed due to an emergency, no loss of pay will occur. If POWER is not officially closed, and you do not report to work, you must use your PTO and you are expected to contact your immediate supervisor as soon as possible.

Based on each program's requirements and/or coverage issues, you may be required to work beyond your regular scheduled hours in the event of emergencies or weather conditions, and if you are a nonexempt colleague, you will be compensated.

Please note that the Halfway House and Restore are required to provide 24-hour awake staff coverage, seven days a week and therefore they must be adequately staffed at all times to ensure safe, quality care.

### **Personnel Information**

To aid you and/or your family in matters of a personal emergency and to maintain up-to-date information for all insurance and benefit plans, it is important that all colleagues update POWER with current information. If you have a change in any of the following items listed below, please notify the

Human Resources department as soon as possible. A delay or neglect in notifying Human Resources could result in a serious error concerning your pay or benefits.

- Legal name
- Home address
- Home or cell phone numbers ▪ Emergency contacts information ▪ Number of dependents.
- Marital status
- Allowances on W-4 tax form ▪ Change of beneficiary
- Driving record or status of driver's license if you are required to operate a POWER vehicle or driving is a part of your assigned job including car insurance coverage ▪ Military status
- Training certificates, diplomas or professional licenses

### **Access to Personnel Records**

Current POWER colleagues can inspect their personnel records in the presence of the Director of Human Resources or the CEO. Colleagues must make their request in writing to the Director of Human Resources or the CEO.

Current POWER colleagues may take notes regarding the contents of the file and can place a statement in their file if they believe an error of information has occurred. The colleague may request from POWER the correction or removal of inaccurate, irrelevant, outdated or incomplete information from their personnel file. At no time during the inspection may the colleague remove, alter, or destroy any part of the personnel record.

The colleague can view the job application, wage information, notices of commendations, warnings or other formal corrective actions, benefit information, authorization for deductions, leave records and employment history with the agency. The colleague has the right to submit rebuttal data to their personnel record. You may request and receive copies of any documents you have signed.

### **Personal Property**

Your valuable personal items should not be left in areas where theft or damage may occur. POWER is not responsible for the loss or damage to personal property.

### **Expense Reimbursement**

An colleague must have the immediate supervisor's written authorization, (by way of a purchase order or Check/Petty Cash Request) before incurring an expense on behalf of POWER. To be reimbursed for all authorized expenses, you must submit an expense report, accompanied by receipts, that is approved by your immediate supervisor. Please submit your expense report for reimbursable expenses as explained to you by your supervisor. Reimbursement occurs monthly. In order for POWER to keep accounting records accurate and current, expense reports older than two (2) months old may not be honored.

Colleagues who conduct agency business using their own personal vehicles will be reimbursed at a rate per mile determined by the CEO and Board of Directors annually. Please submit this expense on your expense report. Any questions concerning the proper completion of the Expense Reimbursement Form can be answered by the immediate supervisor.

### **Employment of Relatives**

If a colleague and their family member(s) are employed by POWER, one may not supervise the other nor work in the same supervisory unit. If the colleagues are unable to develop a workable solution, the CEO of POWER will decide which colleague may be transferred in such situations. Family members include the colleague's spouse, child, parent, parent-in-law, grandparent, grandparent-in-law, grandchild, daughter-in-law, son-in-law, step-parent, domestic partner (a person with whom the colleague's life is interdependent and with whom the colleague shares a mutual residence), brother, sister, brother-in-law, sister-in-law, daughter or son of the colleague's spouse or domestic partner, and any relative living in the household of the colleague or domestic partner.

Should two colleagues who work together or supervise each other enter into a personal, non-work related relationship, one or both colleagues may have to be transferred.

### **Solicitations and Distributions**

Solicitation for any cause during working hours and in working areas is not permitted. Colleagues are not permitted to distribute non-agency literature in work areas without the approval of their supervisors during working time. Working time is defined as the time assigned for the performance of your job and does not apply to meal break times.

Persons not employed by POWER are prohibited from soliciting or distributing literature on agency property at any time. In addition, persons not employed by POWER are not permitted on POWER property without the permission of management.



## Personal Appearance and Dress Policy

Our dress code policy outlines how we expect our colleagues to dress at work. Colleagues represent POWER in front of clients, visitors, colleagues, and the general public. Appearance matters. A colleague's appearance can create a positive or negative impression that reflects on our organization and culture.

It should be noted that grooming styles dictated by religion and ethnicity are not restricted. If necessary, please discuss an accommodation to this policy with the Chief Human Resources Officer.

The following applies to all of our colleagues:

- All colleagues must be clean, neat, and well-groomed.
- All clothes must be work-appropriate and project professionalism. POWER's official dress code is Business Casual or Smart Casual. Examples include:
  - *Casual shirts* – shirts with collars, crewneck or V-neck shirts, blouses, golf or polo shirts.
  - *Casual pants* – slacks, trousers, and jeans as long as they are without holes, tears, frays, or stains.
  - *Skirts & Dresses* – must be no shorter than 3" above the knee.
  - *Footwear* – casual slip-on, closed, or tie shoes; dress sandals; and athletic shoes if approved by the agency. Shoes should be clean and in good condition, comfortable, and safe.
- Clothes that are typical for workouts and outdoor activities are not permitted at work. Shorts, yoga pants, leggings, and sweat suits are not permitted. (Leggings may be acceptable if paired with a long top or dress.)
- Clothes should not be too revealing or provocative and undergarments should never be visible.

Clothing that is **not** allowed to be worn by colleagues while working includes, but is not limited to the following:

- T-shirts, shirts with inappropriate or offensive stamps and slogans, halter tops, spaghetti-strap tops, muscle shirts, and crop tops.
- Shorts, camouflage pants, and pants worn below the waist or hipline.
- Halter dresses, backless dresses, and mini-dresses.

- Flip-flops or other floppy sandals, construction boots, hunting boots, dirty or worn running or gym shoes (fashion athleisure sneakers may be permitted)

Management reserves the right to address any issue or concern regarding this policy when necessary. If an colleague is found to wearing inappropriate attire to work, the colleague will be sent home to change before returning to their scheduled shift without being compensated.

We may change our dress code in special cases. For example, we may require colleagues to wear business attire for an event or special visit from the public. POWER may also introduce dress-down days when colleagues can wear more casual clothing appropriate to the colleague's scheduled activities. For instance, team jerseys on a Friday leading into a Steeler game weekend would be acceptable, assuming the colleague's schedule doesn't require more suitable attire for Court or a foundation visit, as examples.

## **Fitness for Duty**

It is POWER's policy to strive to provide an environment that is as safe and risk-free as reasonably possible for clients, colleagues, and visitors. Staff members have the responsibility to report to work in a fit condition, to perform their jobs without undue risk to themselves or others, and to maintain "fitness for duty" throughout all hours of work. When a colleague exhibits work performance or behavior that appears to be inappropriate or unsafe, the provisions of this policy apply. It should be noted that help is available through the agency's EAP program.

For the purposes of this policy, lack of "fitness for duty" is the observation of a staff member's physical symptoms or behaviors, which indicates:

1. The colleague is, or may be, unable to perform her or his duties or responsibilities and/or to provide client care safely and effectively; or
2. Inappropriate behavior that may diminish co-workers' or clients' confidence in the individual's ability to perform her or his job satisfactorily; or
3. Uncharacteristic behavior or affect such as dilated pupils, staggering, boisterous speech, drowsiness, odor, etc.

A colleague observing behavior that indicates a possible lack of fitness for duty on the part of a POWER colleague on work premises or during the course of a work shift, must report it immediately to the CEO,

Director of Human Resources or immediate supervisor. Colleagues may be required to take drug/alcohol tests, at any time, including but not limited to when POWER reasonably suspects that the colleague has violated or is attempting to violate the requirements relating to alcohol or other drugs set forth in this policy.

A supervisor so notified, or who personally observes behavior possibly indicating a lack of fitness for duty should immediately take the colleagues in question to a private area, preferably with the assistance of a witness, and confront the individual with the concern. If it is determined that the colleague needs immediate medical attention, she/he will be sent to the hospital by ambulance or cab. If the colleague does not need medical attention, but cannot remain at work, she/he is sent home by cab.

A colleagues sent home under this policy would be considered suspended pending investigation. The colleague is eligible for POWER's EAP Program.

POWER reserves the right to conduct searches of desks, equipment and personal property located in or on, or brought in or onto POWER property, worksites or other equipment. POWER also reserves the right to use other investigative, including random drug testing methods, when reasonable suspicion exists to indicate possible alcohol or other drug possession, or substance use or impairment. Refusal to cooperate in the conducting of a search or in submitting to a drug test is considered a violation of the policy and grounds for corrective action, up to and including termination of employment.

## **Standards of Conduct**

Whenever people gather together to achieve goals, some standards of conduct are needed to help everyone work together efficiently, effectively and harmoniously. As a colleague, you have a responsibility to POWER and to your fellow colleagues to adhere to policies and procedures. The purpose is not to restrict your rights, but rather to be certain that you understand what is expected and necessary. When each person is aware that they can fully depend upon colleagues to follow the rules of conduct, our organization will be a better place in which to work for everyone.

The Code of Ethics guides all of our actions and lays the foundation for the professional behavior that is expected at POWER. Become familiar with POWER's Code of Ethics, as every colleague is expected to adhere to them.

## **Unacceptable Activities**

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

Note that the following list of “Unacceptable Activities” does not include all types of conduct that can result in formal corrective action. Nothing in this list alters the at-will nature of your employment.

1. Violation of any agency policy or rule; any action that interferes with POWER's efforts to meet its goals.
2. Breach of client confidentiality.
3. Violation of security or safety rules, failure to observe safety rules or POWER safety practices.
4. Negligence or any careless action that endangers the life or safety of another person.
5. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on the job or on program premises, except medications prescribed by a physician which do not impair work performance.
6. Unauthorized possession of any firearms, weapons or explosives on organization property or while on duty.
7. Engaging in criminal conduct, acts of violence, or making threats of violence toward anyone on organization premises or when representing POWER; fighting, provoking a fight, or negligent damage of property.
8. Insubordination or refusing to follow directions given by your immediate supervisor pertaining to your work; refusal to help out on a special assignment.
9. Threatening, intimidating or coercing fellow colleagues , clients or guests, on or off the premises, at any time, for any purpose.
10. Engaging in an act of sabotage; negligently causing the destruction or damage of organization property, or the property of fellow colleagues, clients, suppliers, or visitors in any manner.
11. Theft or unauthorized possession of organization property or the property of other colleagues; unauthorized possession or removal of any organization property, including documents from the premises without prior permission from management; unauthorized use of organization equipment or property for personal reasons; using organization equipment for profit.

12. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying a reason for a leave of absence or other information requested by POWER; changing of organization records or other organization documents.
13. Violating the non-disclosure agreement; giving confidential POWER information to other organizations or to unauthorized POWER colleagues; breach of confidentiality of personnel information.
14. Spreading gossip and/or rumors; engaging in behavior that creates negativity, discord, or lack of harmony; interfering with another colleague on the job.
15. Immoral conduct or indecency on organization property.
16. Conducting a lottery or gambling on organization premises.
17. Unsatisfactory or careless work; failure to meet productivity or quality standards as explained to you by your immediate supervisor.
18. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
19. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your immediate supervisor; stopping work before time specified for such purposes.
20. Excessive absenteeism or tardiness.
21. Unauthorized absence for three (3) consecutive days.
22. Violation of the POWER's solicitation/distribution policy.
23. Sleeping during working hours.
24. Obscene or abusive language toward any supervisor, colleague or client; indifference or rudeness towards a client or another colleague; any conduct that does not reflect the Code of Ethics.

25. Failure to complete your timesheet accurately and honestly; or altering another colleague's timesheet or records, or causing someone to alter your timesheet or records, or asking someone to alter your timesheet or records.

## **POWER Expectations of Staff**

As a member of the POWER family, I agree to the following rules:

1. If I work in the residential facility, I will knock on the door before entering a resident's bedroom and I will leave the door open or ajar at all times when inside a resident's room.
2. I will only hug clients in response to their request or I will ask before I offer a hug. "No" will be honored.
3. I will not accept gifts from clients, unless I discuss it with, and obtain approval from, my supervisor.
4. When a client is experiencing emotional distress such as crying, I will ask permission before touching them in a supportive way. "No" will always be honored.
5. I will not give gifts to clients, unless I discuss it with, and obtain approval from my supervisor.
6. I will not lend or borrow money, clothes, cigarettes, or any other personal items to/from clients.
7. I will not buy items for, or sell items to, clients unless authorized to do so by my supervisor, nor will I allow clients to pick up items for me, including food.
8. If a client appears to be overly attached to me, I will seek and accept intervention from my supervisor.
9. I will be at work at the scheduled time. I will leave at the agreed upon scheduled time, except when requested by my supervisor to stay and work beyond my regularly scheduled time. I will not be at POWER's residential treatment program or detox/rehab program during my non-working hours.

10. I will not participate in gossip involving staff or clients. I will not discuss staff with other staff, staff with clients, or clients with other clients.
11. I will not take current clients to my home or give out my personal telephone numbers. I understand that this applies to former clients as well. Any variance of this rule must be discussed with the supervisor.
12. I will not sponsor current or former clients, for whom I have provided direct service, in any 12-Step programs unless at least a 5-year period has passed since their discharge from POWER.
13. I will not socialize with current or former clients, for whom I have provided direct service, unless at least a 5-year period has passed since their discharge.
14. I will not bring unauthorized visitors onto POWER property.
15. If I encounter or observe clients of any of POWER's programs engaged in an activity that threatens their recovery and/or safety, or the recovery and/or safety of other POWER clients, I will discuss it with the client and report the incident to my supervisor.
16. I will respect the designated responsibility of all of my co-workers. If a client seeks my help in an area of treatment or support that is not within my expertise and/or area of responsibilities, I will refer the client to the appropriate staff person and I will inform my co-worker.
17. I will not sponsor a colleague of POWER if that colleague is assigned to the same program. Nor will I be sponsored by a POWER colleague if that colleague is assigned to the same program, for as long as I work for the agency.

## **Client Relations**

The success of POWER depends upon the highest quality of the relationships between POWER colleagues, clients, vendors and business associates, and the general public. Our clients' impressions of POWER and their willingness to work with us are greatly formed by those who serve them. Everyone, regardless of their position is a POWER ambassador. The more goodwill our colleagues promote, the more our clients will respect and appreciate POWER and our services.

Here are some building blocks for creating a good impression of POWER:

- Act competently and deal with all clients and referral sources in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other POWER colleagues, clients and the public at all times.
- Follow up on questions promptly; provide business like replies to questions and requests and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

## **Confidentiality Policy**

Upon beginning your employment with POWER you were asked to sign a Statement of Confidentiality Agreement, which generally provides that you will not disclose any confidential information during your employment. Your employment with POWER also demands an obligation to maintain client confidentiality even when you are no longer a colleague, regardless of the circumstances of your separation from POWER.

Our clients entrust POWER with important information relating to their lives. The nature of this relationship requires the maintenance of confidentiality. In safeguarding the received information, POWER earns the respect and trust of our clients.

All colleagues are fully bound by the provisions of federal, state and local regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records and the Health Insurance Portability and Accountability Act (HIPAA). Violations of the confidentiality policies or HIPAA requirements will result in formal corrective action up to and including termination.

If an colleague is questioned by someone outside of POWER or outside of your program and you are concerned about the appropriateness of giving certain information, you are not required to answer the question. Instead, as politely as possible, refer the request to your immediate supervisor. It is important to know that if someone asks for information on a current or former client or a non-existent client, without proper consent, the only appropriate answer is:

“Federal law prohibits me from confirming or denying whether or not that individual is or ever was a client. The laws prohibit me from disclosing any information.”

If the individual making the request persists, refer them to your immediate supervisor.



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

Confidentiality issues and regulations are addressed during orientation and in on-going annual training for all staff.

## **Computers & Electronic Mail**

POWER makes every effort to provide colleagues with the best available technology within our financial constrictions. POWER has installed, at substantial expense, equipment such as computers, electronic mail and voicemail. This policy is to advise those who use our business equipment on the subject of access to and disclosure of computer-stored information and electronic mail messages created, sent or received by POWER's colleagues with the use of POWER's equipment. This policy also sets forth policies on the proper use of the computer and electronic mail systems provided by POWER.

When setting up email message signatures, POWER colleagues are expected to only use agencyapproved signatures.

For example:

*Jane Smith, MSW  
Therapist  
POWER House  
PH 412.271.0500, ext. 000  
FAX 412.271\_\_\_\_\_.*

The POWER Logo would follow. Administrative support staff will help colleagues set appropriate signatures on email messages. Also, refer to POWER's Communications Policy and Procedure for a full description of agency-related communications, marketing, and public relations standards.

POWER property, including computers, phones, electronic mail and voice mail, should only be used for conducting agency business.

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

The use of the electronic mail system may not be used to solicit for commercial ventures, religious or political causes, outside organizations or other non-job related solicitations. The electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages that contain sexual implications, racial slurs, and gender-specific comments or any other comments that offensively address someone's race, color, religion, national origin, ancestry, citizenship status, gender, gender identity, age, marital status, familial status, sexual orientation, physical or mental disability, veteran status, political affiliation, genetic code, pregnancy or pregnancy-related medical condition or any other characteristic protected by law.. In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, demos of any type or similar materials without prior authorization.

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

POWER also needs to be able to respond to proper requests resulting from legal proceedings that call for electronically-stored evidence. Therefore, POWER must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because POWER reserves the right to obtain access to all voice mail and electronic mail messages left on or transmitted over these systems, colleagues should not assume that such messages are private and confidential or that POWER or its designated representatives will not have a need to access and review this information. Individuals using POWER's business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

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

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

Given POWER's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other colleagues and accessed only by the intended recipient.

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

Any POWER colleague who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination. It should be noted, if you are a POWER colleague and work on another agencies computer system, you must also abide by their policies.

## **Social Media**

As a leader in gender-responsive services for women with substance use disorders, POWER views social media and networking sites as important tools for strengthening our brand, enhancing our reputation and furthering our mission.

Social media can take many different forms including internet forums, blogs, online profiles, podcasts, pictures & video, email, instant messaging, music-sharing as well as many other formats. Examples of social media applications are Facebook, Instagram, Wikipedia, Twitter, LinkedIn, YouTube, Yahoo groups; the list is endless.

POWER has an online presence in some of these forums and we view this as a means for publicizing our mission and educating others about POWER. The messages and content posted on the POWER social media sites are developed by the Development Department and are approved by the Development Director and the CEO.

The following policy has been created to clarify your role as a colleague as it relates to social media usage. Please remember that when you are participating in social networking, you are representing yourself personally and as a POWER colleague. It is not our intention to restrict your ability to have an online presence or to control what you say or cannot say online.

### **Policy Guidelines:**

- The personal use of Twitter, Facebook and other social networking sites is not to occur during work time and is not to be conducted on POWER computers.
- Do not post any financial, confidential or sensitive information about POWER, our staff and past or present clients.
- Beware of comments you make on your social networking site that reflect poorly on you or POWER. Social media sites are not the forum for venting personal complaints about supervisors, co-workers or your employer in general.
- Remember that information you post remains in cyberspace forever.
- You are not anonymous when you make online comments, so be respectful of others.

POWER colleagues who violate the Social Media Policy may be subject to administrative action, up to and including termination of employment. If you have any questions about this policy or a specific posting on the Internet, please contact the CEO.

## **Phones & Voicemail**

### **Personal Phone Calls & Text Messaging**

While at work colleagues are expected to exercise the same discretion in using personal cell phones as is expected for the use of POWER's phones. Excessive personal calls during the workday, regardless of the phone used (cell or land), can interfere with colleague productivity and be distracting to others. A reasonable standard is to limit personal calls during work time. Colleagues are therefore asked to make personal calls and text messages on non-work time and to ensure that friends and family members are aware of POWER's policy.

Text messaging during meetings is also distracting and should be treated the same as personal calls.

POWER also requests that personal cell phones be turned on to vibrate or turned off during the work day as the various personal cell phone ring tones can be distracting for others in the work place including co-workers and colleagues, clients and guests. If you receive a personal call during work hours, let the message go to voice mail and check later.

To protect client and POWER information, colleagues are asked to set a passcode on all work phones. Cell phone head sets and/or Bluetooth ear phones are not to be worn during the colleague's scheduled work hours.

The company will not be liable for any damage or the loss of personal cellular phones brought into the workplace.

### **Camera Phones**

POWER prohibits colleague use of cameras in the workplace, including cameras in cell phones, as a preventive measure necessary to secure colleague privacy and client confidentiality. POWERpurchased cameras are used for certain special events, usually under the direction of the Development Department.

### **POWER's Cell Phones & Landline Phone VM Messages**

Where job or business needs demand immediate access to a colleague, POWER will issue a business-owned cell phone to an colleague for work-related communications. To protect the colleague from incurring a tax liability for the personal use of this equipment, such phones are to be used for business reasons only, so use work cell phones for personal use in the case of an emergency when absolutely necessary. Phone logs may be audited to ensure no unauthorized use has occurred.

The ring tone and voicemail message on any of POWER's cell phones are to be of a professional nature.

The voicemail message on POWER cell phones is,

"Hi, this is name, position with POWER program, (ex. Susan Smith, Therapist with POWER New Day Outpatient Program). Please leave a message with a telephone number where you can be reached and I will return your call as soon as possible.

If you are a client with an emergency, please call my supervisor, Supervisor name at Supervisors number and extension (if applicable), go to the nearest hospital emergency room, or call re:solve Crisis Network at 1.888.796.8226, thank you. "

Voicemail messages on land work phones are also to be of a professional nature. Similarly, the expectation for your message should be, *"Hello, this is (name) . I'm not able to take your call at this time. Please leave your name, phone number and a message; and I will return your call as soon as possible. Thank you."*

Temporary Greeting should be utilized when out of the office 3 hours or more.

"Hi, this is name, position with POWER program, (ex. Susan Smith, Therapist with POWER New Day Outpatient Program). I am currently out of the office. I will return to the office on date (ex. January 1). Please leave a message with a telephone number where you can be reached and I will return your call upon returning to the office. If you need immediate assistance please call my supervisor, Supervisor name at Supervisors number and extension (if applicable).

If you are a client with an emergency, go to the nearest hospital emergency room, or call re:solve Crisis Network at 1.888.796.8226, thank you. "Colleagues in possession of company equipment such as cell phones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the colleague will be asked to return the phone. Colleagues are expected to present the phone and related equipment in good working condition within the time period requested or they agree to bear the cost of a replacement.

Colleagues who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and will not be considered for re-hire. Any debt owed to POWER will be deducted from the final paycheck, as agreed above.

## **Safety Issues for Cell Phone Use**

Colleagues whose job responsibilities include regular or occasional driving and who are issued a cell phone for business use are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, colleagues are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, colleagues are expected to keep the call short, use hands-free options if available.

Colleagues whose job responsibilities do not specifically include driving as an essential function, but who are issued a cell phone for business use, are also expected to abide by the provisions above. Under no circumstances are colleagues allowed to place themselves at risk to fulfill business needs.

Colleagues who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

### **Special Responsibilities for Managers**

As with any policy, management colleagues are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind colleagues of their responsibilities in complying with this policy.

## **Drug-Free Workplace Policy**

POWER is a community in which responsibilities and freedoms are governed by policies and codes of behavior, including penalties for violations of these standards as stated in your Colleague Manual. POWER has a standard of conduct which prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by colleagues on POWER's site and/or client sites or as a part of POWER's activities. POWER will impose corrective sanctions on colleagues ranging from educational and rehabilitation efforts up to and including expulsion or termination of employment and referral for prosecution for violations of the standards of conduct. Each situation will be looked at on a case-by-case basis.

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

1. The unlawful manufacture, sale, possession, distribution, or use of controlled substances is prohibited in the workplace or while engaged in POWER activities or while operating agency vehicles.

2. Colleagues who violate this prohibition are subject to formal corrective action as deemed appropriate, up to and including termination of employment.
3. As an on-going condition of employment, colleagues are required to abide by this prohibition and to notify, in writing and within five (5) days of the verdict, their immediate supervisor of any criminal drug statute conviction they receive.
4. If an colleague receives such a conviction POWER shall:

POWER will notify law enforcement agencies as appropriate, and will notify federal, state and county (including the SCA) contracting or granting agencies of any criminal convictions of staff members for illegal drug activity in the workplace within ten (10) days of learning of the conviction.

Take appropriate personnel action against the colleague, up to and including termination OR require the colleague to participate satisfactorily in an approved drug-abuse assistance or treatment program.

5. POWER provides information about drug counseling and treatment.
6. POWER reserves the right to search and inspect for the maintenance of a safe workplace.

### **Formal Corrective Actions**

This policy describes how the agency addresses issues related to POWER colleague conduct and performance.

Generally, immediate supervisors are expected to follow the procedure outlined below. There may be particular situations, however, in which the seriousness of the violation of policy justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the organization may decide to repeat a step. If, at any point in the Corrective Action process, there has been sustained and maintained improvement for at least 6 months, leadership may choose to begin any new Corrective Action at the initial phase, so long as there is not a pattern of behavior developing.

Unacceptable behavior, which does not lead to immediate dismissal, is expected to be corrected by the colleague. The following supportive steps may be followed to assist the colleague in correcting the behavior:

1. Coaching/Counseling Session
2. Written Reminder in Personnel File
3. Decision-Making Leave
4. Termination

To insure that POWER business is conducted properly and efficiently, you are expected to follow our standards of attendance, conduct, work performance, and other work rules and regulations. When a problem in these areas does arise, your immediate supervisor will coach and counsel you in mutually developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident occurs requiring formal corrective action, other corrective actions may be taken.

The following describes POWER's formal corrective action steps:

### **Step One: Coaching Session**

Your immediate supervisor will meet with you to discuss the problem or performance issue, making sure that you understand the nature of the problem and the expected remedy. The purpose of this conversation is to remind you of exactly what the performance expectation is and ensure that you understand it is your responsibility to respond to your supervisor and meet POWER's expectations.

You will be informed that the coaching session is the first step of the formal corrective action process. Your immediate supervisor will fully document the coaching session and maintain in his or her confidential supervisory file; it will not be placed in your personnel record, unless another unacceptable event occurs.

### **Step Two: Written Reminder in Personnel File**

If your performance does not improve within 6 months of the Coaching Session, or if you are again in violation of POWER practices, policies, or standards of conduct, your immediate supervisor will discuss the problem with you, emphasizing the seriousness of the issue and the need for you to immediately correct the problem within a specified period of time documented in the Written Reminder. Your immediate supervisor will advise you that you are now at the second formal level of formal corrective action. After the meeting your immediate supervisor will write a memo to you summarizing the discussion and your agreement to change. A copy of the memo will be placed in your personnel file.



## **Step Three: Decision-Making Leave**

If your performance does not improve within the stated period following the Written Reminder, or if you are again in violation of POWER practices, rules or standards of conduct, you may be placed on Decision-Making Leave. The Decision-Making Leave is the third and final step of POWER's corrective action process.

Decision-Making Leave is a paid, one-day leave. Colleagues on Decision-Making Leave will spend the following day away from work deciding whether to commit to correcting the immediate problem and to conform to all of the organization's policies, procedures, practices, and standards of conduct, or to terminate their employment with POWER.

If your decision following the Decision-Making Leave is to return to work and abide by POWER's expectations, in order to return to work, you will write a letter to POWER explaining your commitment and the consequences of failing to meet this commitment. You will be required to sign the letter, and it must be approved by the Director or Human Resources for you to return to your position. A copy will be placed in your personnel file.

You will be expected to return to work with the understanding that if a positive change in behavior does not occur, or if another problem occurs, your employment will be terminated. For colleagues who are in the Decision Making phase of the correction action process, they will not be eligible for an upcoming Merit increase that year unless the Chief Human Resources Officer and Administration feel there has been sustained and maintained improvements in the behaviors that lead to the Decision Making Leave.

If you are unwilling to make such a commitment, you may either resign or be separated from employment with POWER.

## **Crisis Suspension**

If you commit any of the actions listed or any other action not specified but similarly serious, you will be suspended, without pay, pending an investigation of the situation. Following the investigation your employment may be terminated without any previous formal corrective action steps having been taken. (this list is not all-inclusive)

1. Theft
2. Falsification of POWER's records
3. Failure to follow safety practices

4. Breach of Confidentiality Agreement
5. Threat of, or the act of, doing bodily harm
6. Willful or negligent destruction of property
7. Use and/or possession of alcohol or other drugs while on duty
8. Possession of any firearms, weapons or explosives on organization property or while on duty
9. Illegal, immoral or indecent conduct
10. Insubordination
11. Other serious actions

The provision of this Formal Corrective Action Policy is not a guarantee of its use. POWER reserves the right to terminate employment at any time, with or without reason. Additionally, POWER reserves the right to prosecute any colleague for any of the above infractions.

### **Colleagues Accused of a Crime**

A colleague arrested or accused of a crime other than a summary offense may be suspended indefinitely without pay or reassigned, pending the outcome of the court proceedings. The suspension or reassignment is not seen as a disciplinary action, but rather a step to protect the colleague and the clients as well to prevent exposure to potential liability.

In keeping with the Department of Public Welfare Act 43, a colleague found guilty of criminal charges other than summary offenses may be discharged immediately.

It is the responsibility of the colleague to contact their immediate supervisor as soon as possible after the arrest or accusation.

### **Termination of Employment**

Termination initiated for any reason by POWER is considered to be an involuntary termination. These usually occur for reasons such as:

1. Less than satisfactory performance, including attendance and workplace behavior
2. Misconduct
3. Reorganization, reduction in staff, or a change in POWER's requirements

### **If You Must Leave Us**

Should you decide to leave your employment with us, we request that you provide POWER with at least two (2) weeks advance notice in writing. If you are a member of the Management Team, a Therapist or an Assessment or Intake Specialist, we ask that you give a 4-week notice so that we can plan a smooth transition for our clients. Your thoughtfulness and professionalism will be appreciated and it will assist the organization with a smooth transition of your work and client relationships.

POWER will consider a colleague to have voluntarily terminated their employment if the colleague:

1. Resigns from POWER
2. Fails to return from an approved leave of absence on the date specified by POWER
3. Fails to report to work or call in for three (3) consecutive work days.

Any accrued but unused Paid Time Off (PTO) would be paid out at the end of the employment period upon separation, provided that you give POWER advance notice of the termination of your employment as requested above and that the PTO has been vested.

### **Health Insurance Conversion Privileges**

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

At your exit interview or upon termination, you will learn how you can continue your insurance coverage and any other benefits you currently have as colleague who is eligible for continuation. Consult the Executive Assistant or the Chief Human Resource Officer for additional details.

## **Exit Interviews**

When your employment with POWER ends, we would like to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about POWER. During the exit interview, you can provide insights into areas for improvement that POWER can make. Every attempt will be made to keep all information confidential.

## **Return of Organization Property**

Any POWER property issued to you, such as cell phones, pagers, computer equipment, keys or organization credit card must be returned to POWER at the time of your termination. Because you are responsible for any lost or damaged items, you agree that the value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

## **Former Colleagues**

Depending on the circumstances, POWER may consider a former colleague for re-employment. Such applicants are subject to POWER's usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with POWER and given requested advance notice in writing when they ended their employment.

Former colleagues who are rehired prior to a six-month break in service will retain eligibility, recognition and PTO benefits according to their original start date, however, no benefits will be accrued or back offered during the break in service. Former colleagues rehired after a six-month break in service will use the new date of hire for calculation for benefits or recognition

## **Post-Employment Inquiries**

POWER does not respond to oral requests for references. In the event your employment with POWER is terminated, either voluntarily or involuntarily, your immediate supervisor may be able to provide a reference to potential employers only if you have completed and signed a release form.

As an colleague of POWER, do not under any circumstances respond to any requests for information regarding another colleague unless it is part of your assigned job responsibilities. If is not, please forward the information request to the Director of Human Resources.

## **Section 6: Safety in the Workplace**

POWER is committed to the safety and health of all POWER colleagues and recognizes the need to comply with regulations governing injury and accident prevention and colleague safety. Maintaining a safe work environment, however, requires the continuous cooperation and awareness of all colleagues.

Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately to your supervisor and to Human Resources. Compliance with these safety rules is considered a part of one's employment. Therefore, it is important that each immediate supervisor make the safety of colleagues and clients an integral part of her/his regular management functions. It is the responsibility of each colleague to accept and follow established safety regulations and procedures.

POWER strongly encourages colleagues to communicate with the immediate supervisor regarding safety issues or needs.

### **Reporting Safety Issues**

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to the immediate supervisor. If a colleague or client is injured, the appropriate emergency response agency should be called, if needed. A Personal Injury Report Form must be completed in every case. The Colleague's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law OSHA(Occupational Safety and Health Administration) requires that POWER keep records of all illnesses and accidents which occur during the workday. The Pennsylvania State Workers' Compensation Act also requires that POWER report any workplace illness or injury, no matter how slight. If a colleague fails to report an injury, the colleague may jeopardize their right to collect workers' compensation payments as well as health benefits. OSHA also provides for the colleague's right to know about any health hazards which might be present on the job. See the immediate supervisor if there are questions about safety and or procedures.

In the case of a vehicle accident, priority is given to assessing injuries. Secondary attention is given to exchanging information when other vehicles or pedestrians are involved.

- If necessary, call 911 or the appropriate emergency number depending on locations.
- Refer to the registration and vehicle information in the vehicle glove box.

- Be certain to collect information from the other parties involved in the accident or who witnessed the event, (i.e. names, addresses, phone numbers, license, registration and insurance information).
- If the POWER vehicle is not drivable, call staff on duty to report the accident and to get assistance in coordinating transportation back to POWER. Call AAA, if necessary.
- Once the immediate crisis is handled and staff has returned to the agency site, an Unusual Incident Report must be completed. This report is to be completed and submitted to the Supervisor or Program Manager.

## **Weapons**

POWER believes it is important to establish a clear policy that addresses weapons in the workplace. Specifically, POWER prohibits all persons who enter organization property from carrying a handgun, firearm, knife, or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not.

The only exception to this policy will be police officers, probation/parole officers or security guards on duty.

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

## **Emergency Evacuation**

In an emergency situation all colleagues are required to follow the evacuation plan for the specific office or site. During orientation new hires will be advised of the specific emergency evacuation plan for the work site. In the event of an evacuation all colleagues should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.

- Exit quickly, but do not run. Do not stop for personal belongings.
- Proceed, in an orderly fashion, to a parking lot or assigned spot near the building. Be present and accounted for during roll call.
- Do not re-enter the building until instructed to do so.

## **Office Security**

Maintaining the security of POWER buildings and vehicles is every colleague's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash properly secured. If a colleague is aware that cash is insecurely stored, immediately inform the person responsible.
- All colleagues should know the location of all alarms and fire extinguishers and be familiar with the proper procedure for using them, should the need arise.
- When leaving POWER's premises make sure that all entrances are properly locked and secured.

This list is not inclusive and covers all of POWER's properties and vehicles.

## **Smoking**

POWER is committed to providing a safe and healthy environment for colleagues and clients, therefore smoking, vaping or the use of any tobacco product on any of the POWER properties or in POWER vehicles is prohibited. POWER colleagues serve as role models to our clients, and therefore, colleagues who smoke should not engage in smoking when in the presence of POWER clients. Colleagues who smoke should ask their immediate supervisor for the locations of the approved smoking areas.

Please remember to conform to any of our client's smoking policies when working at a program site.

All colleagues are expected to abide by this policy while at work.

## **Good Housekeeping**

Good work habits and a neat place to work are essential for job safety and efficiency. All colleagues are expected to maintain their place of work to be organized with work materials in good working order at all times. Colleagues should report anything that needs to be repaired or replaced to their immediate supervisor.

## **Workplace Privacy**

To protect POWER properties and to ensure the safety of all colleagues, clients and POWER, the agency reserves the right to conduct personal searches consistent with state law, and to inspect any packages, purses, backpacks, brief cases, lunch boxes or any other possessions or articles carried to and from POWER's properties.

POWER also reserves the right to search any colleague's office, desk, files, lockers, equipment, agency vehicles, or any other area or article on agency premises. All offices, desks, files, equipment, etc. are the property of POWER and are issued for the use of the colleagues only during their employment. Inspection may be conducted at any time at the discretion of the agency.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter POWER properties. Colleagues working, entering or leaving the premises who refuse to cooperate in an inspection, as well as colleagues who after the inspection are believed to be in possession of stolen property or illegal drugs will be subject to formal corrective action up to and including termination after an investigation.

## **Violence in the Workplace Policy**

POWER has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect POWER, its colleagues, clients, or visitors, or which occur on POWER property will not be tolerated.

Examples of workplace violence include, but are not limited to, the following:

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



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

1. Hitting or shoving an individual.
2. Threatening an individual or their family, friends, associates, or property with harm.
3. Intentional destruction or threatening to destroy POWER's property.
4. Making harassing or threatening phone calls.
5. Harassing surveillance or stalking (following or watching someone).
6. Unauthorized possession or inappropriate use of firearms or weapons.

POWER's prohibition against threats and acts of violence applies to all persons involved in POWER's operation, including but not limited to colleagues and temporary workers and anyone else on POWER property. Violations of this policy by any individual on POWER property will lead to formal corrective action, up to and including termination of employment or contract and/or legal action as appropriate.

Every colleague is encouraged to report incidents of threats or acts of physical violence of which they are aware. The report should be made to the immediate supervisor or to the Chief Human Resources Officer.

## **Conclusion**

This Human Resources Handbook is meant to answer your questions about your employment with us. This Handbook is not a contract, and POWER can change the policies at any time. We know that you may have questions that were not covered in the Handbook. If you have questions or need clarification about a particular policy, please ask your supervisor. They will be happy to help. We want your experience with POWER to be a positive one.

The Board of Directors, the staff and clients of POWER wish to thank you for becoming a member of our esteemed organization. We hope that you will sincerely embrace the mission and philosophy of POWER, and that you will be successful with your employment with us.