



Personnel Practices Manual

Revised August, 2018 by:

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August, 2018



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WELCOME TO DATA

We have always emphasized that outstanding people are the key to our success. Through the efforts of our people, DATA has become a leader in the prevention and treatment of drug abuse. To ensure continued success, we feel it is important that all employees understand our policies and procedures. This Personnel Practice Manual will familiarize you with the various aspects of working with DATA. I encourage you to use it as a valuable resource for understanding the company. We feel it will also be a useful reference document for all employees.

If you have any questions, please do not hesitate to ask them of your supervisor, Human Resources Director, or any member of the Management Team.

My best wishes to you and thank you for taking this first step in knowing your company.

John Fowler, B.S., C.A.P., I.C.A.D.C.
President and Chief Executive Officer

Our Mission:

DATA provides effective quality programs for children, adolescents and their families experiencing problems with substance abuse and/or juvenile delinquency. We provide services in Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. We are committed to providing programs that foster the skills necessary for individuals to be responsible, productive members of their communities.

Our Vision:

We envision a community that instills the importance of education and respect for self, life and property, which empowers children and their families to reject drugs, violence and other criminal activity. DATA recognizes that substance abuse affects every aspect of an individual's life and that effective programming will foster self-reliance, social competence and abstinence from substance abuse.

Our Philosophy:

It is our belief that all children are good, and if given appropriate opportunities will become productive, contributing members of society. Since 1980, DATA has developed a range of prevention, intervention and treatment services designed to address the child as an integral part of his or her family and community. Our goal is to provide these children with the skills and competency necessary to achieve these positive outcomes.



General Introduction:

This Personnel Policy and Procedure Manual has been prepared to explain employee policies, practices, responsibilities, rights and benefits. These are minimum policies and procedures for DATA. All employees are responsible for reading and becoming familiar with this manual. This manual is the property of DATA assigned by number with receipt to each employee. It also will be updated periodically, at which time; all employees will be responsible for familiarizing and replacing the changes made. The manual will be turned in upon termination of employment

Unless otherwise noted, all Policies and Procedures apply to all employees working for DATA. This includes full-time, part-time, and per diem employees, consultants, students and volunteers. Additionally, each DATA program may have additional procedures and policies applicable to employees working in a particular program.

Human Resources Office:

The Human Resources office for DATA is located at 1016 Clemons Street, Suite 300, Jupiter, FL 33477, Telephone 561.743.1034 and Fax 561.743.1037. This department is responsible for administering all phases of DATA's personnel program. The range of functions includes recruitment, employment, employee relations, employee benefits, grievances, employee terminations, position and payroll clarification, and personnel files and personnel policies.

The Director of Human Resources is always available to answer your questions regarding personnel rules and regulations, your rights and responsibilities, and any other aspect of your employment which you may have questions or concerns.

Please feel free to contact the Director of Human Resources at any time.

Authority:

The authority for the approval and establishment of these personnel policies rests with the Board of Directors of DATA.

Equal Employment Opportunity:

The Drug Abuse Treatment Association, Inc., (DATA) is an equal opportunity employer. DATA is committed to the spirit and letter of all federal, state and local laws and regulations pertaining to equal opportunity and workforce engagement. To this end, DATA does not discriminate against any individual with regard to race, color, religion, sex, national origin, age, disability, genetic information, marital status, familial status, veteran status, sexual orientation, pregnancy, gender identity or expression, or other protected status. This Policy extends to all terms, conditions and privileges of employment, as well as the use of all Drug Abuse Treatment Association, Inc.'s facilities.

★ No form of unlawful discrimination, including unlawful harassment, will be tolerated! ★

Our equal employment opportunity philosophy applies to all aspects of employment with DATA including recruiting, hiring, training, transfer, promotion, job benefits, pay, dismissal, and social and recreational activities.

Disability Accommodations:

DATA is committed to complying fully with the Americans with Disabilities Amendments Act of 2008 (ADAAA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of essential job functions. All employment decisions are based on the merits of the situation in accordance with defined job-related criteria, not the disability of the individual. To request an accommodation, an employee must notify his/her supervisor or the Director of Finance.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) and to equal treatment in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

DATA is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. DATA will follow any state or local law that provides individuals with disabilities greater protection than the ADAAA.

This policy is neither exhaustive nor exclusive. DATA is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADAAA and all other applicable federal, state, and local laws.

Ethical Standards:

DATA has an excellent reputation for conducting its business activities with integrity, fairness, and in accordance with the highest ethical standards. As an employee, you enjoy the benefits of that reputation and are obligated to uphold it in every business activity. If you are ever in doubt whether an activity meets our ethical standards or compromise the company's reputation, please discuss it with your supervisor.

Every organization has certain guidelines, which were developed to reflect good business practices. In establishing any rules of conduct, the company has no intention of restricting the personal rights of any individual. Rather, we wish to define the guidelines that protect the rights of all employees and to ensure maximum understanding and cooperation.

A list of Addiction Professionals - Code of Ethics are posted in each of DATA's facilities. Although every Code of Ethic cannot be listed, this is a list of the major Codes to be upheld. DATA employees are expected to abide by this general Code of Ethics, which follows:

1. DATA employees will maintain strict confidentiality to protect the individual's basic rights while conforming to applicable local, state, and federal laws, as well as, acceptable professional standards.

2. DATA employees will at all times respect any applicable bill of rights as it applies to the individual.
3. DATA employees will not discriminate against any individual on the basis of race, religion, national origin, disability, gender or sexual orientation.
4. DATA employees will maintain high standard of competence and recognize the boundaries of their competence and techniques. They will refer the individual for any important aspect of a problem, which falls beyond the scope of the Professional's competence.
5. DATA employees will refuse to work with an individual towards a goal, which they believe, could be detrimental to, or unrealistic for, themselves, the individual or society.
6. DATA employees will obtain consultation or supervision whenever it appears that the quality of service to the individual will thereby be enhanced or when circumstances of the Professional's life could in any way interfere with the treatment.
7. DATA employees will under no circumstances engage in a sexual relationship with the individual or any other person connected with the treatment, nor exploit that individual for any personal gain, whether financial, social or otherwise.
8. DATA employees will serve as responsible role models.
9. DATA employees who are experiencing personal difficulties, which may hinder their professional performance, shall seek professional guidance.

It is DATA's Policy to maintain courtesy and professional standards for maximum therapeutic treatment of clients. Employees are expected to conduct themselves in a way which will reflect credit to the Drug Abuse Treatment Association.

Conflicts of Interest:

DATA employees are prohibited from accepting or agreeing to accept any favors, gifts, fees, services, etc. from any organization or person if it is intended or would appear to influence an employee in carrying out their duly assigned duties. DATA employees may, however, accept meritorious or outstanding achievement awards for community or governmental service.

Confidentiality:

Client confidentiality is protected under multiple federal and state regulations including:

- 42 CFR Part 2: Confidentiality of Alcohol and Drug Abuse Patient Records;
- Health Insurance Portability and Accountability Act of 1996 (HIPAA; Pub.L. 104-191, 110 Stat. 1936;
- Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009; and
- Florida Statutes Relating to Rights of Patients (Sec. 394, 397, 459, #9).

Infection Control Policy:

DATA employees may be at risk of being exposed to infectious diseases while working for DATA. In keeping with providing a safe environment, the Drug Abuse Treatment Association, (DATA) takes all necessary preventative measures in dealing with serious and infectious disease. In addition, universal precautions are practiced at all times.

The workplace precautions against infectious diseases require no more and no less than hygienic procedures that professionals have been traditionally cautioned to observe against blood-borne infectious agents. All staff will exercise precautions as outlined in standard infection control procedures. All employees should treat ALL blood, body fluids, and other agents as potentially infectious. In

addition, employees should handle blood/body fluids in a way that avoids splashing, spraying or droplets. All facilities are equipped with gloves and body fluid clean up kits to assist with these occurrences. DATA utilizes these standard Infection Control precautions that are more than sufficient to prevent infection. The following procedures will be followed AT ALL TIMES by staff, volunteers, and clients at DATA:

1. All staff, volunteers and clients will wash hands thoroughly after contact with bodily fluids or wastes. Soap and water must be used.
2. Rubber/latex/vinyl gloves are to be worn at all times when handling wounds, specimens, organs, or other bodily fluids.
3. All spills or accidents involving bodily fluids will be wiped up with a disinfectant such as a 1:10 solution of bleach water.
4. The following measures to contain respiratory secretions are recommended for all individuals with signs and symptoms of a respiratory infection.
5. Cover your mouth and nose with a tissue when coughing or sneezing;
6. Use in the nearest waste receptacle to dispose of the tissue after use;
7. Or cough or sneeze into your upper sleeve, not your hands.
8. Perform hand hygiene (e.g., hand washing with non-antimicrobial soap and water, alcohol-based hand rub, or antiseptic handwash) after having contact with respiratory secretions and contaminated objects/materials.

★ It is imperative that these precautions be followed at all times! ★

Drug Abuse Treatment Association, (DATA), offers the Hepatitis B vaccine free of charge to employees who are on the Health Education team and Residential Programs. It is the Health Education team and Residential Staff whom are at elevated risk of being exposed to blood or other potentially infectious materials due to the unique nature of their positions.

The transmission of TB and Hepatitis B is recognized and included in the trainings of all staff. The TB and Hepatitis B trainings are included in the HIV 104 and OSHA trainings.

Corporate Compliance Policy:

Drug Abuse Treatment Association, Inc. (DATA) is required by U.S. Federal Sentencing Guidelines, 18 U.S.C.A. §8B2.1 (Federal Sentencing Reform Act of 1984) to have an established corporate compliance program. A corporate compliance program is a formal system to ensure the agency, board of directors, and staff maintain compliance in all areas of operation. This plan focuses on upholding policies and procedures that prevent the agency and employees from breaking laws and regulations. Corporate compliance is the process for ensuring that the agency, board of directors, and employees adhere to all laws, regulations, standards, and ethical practices. It assists in preventing, detecting, and correcting violations of the rules, and defines expectations for ethical behavior.

Specifically, corporate compliance is the sum of all actions, policies, procedures, reviews, audits, prevention strategies, corrective actions, modifications, staff training efforts, reporting systems, etc. that are developed and implemented by an organization and its employees to prevent, detect, and correct illegal or unethical activity and/or fraud, waste, and abuse. As the federal government continues to wage its war on healthcare fraud, waste and abuse, it is reasonable to expect that human service providers and especially those that rely heavily on public sector funding of any sort, will come under increasing scrutiny as the government and the public demand more accountability. Just as the U.S.

Sentencing Guidelines allow for the imposition of some very strict sanctions for organizations and individuals who commit acts of healthcare fraud, waste, and abuse, those same guidelines also offer some real and tangible solutions to the problem, and more critically, some “real world” incentives to view corporate compliance as a serious concern and develop an effective corporate compliance strategy and plan. An effective compliance program must be reasonably designed, implemented and enforced so that it generally will be effective in preventing, detecting, and correcting criminal conduct. Additionally, the implementation of a corporate compliance program establishes an atmosphere that prompts early detection of any wrongdoing before it becomes too serious and/or detected through a regulatory or governmental audit or survey. Significant issues identified during the agency’s monitoring efforts are corrected through the established quality improvement process.

By formal resolution, the Board of Directors has delegated overall responsibility for the Corporate Compliance Program to the Chief Executive Officer (CEO). The CEO will formally designate a Corporate Compliance Officer, monitor the organization’s corporate compliance program and provide periodic and regular reports to the Board of Directors on matters pertaining to the program. The agency’s Corporate Compliance Officer’s duties and responsibilities have been assigned to the Chief Compliance Officer, Dr. J. Jay Flicker, who can be reached at 561-743-1034 x17, jay@drugabusetreatment.org, or 1016 Clemons Street, Suite 300, Jupiter, FL 33477.

More detailed information regarding the agency’s corporate compliance program can be located in the Compliance Plan.

Affirmative Action Policy:

DATA recognizes the importance of eliminating employment barriers by establishing a non-discriminating policy for its employees and applicants for employment.

It has been, and will continue to be, the policy of DATA to be an Equal Employment Opportunity Employer. In keeping with this policy, the agency will continue to:

- Recruit, hire and train;
- Establish rates of pay and terms, conditions or privileges of employment; and
- Promote, upgrade and transfer into all job levels the most qualified persons, without regard to race, color, religion, sex, sexual orientation, pregnancy, natural origin, age, veteran status or qualified individuals with disabilities.

It is equally the practice and policy of this agency to comply with all applicable federal, state and local labor laws.

An applicant or employee who feels that he or she has been discriminated against because of either race, color, religion, sex, sexual orientation, natural origin, age, veteran status or physical handicap or because due process has been denied them, may file a complaint with the Director of Human Resources. Any such complaint must be filed in writing within thirty (30) calendar days of the alleged incident of discrimination.

The procedure is as follows:

1. The Director of Human Resources will be responsible for conducting a fair and impartial investigation and making a finding of fact to all interested parties.

2. Should complainant so request in writing, an appeal in the form of a hearing before the Chief Executive Officer shall be granted. This request must be made within ten (10) calendar days of receipt of the Director of Human Resource's written decision.
3. If the complainant is dissatisfied, a request may be made to the Personnel Committee of the Board of Directors for review of the grievance. This request must be made within ten (10) calendar days of receipt of the Chief Executive Officer's written decision.
4. Decisions of the Personnel Committee will be submitted to the Board of Directors for ratification.
5. Grievances against the Chief Executive Officer will be submitted to the Personnel Committee of the Board of Directors.

Workplace Violence:

DATA is committed to providing a safe and healthy workplace for all employees. To that end, it is the policy of DATA that workplace violence in any form is unacceptable. Any form of violence by an employee against another employee, patron, vendor or visitor, including but not limited to physical attack, intimidation, threats or property damage, will be cause for disciplinary action up to and including dismissal as unacceptable personal conduct.

It is the responsibility of all director, officers and employees to comply with this policy and to report violations or suspected violations. It is DATA's goal to respond to ALL workplace disputes, etc. before they escalate, and without retaliation (see Whistleblower Policy).

DATA has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Human Resources Department or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations to the Director of Human Resources, who has specific and exclusive responsibility to investigate.

Whistleblower Policy:

Employees are urged to bring to management's attention concerns or complaints regarding a perceived danger to the health, safety or welfare of others; unethical activities or practices; or any violation of laws, rules or regulations engaged in by DATA or any of its employees.

DATA and its employees shall abide by all laws, rules and regulations; generally accepted accounting principles, the provisions of our executed contracts, agreements, leases, or other obligations.

DATA shall not tolerate violation of laws, rules or regulations; unsafe or unethical behavior by its employees.

DATA shall not discriminate or in any manner retaliate against an employee because he/she reports to DATA or to the appropriate governmental agency or participates in an investigation or hearing about DATA actions that they perceive to be a violation of laws, rules or regulations, a danger to the health safety or welfare of others; unethical; or that may violate public policies.

Any employee exhibiting discriminatory or retaliatory behavior toward another employee in violation of this policy shall be subject to disciplinary action, up to and including discharge.

Personnel Records:

Policy: DATA maintains personnel records on each employee. These records are the property of DATA and are strictly confidential.

Procedure: Employee records are established by the Personnel Department at the time of employment and orientation. DATA maintains up to date personnel files on all employees. It is important to keep your records timely and up to date.

It is the employee's responsibility to notify the immediate Supervisor of any change in their file. Such changes are:

- Name
- Home address
- Telephone number
- Emergency contact
- Marital status
- Exemptions/tax withholding (W-4)
- Number of dependents
- Group Insurance Plan
- Any other personal information

All personnel policies shall comply with Federal, State and local regulations dealing with fair employment practices. All personnel files shall be kept in secure quarters and shall be confidential.

Open Door Policy:

Policy: Employees are encouraged to share their concerns, seek information, provide input, and resolve problems/issues through their immediate supervisors, and as appropriate, through the Human Resources Director and the Chief Executive Officer. Supervisors are expected to listen to employee concerns, to encourage their input, and to seek resolution to their problems/issues.

Procedure: Any employees with the need to discuss any concerns they may have are welcome to contact the Director of Human Resources or the Chief Executive Officer. Employees are encouraged to use our Open Door Policy.

Criminal Background Screening:

Policy: All employees, volunteers, interns, etc. of DATA must provide criminal history information and a Live Scan taken by an authorized law enforcement agency or person who is trained to take fingerprints in order to start employment with DATA. At the five (5) year anniversary date of employment, a five (5) year rescreening will be completed by completing another Live Scan scheduled by the Human Resource Department. Local background requests will also be obtained at time of hire and every five (5) year anniversary date of employment. Local background reports will be obtained at time of hire and every five (5) year anniversary date of employment as well.

Procedure:

1. All DATA personnel will be set up for Live Scan during their initial orientation with Human Resources. At that time, the employee will be charged the current fee for processing the fingerprints with Florida Department of Law Enforcement (FDLE). A Live Scan may not need to be done if the employee has previously been Level II Live Scanned for another provider agency, can obtain a copy of the DCF letter, and there is no more than a 90-day lapse between positions.
2. It is the employee's responsibility to get the Live Scan and the results must be received by the Director of Human Resources before their first day of employment.
 - i. If an employee's preliminary background screening is reported Unfavorable or Disqualifying, they will not be allowed employment in a position as a caretaker of children. They may, however, request an exemption from disqualification by providing clear and convincing evidence to support a reasonable belief that the person is of good moral character to justify an exemption hearing. Such request must be made to Department of Children & Families (DCF) within thirty (30) days from receipt of disqualification notification. If an employee is found to be in noncompliance, they will be automatically be informed of withdrawal of offer of employment with DATA.
 - ii. All employees must be re-screened every five (5) and ten (10) years of employment. This re-screening will be set up by the Human Resource Department and consists of completing a Live Scan.

Employee Certifications:

Policy: It is mandatory that all DATA employees receive HIPAA (Health Insurance Portability and Accountability Act), two hours of HIV/AIDS training and two hours every two years thereafter, and all direct service employees receive CPR Certification within the first six (6) months of employment. All DATA direct service employees must receive OSHA Blood Borne Pathogens within 90 days of employment and every year thereafter. It is also mandatory that a copy of all Certifications (i.e. C.A.P.) and Licensures, including renewals be sent to Human Resources upon receipt by the employee. It is the employee's responsibility to provide a copy for their Personnel file.

Procedure: In-house trainings are held to assure all necessary certifications are given to appropriate staff. All new employees who do not already have these certifications when hired, must obtain them within their initial 90-day orientation period. DATA holds these trainings every month. All Supervisors are notified as to the dates of these in-house certifications and the staff who must attend. If a staff member cannot attend the training(s) given within their 90-day orientation period, it is their responsibility to obtain this certification from an outside source, which could result in a cost to them. Failure to complete these certifications within the 90-day orientation period of your employment could result in termination. Persons needing special accommodations to attend trainings should contact the Director of Human Resources at 561.743.1034 to request an auxiliary aid form at least 7 days in advance of the training so that appropriate arrangements can be made.

In-Service Trainings:

Policy: In order that DATA may fulfill CARF and DCF standards regarding In-Service training, each employee is responsible for completing:

- **CARF:** Rights of the Person Served, Person and Family Centered Services, Expectations Regarding Professional Conduct, Prevention of Workplace Violence, Confidentiality and Cultural Competency on an annual basis.

- **DCF:** Each employee who works 20 or more hours per week and provides direct care services to clients (with the exception of Level 1 Prevention) is responsible for completing: 2 hours of training in control of aggression techniques within the first 6 months and two hours annually thereafter.

All staff and volunteers who provide clinical or prevention services and whose work schedule is at least 20 hours per week shall participate in a minimum of 16 hours of documented training per year related to their duties and responsibilities. Persons licensed or certified are exempt from this requirement providing they have proof of documentation of certified education units and any training that is required by their discipline.

New clinical staff who work at least 20 hours per week or more must receive 20 hours of educational and competency-based training within the first year.

Prevention staff must also receive basic training in science-based prevention within the first year of employment. Prevention staff shall receive additional training related to their duties and responsibilities for a total of 20 hours.

Procedure:

- In-house agency trainings will be scheduled by each program in an effort to help each employee meet the minimum requirement for annual in-service training.
- If hours are obtained in-house, the facilitator of the training will be responsible for completing the attendance log and submitting it to the Training Coordinator for certifications to be made, distribution to appropriate staff and assurance of final copies to be sent to Human Resources for appropriate entry into the employee's personnel record.
- If training hours are not facilitated in-house, it is the employee's responsibility to obtain them outside the agency and then forward a copy of their certificate to Human Resources for their personnel file. Although, employees working less than 32 hours per week are not required to obtain In-Service hours, they are encouraged to attend as many trainings as possible and follow the same procedure.
- Persons needing special accommodations to attend events, meetings or trainings, should contact Director of Human Resources at 561.743.1034 at least 7 days in advance of the training so that appropriate arrangements can be made.

Neptism:

Policy: It is DATA's policy to allow family members to be employed within the organization. DATA will not, however, employ a family member in a direct or indirect supervisor/subordinate relationship. Also, no family member of a DATA employee will be hired, transferred, or retained on a permanent or temporary basis within the same program, except as may be determined in the best interest of DATA and approved by the Chief Executive Officer. A family member is described as a parent, brother or sister, spouse, in-law, grandparent or sibling, either by blood or marriage.

Procedure: If two employees marry while working at DATA and a relationship is created in conflict with this policy, efforts will be made to find suitable employment for either the husband or wife in another department.

Political Affiliation:

Policy: Employees are encouraged to take an active interest and participation in political affairs.

Procedure: Employees participating in political affairs must not identify themselves as representatives of DATA through the media. Employees must also not conduct any political activities on DATA premises.

Voting:

Policy: DATA encourages its employees to participate in the election of government leaders.

Procedure: Adequate time off is allowed from the beginning or end of the workday to exercise this right. The employee must schedule this time off with their supervisor to ensure proper coverage of their work. If any employee is not registered to vote and wishes to register, DATA is an official Voting Registration site with Deputy Registrars at both the Outpatient and Administration locations.

Personal Cellular Phones:

Personal cell phones are not allowed in DATA facilities unless it is required for DATA business. Cell phones with a camera are ABSOLUTELY NOT allowed in any of DATA's residential facilities.

Personal Phone Calls:

Personal phone calls are not encouraged and should be kept to a minimum. Personal use of the telephone should be limited to emergencies and unusual circumstances. Personal business should not be conducted on DATA's property.

Dress Code:

Policy: DATA does not have specific requirements for dress of staff members. However, it is important for all employees to dress appropriately and present a professional impression to our clients. What we wear to work is a reflection of the pride we have in our company.

Procedure:

Clients look to staff as role models; therefore, a staff person's appearance should communicate values consistent with that which is acceptable in the workplace. In case there are some questions, here are some guidelines:

- Clothing should be clean, neat, and in good repair.
- Clothing must not constitute a safety hazard.
- All employees should practice common sense rules of neatness, good taste and comfort.
- Provocative clothing is prohibited.
- Clothing shall not depict any illegal activities, drugs and alcohol, violence, profanity or nudity by way of pictures, logos, emblems, etc.
- Special occasions and events may require special dress.

Job Bulletin Postings:

Policy: It is DATA's policy to attempt to secure the most qualified candidate for any open position and to make every possible effort to provide promotional opportunities to existing staff.

Procedure:

- When a position opens within DATA, a Job Bulletin will be posted on all bulletin boards in all facilities. Any interested employee who meets the qualifications listed and desires to apply for the position posted, must notify the Director of Human Resources, either by written or verbal notice, before the expiration date on the Job Bulletin.
- With regard to a promotion within a program, it is the Supervisor's option to promote an employee without the posting of a Job Bulletin.

Unless granted by the Chief Executive Officer, employees need to complete their first 90-day orientation period prior to requesting any position transfers. The 90-day orientation period wait does not include part-time, per diem or temporary employees wishing to apply for a full-time position.

Bulletin Boards:

DATA uses bulletin boards to communicate important company information such as safety rules, management memos and Job Bulletins. Each employee has the responsibility to read the information that is posted. Employees may not post material on bulletin boards without management's approval. Your supervisor can give you the location of the bulletin board in your facility.

Solicitations and Distributions:

Employees must not solicit other employees or distribute literature of any kind for any purpose during working time unless approved by Supervisor. This does not include break or meal times. People who don't work for the company or who are not approved vendors are also prohibited from distributing literature of any kind or soliciting employees for any purpose at any time on company property.

Protection of Employee and Agency Property:

All employees of DATA are responsible for the protection of company and employee personal property. It must be treated with respect as if it were your own. If you find property missing or damaged, report it to your supervisor immediately.

Safety:

Policy: It is DATA's policy to provide and maintain safe and healthful working conditions and to follow operating practices that will safeguard all employees and result in safe working conditions and efficient operations.

Procedure:

All employees are expected to be safety-conscious and to report any conditions on DATA's premises that might cause an accident. The following rules and practices have been established for your safety:

- Unsafe working conditions must be reported to your immediate Supervisor when detected.
- All accidents and injuries must be reported on the same day it happens to your immediate Supervisor. Appropriate paperwork must be completed immediately after an accident.
- First aid kits are available in each DATA facility in case of accident. Obtain authorization from your supervisor for all non-emergency treatment for accidents.
- No alcohol or drugs will be used on the job at any time.
- Smoking is prohibited in all DATA facilities and on surrounding properties.
- Wear seat belts at all times in company vehicles.
- Keep the area where you work clean and neat at all times.
- Lift with your legs, not your back, and get assistance with loads over 50 lbs.

- To avoid injuries, employees working directly with clients are not permitted to participate in Physical team sports or activities with the clients (i.e., basketball, baseball, volleyball).

Harassment:

Policy: It is Drug Abuse Treatment Association, Inc., (DATA)'s policy to provide a work environment free of harassment which results in discrimination. The Drug Abuse Treatment Association, Inc., (DATA) will not tolerate any form of harassment based upon an individual's race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity or expression, genetic information or other protected status. For these purposes, the term "harassment" includes, but is not limited to, slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity or expression, or other protected status. The term harassment also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Any employee violating this policy will be subject to corrective action, up to and including discharge.

Harassment on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity or expression, or other protected status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of behavior which could be construed as harassment include, but are not limited to, the following:

- Degrading any group or class of people;
- Assigning less desirable work or working conditions to members of such protected groups based solely on their group membership; or,
- Treating protected individuals in a demeaning fashion.

Sexual Harassment is defined as unwelcome physical or verbal sexual conduct where:

- Submission to the conduct is either an explicit or implicit term or condition of employment;
- Submission to or rejection of the conduct is used as a basis for employment decisions affecting the person doing the submitting or rejecting; or,
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of behavior that could be construed as sexual harassment include, but are not limited to:

- Explicit or implicit threats to withhold pay increases, benefits or working conditions in exchange for sexual favors or sexual activity;
- Promises to improve pay, benefits or working conditions in exchange for sexual favors or sexual activity;
- Demands for sexual favors or sexual activity;
- Subtle pressure for sexual favors or sexual activity; or,
- Deliberate, repeated or unsolicited verbal comments, gestures or physical actions of a sexual nature (i.e., lewd or lascivious remarks and unnecessary touching, patting or pinching).

Procedure: An employee who believes he/she and/or another Organization employee has been subjected to harassing conduct should immediately contact their Supervisor in writing, who will then inform the Director of Human Resources and the Chief Executive Officer. A prompt investigation will be

conducted of each and every complaint and appropriate action will be taken. Complaints will be handled confidentially, to the extent possible. The Director of Human Resources and the Chief Executive Officer has the responsibility for investigating and resolving complaints of harassment.

In the event of a complaint involving the Supervisor, the report should be made directly to the Director of Human Resources or Chief Executive Officer. In the event of a complaint involving the Director of Human Resources the report should be made to the Chief Executive Officer. And if the complaint is involving the Chief Executive Officer the report should be made to the Ethics, Training & Credentialing Committee, a committee comprised of The Drug Abuse Treatment Association, Inc., (DATA) Trustees shall fulfill the investigative role in the process.

If you feel your complaint has not been investigated to your satisfaction, you have the right to file a charge with the Florida Commission of Human Relations.

The Consequences of Unlawful Harassment:

This policy applies to all employees of The Drug Abuse Treatment Association, Inc., (DATA). Any employee, including any supervisor or agent, who is found to have engaged in unlawful harassment will be subject to appropriate discipline, up to and including termination.

No Retaliation or Reprisals:

Employees have a duty to report any harassment experienced or observed, regardless of whether the alleged harassment is being perpetrated by a Drug Abuse Treatment Association, Inc., (DATA) employee or any other third party. Under no circumstances will a person be retaliated against because of a bona fide report of what he/she perceives to be harassing conduct.

Incident Reporting & Affirmative Duty (Chapter 415 FS)

Policy: Incident reporting is required of all providers and shall be conducted in accordance with Children and Families Operating Procedure 215-6, incorporated herein by reference. Copies of CFOP 215-6 may be obtained from our Incident Reporting Plan for detailed information about the policies and procedures. It may also be found at the Department of Children and Family Services, Substance Abuse Program Office, 1317 Winewood Boulevard, Tallahassee, Florida 32399-0700.

According to chapter 415 of the Florida Statutes, the Florida Department of Children & Families is charged with providing comprehensive protective services for children who are abused, neglected or at threat of harm and vulnerable adults who are abuse, neglected or exploited in the state by requiring that reports of abuse, neglect, threatened harm, or exploitation be made to the Florida Abuse Hotline. Staff should be knowledgeable of the following definitions:

- **Child:** Any born, unmarried person less than 18 years old who has not been emancipated by order of the court.
- **Vulnerable Adult:** A person age 18 years or older who has a disability or is suffering from the infirmities of aging.

The Florida Abuse Hotline will accept a report when:

- There is reasonable cause to suspect that a child who can be located in Florida, or is temporarily out of the state but expected to return in the immediate future, has been harmed or is believed to be threatened with harm from a person responsible for the care of the child.

- Any vulnerable adult who is a resident of Florida or currently located in Florida who is believed to have been abused or neglected by a caregiver in Florida, or suffering from the ill effects of neglect by self and is need of service, or exploited by any person who stands in a position of trust or confidence, or any person who knows or should know that a vulnerable adult lacks capacity to consent and who obtains or uses, or endeavors to obtain or use, their funds, assets or property.

Title V of the American With Disabilities Act:

Staff must also be knowledgeable of Title V of the American With Disabilities Act which is covered in detail in DATA's Accessibility Plan. Title V contains supplemental regulations that are not explicitly covered in other parts of the ADA. These topics include (but are not limited to):

- **State Immunity:** This provision was necessary because in most states, individuals cannot sue state agencies or affiliates unless these entities agree to be "sue-able". By explicitly stating that states cannot claim immunity from ADA-related legal action, the ADA insures that individuals with disabilities maintain their right to sue any state agency in violation of ADA provisions. Under the Alabama vs. Garrett decision, it was held that a state employee cannot sue the state for damages. An individual can sue the state to make that state comply with the ADA but no damages will be awarded. However, the federal government can sue the state and financial penalties can be assessed.
- **Retaliation:** This provision protects individuals with disabilities who successfully sue a company, government agency, or other entity subject to ADA regulation. They are prohibited from threatening, intimidating, coercing, or harassing anyone involved in a successful lawsuit, including those who may have testified on the disabled individual's behalf.
- **Attorney's Fees:** In addition to damages, individuals with disabilities, under the discretion of the judge, can have their attorney's fees awarded as part of the settlement of a successful lawsuit under the ADA.
- **Coverage of Congress:** Until recently, Congress invoked the right of adhering to Section 504 (1973 Rehabilitation Act) guidelines rather than adopt the new ADA guidelines. Presently, only the Executive Branch of the federal government uses the 1973 law; both the Judicial and Legislative branches of the
- **Other Federal & State Laws:** Any other state or federal laws addressing individuals with disabilities can be used under the umbrella of the ADA. This way, if a federal or state law is developed that is stronger than the provisions outlined in the ADA, these new, stricter regulations can be incorporated into the existing ADA legislation to provide the maximum protection for individuals with disabilities.

Outside Employment (“Moonlighting”):

Policy: Full-time employees need to make DATA their main focus and cannot do so if also working another full-time (40 hours/week) job. They can, however, engage in other part-time employment, including self-employment, outside their working hours, however, they must obtain approval from the Chief Executive Officer prior to beginning their extra employment. This policy is in effect to insure that there is to conflict of interest.

Procedure: An employee wishing to engage in other part-time employment must submit, in writing, a letter to the Chief Executive Officer describing the outside employment and the amount of hours to be worked. The employee must not begin other employment until receiving approval from their direct Supervisor and the Chief Executive Officer.

Private Practice:

Policy: Full time staff members may, with the written approval of their direct Supervisor and Chief Executive Officer, engage in private practice. (Full-time includes all persons working thirty or more hours).

Procedure: Written approval must be given by the employee's direct supervisor and the Chief Executive Officer before engaging in private practice. An employee may engage in private practice with the following provisions:

- Such services remain secondary to the staff member's responsibility of DATA and not interfere with staff member's ability and willingness to meet the requirements and expectations of DATA employment.
- Such services shall never be delivered on DATA property nor during working hours. Emergency phone calls will be an exception. Persons engaged in private practice may not use DATA facilities, equipment, supplies or clerical assistance in such private practice.
- No direct service shall be offered to a person or the immediate family of a person who has been a DATA client within the preceding 12 months. (Immediate family shall refer to all persons residing together wherein a dependent relationship exists between them.)
- No staff member, in private practice, shall accept a referral from other DATA staff members.
- No staff member shall make a referral to another staff member's private practice.
- Indirect services, i.e., consultation, shall be permitted only when the service is such that DATA is not, or would not be, interested in bidding for such a contract.
- All staff members engaged in private practice shall be responsible for carrying their own malpractice insurance to cover such outside practice.
- Such permission must be renewed annually, in writing.
- Violation of this policy shall be dealt with according to existing disciplinary and grievance policies and procedures.
- All referrals by DATA staff to community-based professional services, i.e., lawyers, physicians, etc., shall be handled in conformity with DATA policy.

Company Vehicles:

Any employee who operates a vehicle owned or leased by DATA must follow the following rules:

1. All employees driving any company vehicles or transporting children must possess a clean and valid Florida driver's license for the class of vehicle he/she is operating. A Motor Vehicle background check is done for all employees who will be driving company vehicles. All employees must submit a copy of their driver's license to the Director of Human Resources prior to driving any vehicles or working in a position, which requires driving company vehicles.
2. The capacity of the vehicles must be observed at all times, and the drivers cannot under any circumstances pick up hitchhikers.
3. All employees driving company vehicles are responsible for maintaining the mileage log within the vehicle.
4. According to our Smoke-Free Workplace policy, smoking is prohibited within any company vehicle.
5. All employees driving company vehicles are responsible for making sure the vehicle is clean upon return.

6. All employees driving company vehicles are responsible for all personal property kept in the company vehicle.
7. Seatbelts must be worn at all times by staff and clients.
8. All employees driving company vehicles are responsible for reporting all accidents and/or violations while driving company vehicles to the Program Supervisor immediately.
9. If an employee receives a ticket while driving the company vehicle, disciplinary action will be based on type of ticket, length of service and whether the driving class is being taken.
10. It is also the responsibility of all employees driving company vehicles to inform Administration of all accidents and/or violations occurring on personal time in their own vehicles. If an employee does not notify Administration, it will result in a disciplinary action to be determined by type of ticket, length of service, and whether the employee is taking the driving class.

Vehicle Insurance Verification:

Because there are many employees who use their own vehicles to perform company business, these employees of DATA are required to show proof of automobile insurance on their own vehicle. Each employee must give a copy of their automobile insurance to the Director of Human Resources at the time of their initial orientation, or, thereafter (at renewal), to their immediate Supervisor whom will forward it to the Director of Human Resources for inclusion in their personnel file.

Personal Driving Violations:

All employees must notify their Supervisor and/or Administration immediately if they receive a ticket for DUI or for anything that involves the Police Department. For those employees who come forward on their own, disciplinary action will be determined based on type of violation, length of service and willingness to correct the problem. If an employee does not come forward, DATA finds out on their own, employee will be terminated immediately.

Agency Keys:

When a staff person is assigned a master key, they take on a great deal of responsibility. It is important that keys are not carelessly left lying around or given to clients to open closets, doors, vans, etc., on their own. Access to keys by clients can be an invitation. Employees not using good judgment with keys could lead to disciplinary action.

Drug Free Workplace:

Policy: DATA is committed to, and recognizes its responsibility to maintain and provide for all of its employees a safe and healthy work environment in which all our employees can safely and efficiently perform their jobs and to provide quality services to our clients. Consistent with that commitment, we require all employees report to work free from the presence of drugs, alcohol and other intoxicating or mind-altering substances. Employees are prohibited from using, being under the influence of, having present in their system, possessing, distributing or selling alcohol, illegal drugs or other intoxicating or mind altering substances at any company facility or while on duty.

DATA will test all job applicants, at applicant's expense, for drug and alcohol use prior to employment. DATA will also test all current employees, at DATA's expense, for drug and alcohol use if a reasonable suspicion exists that the employee is in violation of this policy; after a work-related injury, and as a follow-up procedure to any drug or alcohol treatment program. A positive drug test will lead to withdrawal of an offer of employment or termination as appropriate. A report will be filed to the licensing board of a licensed employee.

It is the policy of DATA to maintain a Drug-Free Workplace as a condition of continued employment. All employees are expected to abide by the terms and conditions of this policy.

Procedure:

1. DATA's policy is to inform employees of the dangers of drug and alcohol abuse, its policies, the availability of rehabilitation and counseling, and the penalties for violations along with the requirements for completion for successful rehabilitation programs.
2. Employees are strictly prohibited from the use, sale, manufacture, distribution, purchase, possession, dispensing or being under the influence of illegal drugs, non-prescribed controlled substances, on company property, while on company business, or while operating a company-owned or leased vehicle. Employees found to be in violation of this policy will be subject to discipline up to and including termination of employment. Any illegal drugs found on company property will be turned over to the appropriate law enforcement authorities.
3. As a condition of continued employment, employees must notify DATA of any criminal drug statute conviction or violation no later than five (5) days after the conviction.
4. Reports of such violation should be made to the Human Resources Department. Employees convicted of drug abuse violations are subject to appropriate disciplinary action up to and including termination, or may be required to satisfactorily complete a drug rehabilitation program.
5. Employees involved with drug or alcohol, are encouraged to voluntarily seek rehabilitative treatment. Ideally, treatment should be obtained before substance abuse becomes a problem on the job. If necessary, the company will take appropriate disciplinary action even for a first offense. However, our policy is focused on drug and alcohol abuse awareness, education, prevention and rehabilitation, not invasion of privacy or loss of job.

Pre-Employment Drug Testing:

If DATA chooses to extend an offer of employment to a job applicant who otherwise satisfactorily meets DATA's standards for employment, the offer will be conditioned upon the job applicant submitting to a drug test, at their own expense, to determine the presence of illegal drugs or alcohol abuse. This will be a urinalysis test and will be administered by the Director of Human Resources during the initial orientation. Any job applicant who refuses to submit to a drug and alcohol testing, or who alters or otherwise interferes with drug testing collection, samples or analysis will be immediately disqualified from employment by DATA. The applicant will be ineligible for employment with DATA for one (1) year.

Active Employee Drug Testing:

DATA reserves the right to ask any employee to submit to drug testing under the following conditions: If an employee reports to work visibly impaired or becomes visibly impaired while at work. They will be required to submit to drug testing and subject to penalty therein. In addition, the employee will be sent home immediately by taxi or other safe transportation including transportation by other employees if necessary;

- If an employee is involved in an accident which causes injury to himself or to any other person or damage to any property, they will be required to submit to drug testing and subject to penalty therein. If, because of the accident, they are unable to submit to drug testing immediately, they will be required to authorize the release of any medical reports or documentation regarding the presence of illegal drugs or alcohol in their body at the time of the accident;

- If there is reasonable suspicion that any employee may be abusing or under the influence of illegal drugs or alcohol;
- Upon return from any extended absence. An extended absence is defined as a continuous absence of three or more months;
- As a follow-up to any referral or enrollment in a drug or alcohol abuse program. This follow-up testing will continue at random of at least one (1) year.

Any employee who refuses to submit to drug and alcohol testing when required, or who alters or otherwise interferes with drug testing collection, samples or analysis will be immediately terminated.

Any employee who is licensed will be reported to the licensing board if found to be under the influence of illegal drugs or alcohol while on duty.

Any employee who rejects a treatment program offered by DATA, or who leaves a treatment program prior to being properly discharged, will be immediately terminated from employment with DATA.

Rehabilitation:

- Employees experiencing problems as a result of substance use disorder, either with drugs or alcohol, should contact their Supervisor or the Human Resources Department for assistance in obtaining counseling or necessary rehabilitation. All such discussions will be handled in a confidential manner and will be maintained in separate files apart from an employee's personnel file. Employees seeking assistance should be assured that it will have no influence on their work. Performance, and not the fact that an employee may seek assistance and counseling in dealing with a substance use disorder, is to be the basis for all performance evaluations. It is expected, however, that the employee will cooperate fully with approved treatment and/or counseling as necessary. Following a return to work or at the completion of a rehabilitation or counseling program, an employee will be subjected to random testing up to one (1) year to verify recovery from substance use disorder.
- DATA wishes to make every effort to rehabilitate its employees who may be experiencing drug or alcohol problems. To this end, DATA will not retaliate in any manner against an employee who is referred to a treatment program, or who voluntarily submits to treatment in a drug or alcohol use disorder program. Knowledge of an employee's referral or enrollment will remain in the totally confidential.

**★ Employees experiencing problems with either
drugs or alcohol are encouraged to seek assistance as early as possible. ★**

Prescription and Non-Prescription Medications

The proper use of medication prescribed by your physician is not prohibited; however, we do prohibit the misuse of prescribed medications. Prescription drugs may also affect the safety of the employee, fellow employees, or members of the public. Therefore, any employee who is taking any prescription drug which might impair safety, performance, or any motor functions must advise his or her supervisor before reporting to work under the influence of such medication. Failure to do so may result in disciplinary action. It is the employee's responsibility to determine from his/her health care provider whether a prescribed drug may impair job performance or specific functions of the employee's job, such as driving a motor vehicle or operating machinery. If such use impairs the employee's ability to safely or effectively perform

his or her job, the agency may, at its discretion, temporarily reassign the employee or grant a leave of absence during the period of treatment.

Medical Marijuana

Despite medical cannabis laws in 44 states, cannabis is still illegal under federal law. The federal government regulates drugs through the Controlled Substances Act (CSA) (21 U.S.C. 811), which does not recognize the difference between medical and recreational use of cannabis.

Smoke Free Workplace:

DATA is dedicated to providing a healthful, comfortable and productive work environment for our employees and our clients. Therefore, all DATA facilities are entirely smoke-free.

Procedure:

1. Smoking will be prohibited within the interior and exterior of company-owned or leased buildings including: offices, hallways, waiting rooms, restrooms, lunch rooms, elevators, meeting rooms, parking lots, recreational areas and all community areas. This also pertains to all company-owned vehicles. This policy applies to all employees, clients, contractors and visitors.
2. Due to the nature of our business, and smoking being a part of the drug treatment of our clients, it is imperative that all employees realize that this Smoke-Free policy not only provides a healthful and productive work environment for all our employees, but also takes into consideration the positive drug treatment we are providing to our clients. As a professional organization, it is important to their treatment that we practice what we preach and become good role models for our clients.
3. The success of this policy will depend upon the thoughtfulness, consideration and cooperation of smokers and nonsmokers. All employees share in the responsibility for adhering to and enforcing the policy. Any problems should be brought to the attention of the appropriate supervisor and handled through the normal chain of command. Employees who violate this policy will be subject to the same disciplinary actions that accompany infractions of other company rules.

Employee Reference Checks:

Policy: All reference inquiries regarding employees, whether current or former, from outside sources should be directed to the Director of Human Resources. No information shall be given out to any outside source without the authorization of the Director of Human Resources or the Chief Executive Officer.

Procedure:

- Any employee, whether current or former, must authorize the Director of Human Resources, either verbally or in written form, to release information to banks, mortgage companies, etc. for personal purposes. If a call is received to Human Resources for such information, the Director of Human Resources will not release the information without authorization, but will, however, verify information already given by employee to outside source.
- All reference checks on former employees must be directly handled by the Human Resources Department. No Supervisor or Director is authorized to release such information unless

authorized by the Director of Human Resources or the Chief Executive Officer. No information other than how long on job and job title will be verified or released to an outside agency unless written authorization is given by the former employee.

Electronic Information Policy:

Anti-virus updates must be installed and properly used on all DATA computers and/or personal computers using DATA servers or links.

Computer and E-mail Usage:

Policy: DATA strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, DATA prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

Procedure:

- Computers, computer files, the e-mail system, and software furnished to employees are DATA property intended for business use. Employees should not use a password, access a file, retrieve any stored communication, or load any software disks without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.
- All e-mail data that is composed, transmitted, or received via out computer communications systems is considered to be part of the official records of DATA and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful. Any information, even after deleted, can be retrieved from the system.
- Data that is composed, transmitted, accessed, or received via the e-mail system must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.
- E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.
- DATA purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, DATA does not have the right to reproduce such software for use on more than one computer.
- Employees may only use software on local area networks or on multiple machines according to the software license agreement. DATA does not have the right to reproduce such software for use on more than one computer.
- Employees should notify their immediate supervisor, the Human Resources Department or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Internet Usage:

Policy: Internet access to global electronic information resources on the World Wide Web is provided to authorized employees by Drug Abuse Treatment Association (DATA) to assist employees in obtaining

work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet usage is limited to job-related activities. Personal use of the Internet is not permitted.

Procedure:

- DATA abides by federal, state and local laws governing confidentiality of client records. Employees must always be aware of their responsibility to protect client/family information, especially when engaged in Internet use. All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of DATA and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful. Any information, even after deleted, can be retrieved from the system.
- The equipment, services, and technology provided to access the Internet remain at all times the property of DATA. As such, DATA reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and/or stored in our computer systems. Employees are not allowed to load or use personal Internet access software or accounts on agency equipment.
- Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonable offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, familial status or any other characteristic protected by law.
- The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.
- Authorized Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression. Anyone utilizing the Internet at an authorized
- Abuse of the Internet access provided by DATA in violation of law or DATA policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited an can result in disciplinary action:
 - Sending or posting discriminatory, harassing, or threatening messages or images
 - Using the organization's time and resources for personal gain
 - Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
 - Violating copyright law
 - Sending or posting messages or material that could damage the organization's image or reputation
 - Participating in the viewing or exchange of pornography or obscene materials

- Sending or posting messages that defame or slander other individuals
- Engaging in any other illegal activities.

Social Media Policy:

At Drug Abuse Treatment Association, Inc., (DATA) we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all associates who work for Drug Abuse Treatment Association, Inc., or one of its subsidiary companies in the United States.

Managers and supervisors should use the supplemental Social Media Management Guidelines for additional guidance in administering the policy.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with DATA, as well as any other form of electronic communication.

The same principles and guidelines found in DATA’s policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of DATA or DATA’s legitimate business interests may result in disciplinary action up to and including termination.

- **Know and follow the rules:** Carefully read these guidelines, the DATA Statement of Ethics Policy, the DATA Information Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- **Be respectful:** Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of DATA. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.
- **Be honest and accurate:** Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous

posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about DATA, fellow associates, members, customers, suppliers, people working on behalf of DATA or competitors.

- **Post only appropriate and respectful content:** Maintain the confidentiality of DATA trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- **Respect financial disclosure laws.** It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- **Do not create a link** from your blog, website or other social networking site to a DATA website without identifying yourself as a DATA associate.
- **Express only your personal opinions.** Never represent yourself as a spokesperson for DATA. If DATA is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of DATA, fellow associates, members, customers, suppliers or people working on behalf of DATA. If you do publish a blog or post online related to the work you do or subjects associated with DATA, make it clear that you are not speaking on behalf of DATA. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of DATA”

Using social media at work: Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use DATA email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited: DATA prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media contacts: Associates should not speak to the media on DATA’s behalf without contacting the Corporate Office. All media inquiries should be directed to the Corporate Office.

If you have questions or need further guidance, please contact your HR representative.



Employment Status

Job Classification:

All positions within the DATA organization have written performance based job descriptions that define the duties and responsibilities of each position and form the basis for proper classification (job title) and pay level assignment.

All employees will be provided a copy of their position description during the initial orientation. If a transfer or promotion should occur during employment with DATA, a copy of the new job description shall accompany the Change of Status.

New Employees 90-Day Orientation Period:

Policy: Employees newly hired are subject to a 90 day orientation period to verify skills, capabilities and suitability for our company. Likewise, this gives new employees the opportunity to evaluate DATA as a place to work.

Procedure:

The designation of this time frame does not constitute an obligation on the part of the company to retain the employee until the end of the period specified. During this time, either DATA or the employee may terminate the working relationship without cause and without advance notice.

Employees are not eligible to use accrued Paid Time Off (PTO). See those sections of this handbook for further information.

Work Week:

The normal work week for all DATA programs is forty (40) hours per week. The workweek is established beginning at midnight Saturday of each week. Each program Supervisor or Director is responsible for staffing his/her unit. Acknowledging that each program operates on varying needs and demands, some employees will work eight (8) hour shifts five days a week and others may work ten (10) hour shifts four days a week or other flexible hours as needed.

Employee Evaluation System:

Policy: Each employee is evaluated with regard to his/her competency and performance in his/her job after the first 90 days of employment and then, thereafter, on an annual basis based on the hire date.

Procedure:

1. All employees are given their evaluations by their supervisor. A blank "Employee Evaluation" form is given to the employee first for self-evaluation. When completed, it is returned back to their Supervisor for evaluation.
2. When the form is completed, the Supervisor and the employee discuss the outcome. Both the employee and the Supervisor's signatures must be on the evaluation form. The form will then be submitted to Human Resources to be placed in the employee's personnel record.

Payroll:

Policy: DATA's payroll is done on a bi-weekly basis, with checks direct deposited to all employees every other Friday. When payday falls on a holiday, employees shall be paid on the day before the holiday.

Procedure:

- Employees' time cards and time sheets must be approved by supervisor and received by Administration by 12:00 noon on Monday in order to reflect paid time for the previous week. If employees' time sheet is late on the non-paying week, a reprimand will follow, if employees' time sheet is late on a paying week, employee will not be paid for the time listed on that time sheet until the next pay period. Timesheets and/or documents that are not authorized for electronic submission must have original documentation to be provided to the Supervisor. If this is not possible then the time sheet/document should be faxed to the Supervisor for approval and the original time sheet must be submitted to the employees' supervisor when the employee receives their paycheck. Employees who work in offsite locations may not retain copies of their timesheets at their worksites due to confidentiality requirements.
- Prevention and Intervention Programs will complete their timesheets online. Upon completion of the week the employee must electronically sign their timesheet, and forward it to their supervisor.
- The supervisor will then review, sign and forward the timesheet to payroll who will print and enter timesheet information.
- It is the responsibility of the employee to complete timesheet, password protect and assure all confidentiality rules and regulations are followed according to all federal and state guidelines and rules.
- If any kind of leave is taken, an approved Request for Leave form must accompany the time sheet or card.
- In order to pick up another person's check, you must have written authorization from the employee.

Badges:

Policy: DATA has some employees who perform duties outside of DATA's facilities. These employees must wear a badge in order to enter into other facilities.

Procedure:

- At the time of processing a picture will be taken and a badge card signed.
- The Director of Human Resources will make the badge and deliver it to the employee's supervisor.
- Badges must be returned before a termed employee receives their last check.

Replacements for Lost Checks:

Policy: Reimbursement or Payroll Checks: DATA will replace lost reimbursement or payroll checks to its employees, however, a stop payment charge will be taken out of the replacement check to cover the stop payment charge by the bank.

Beepers: DATA will replace lost beepers to its employees, however, there will be a \$65.00 charge to the employee in order to replace the beeper.

Procedure: Any employee who loses his/her reimbursement check or paycheck should report the loss immediately to the Payroll/Accounting Department in order for a stop payment to be placed on the check. Any employee who loses his/her beeper should report the loss immediately to their immediate supervisor.

Wage Garnishment:

Policy: Garnishment of wages results when an unpaid creditor has taken the matter to court. A garnishment is legal permission for creditors to collect part of an employee's pay directly from the company. Although the company does not wish to become involved in an employee's private matters, we are compelled by law to administer court orders.

Procedure: A supervisor will contact the employee to explain the details of garnishment and how it affects wages. The possibility of resolving the situation before turning it over to implementation will also be explored. Employees are encouraged to resolve these matters privately to avoid the company's involvement in this mutually unpleasant situation.

Absenteeism and Tardiness:

Policy: Whenever staff misses or is late to a shift due to illness or personal emergency, it is important that they provide supervisory staff with as much advance notice as possible. Advance notice is essential so that the shift can be adequately covered and so that the staff currently on duty adequately prepares the clients for a staff person's absence. It is important that one makes every effort possible to report absence to Supervisory Staff, as it is their responsibility to ensure that the facility is adequately covered.

Procedure:

- An employee who will be absent or late from work for any reason must call his/her supervisor at least 30 minutes prior to the start time of that day.
- Good attendance is mandatory. We do recognize that there are times when you are absent for very legitimate reasons. However, repeated absences cannot be tolerated and employees who are habitually absent, regardless of the cause or reason, will be terminated.
- Failure to call in before the start of work will result in an unexcused absence and will result in disciplinary action including possible discharge if repeated.
- If you are absent for two (2) consecutive scheduled working days without calling in, you shall be considered terminated.
- Employees calling in sick may be subject to illness verification. DATA reserves the right to require a doctor's certificate in order for you to receive sick leave pay for any absence. To qualify for sick leave pay you must notify your supervisor of your absence before the start of work.
- If you become ill or are injured on the job, contact your Supervisor immediately.
- You are expected to take care of personal affairs and obligations at times other than your working hours. However, if it is absolutely necessary to be off, then prior approval must be given by the employee's Supervisor.
- All supervisors are required to inform the Director of Human Resources should an employee miss 2 days in a row.

Health Insurance:

Policy: DATA maintains group medical insurance coverage for all full-time employees beginning the first of the month after the first 60 days of employment. DATA covers a large percentage of the cost for each employee. Dependent coverage, if desired, will be payroll deducted from each bi-weekly payroll. Contact the Director of Human Resources for information on the amounts of dependent coverage.

Procedure:

- All full-time employees will be informed of the health benefits at the time of employment. Enrollment applications will be given to the employee at the 30 – 45th day of employment with expected return to the Personnel Department before their 60-day period of enrollment is due.
- If a part-time employee becomes a full-time employee, enrollment eligibility will be based on the part-time start date. However, if the insurance company requires DATA to use the full-time date as the start date DATA must follow that insurance companies procedure.
- When an employee leaves DATA, they are entitled to their COBRA rights to continue insurance. After employment with DATA is terminated, employee will receive COBRA paperwork from Human Resources. If an employee leaves DATA and then returns back to full-time employment with DATA within one (1) year of their termination date, they will be eligible for insurance benefits immediately upon return (providing the insurance companies procedures allow).

Life Insurance:

Policy: DATA provides a life insurance policy to all full-time employees, at no cost to the employee, beginning the first of the month after 60 days of employment. This insurance policy is only in effect during employment with DATA. If the employee leaves DATA, this policy is transferable. An employee who wishes to transfer this policy after terminating employment with DATA should contact Human Resources.

Procedure: Enrollment for the life insurance is the same procedure as enrollment for the Health Insurance Plan.

Additional Optional Benefits:

Policy: DATA provides additional optional benefits after 60 days of employment, which are at the employees expense, such as dental insurance, extra life insurance, disability insurance, and hospital insurance. A TSA/403(b) program is available at time of hire for full and part-time employees.

Procedure: A plan representative will visit each location at specified times throughout the year to enroll all eligible employees if so desired. For more information regarding these plans, please contact Human Resources.

Pension and Profit Sharing:

Policy: DATA maintains a qualified pension plan for its employees' retirement. Employees are eligible to be enrolled on the pension plan after one (1) year of full-time employment.

Procedure: Enrollments are made twice a year, January and July. For more information regarding DATA's Pension Plan, please contact the Director of Human Resources.

Cafeteria Plan:

Policy: DATA maintains a Cafeteria Plan for all qualified employees. Any employee who pays for dependent coverage on the health insurance plan, purchases dental/vision or disability insurance or has childcare costs is eligible for the pre-tax benefit.

Procedure: For more information regarding DATA's Cafeteria Plan, please contact the Director of Human Resources.

Credit Union:

Policy: DATA is a member of the First Florida Credit Union of Florida (formerly Government Employees Credit Union of Florida). All employees are eligible to join the credit union. Any full-time employee who joins the credit union is eligible to have a specified portion of their paycheck automatically deducted and placed into a credit union account.

Procedure: Enrollment forms and information can be received from the Director of Human Resources. Once you have filled out the enrollment cards, it is your responsibility to deal directly with the credit union regarding your account. Payroll deductions will not begin until DATA has received the paperwork from the credit union specifying your deduction.

Holidays:

Policy: All DATA regular full time programs will observe ten (10) paid holidays per year. On these holidays, Administration and Outpatient facilities will be closed and Residential will remain open. All DATA school-based employees with school holidays will observe school holidays after the 90 day probationary period (will observe DATA holidays within the 90 day period) and all DATA school-based employees working DATA's fulltime schedule will receive the regular full time (10) paid holidays.

Procedure

The paid holidays represent 8-hour days and shall be observed as follows:

- New Year's Day (January 1)
- Martin Luther King's Birthday (3rd Monday in January)
- President's Day (3rd Monday in February)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Thanksgiving Day (last Thursday of November)
- Day after Thanksgiving
- Christmas Eve Day (December 24)
- Christmas Day (December 25)

The holidays which fall on Saturday will be observed on Friday, the day before the holiday, and those falling on Sunday will be observed on the following Monday. If a holiday falls during an employee's vacation period, it will not be charged against his/her vacation time.

If an employee works on a company-paid holiday, he/she will receive pay for the hours worked as well as eight hours straight time for that holiday. The eight hours for holiday pay will be used to make the 40

hours for that pay week prior to any PTO being used. PTO will not be allowed to be used once the pay week has reached 40 hours.

Paid Time Off (PTO):

Policy: It is the policy of Drug Abuse Treatment Assoc., Inc., (DATA) to provide Paid Time Off (PTO) to employees as a fringe benefit. PTO is not an earned benefit, it is provided as a fringe benefit for vacation and illness All full-time employees (employees who have completed their 90-day orientation period) are eligible to receive compensation for PTO.

The purpose of PTO is to provide the necessary flexibility to meet individual employee needs for paid time off. It combines vacation time, personal illness, illnesses or death of a member of your family, or for any personal time needed into one account.

Procedure:

DATA has three (3) classifications of fulltime employees: (1) Regular fulltime, (2) School-based fulltime with school holidays, and (3) School-based employees with DATA's regular schedule. This is due to a late start – If employee starts after 1/1/ of the school year they will work DATA's regular schedule until August of that year. If a school-based employee with school holidays starts after 9/1/ of the school year, they will work DATA's regular schedule until 1/1/ or when school returns from winter holiday. They will receive 3.692 PTO hours and DATA's regular holiday schedule.

Full time employees begin accruing time on the first day of employment, but are not eligible to use any accrued time until they have completed their 90-day orientation period. Accrual of time is as follows for fulltime year round (40 hour) employees:

Time Employed	Time Accrued (Biweekly)	Yearly Total
0 – 1 Years	3.962 Hours	96 Hours (12 Days)
2 – 4 Years	5.538 Hours	144 Hours (18 Days)
5 – 9 Years	7.384 Hours	192 Hours (24 Days)
10 or More Years	9.230 Hours	240 Hours (30 Days)

The employee shall be credited with the above-accrued time on a biweekly basis. This accrued time cannot be used prior to the time it is earned and credited to the employee. Accrued PTO time will be cumulative from year to year and shall not exceed a maximum of 240 hours or 30 workdays. When it reaches its maximum, accrual of time will cease until PTO time is used.

A completed "Request for Leave Form" (Form Attachment 306-B) must be submitted to employee's immediate Supervisor for approval prior to any PTO's being used. At least two (2) weeks' notice are required for approval, unless time out is due to illness, at which time, a "Request for Leave Form" must be filled out upon return. It is important that pre-planned PTO's are scheduled appropriately so that there is minimum disruption to the operation of DATA and its programs.

PTO hours will be used for any time off to make a full forty (40) hour week if available.

For employees who work a 12 month calendar but work in a school with the school's holidays will earn PTO's at the rate of:

Time Employed	Time Accrued (Biweekly)	Yearly Total
2 – 4 Years	2.769 Hours	72 Hours (9 Days)
5 – 9 Years	3.692 Hours	96 Hours (12 Days)
10 or More Years	4.615 Hours	120 Hours (15 Days)

Employees who work a school calendar with the school's holidays will earn PTO at the rate of 1.846.

In the case of a “hurricane day off” in the schools and you work on a school calendar with the school’s holidays your PTO will be used to for that time off. Should you have a “hurricane make up day” that is on a scheduled day off you will be paid for the hurricane day in the manner of which it was taken i.e. PTO for PTO, dollars for no pay.

PTO will accrue during summers off, however will not be received unless employee returns after summer vacation.

In the event of the employee’s death, the employee’s legal beneficiary will receive payment for the deceased’s unused PTO (up to the amount they are eligible for at separation), provided the deceased was employed for at least ninety (90) days.

PTO cannot be used for 2 week notice unless approved by Supervisor and/or CEO.

Employees who leave in good standing* and were employed by DATA for at least ninety (90) days will be paid for unused PTO. The maximum amount of unused PTO to be paid at time of separation is limited to eighty (80) hours for employees with less than five (5) full years of service as of the December 31 preceding termination. Employees with five (5) or more full years of service as of the December 31 preceding termination will be paid for the actual total hours accumulated, but no more than 240 hours.

Good standing shall apply to any employee who resigns employment with proper notice per policy, resignation and reinstatement, or employees who are dismissed for reasons other than for cause. Employees discharged because of disciplinary action will not receive payment for unused PTO.

PTO Buy Back Plan: In November of each year, full time eligible employees with at least 72 PTO hours accumulated in their bank may elect to cash-in up to 40 hours of that time. This will be paid at the rate of 50% of the employee’s actual hourly wage, subject to regular tax deductions. Payment will be reflected on the employee’s first paycheck in December. Forms for requesting PTO buy back will be attached to the time sheets for the pay period coinciding with the first paycheck in December. It is the employee’s responsibility to complete the request form, secure appropriate supervisory approval, and submit the request with his/her time sheet. Requests received late will not be considered for payment.

Family and Medical Leave:

Policy: All eligible employees can receive up to 12 weeks of leave per year for the following reasons:

- The birth or adoption of a child (available only during the first year after the child's birth or adoption or foster care);
- Caring for a seriously ill child, spouse or parent; or
- Taking care of one's own serious health condition.

Eligible employees are those who have been employed by DATA for at least 12 months and who worked at least 1,250 hours during the previous 12-month period.

Family and medical leave may be taken up to 12 workweeks in a "12 month period." The 12 month period is measured forward from the date any employee's first FMLA leave begins.

Employees taking this leave will continue to receive health insurance through DATA. The employee will be responsible for their cost of the health insurance and all other deductions that are taken out of their check. If the employee is covering any dependents on their health insurance plan, they must continue to pay DATA the bi-weekly amount that they pay while active. If, however, the employee is covering any dependents on their health insurance plan, they must continue to pay DATA the weekly amount that they pay while active. If the employee decides not to return to work after the 12 weeks of leave is taken, they will be charged the health insurance premium that DATA paid for during the leave.

Upon return from leave, the employee is entitled to be restored to his or her previous position, or an equivalent position with equal pay and benefits. Although employees cannot lose any accrued benefits or seniority, they do not accrue any additional benefits (besides health coverage) while on leave.

Employers may deny job reinstatement to its highest-paid employees (those who represent the highest-paid 10 percent of all salaried employees in a 75-mile radius) to prevent "substantial and grievous economic injury" to its operations from occurring as a result of their absence. If an employee already is on leave when notified of a denial, re-in-statement can be denied only if the employee fails to return to work within a reasonable time after receiving the notice.

Procedure:

- A written "Request for Leave Form" (Form Attachment 306-B), providing full explanation of the circumstances, must be presented to the employee's immediate supervisor. A 30-day notice is considered reasonable notice in order to maintain daily business and rescheduling. Leave cannot be taken without the approval of the employee's immediate Supervisor, with final approval coming from the Chief Executive Officer. Employees must use all their accrued PTO leave when taking unpaid leave.
- If employee's leave is taken in an emergency situation with no prior notice being given, a letter from the employee requesting the leave with an anticipated date of return is required.
- If unable to return at specified date of return, a doctor's note will be required. Failure to report to work on the first day after the expiration of the leave of absence, without approval, will be considered a voluntary termination of employment. A Doctor's release to work will be required when able to return to work.

Domestic Violence Leave Policy:

Employees who have been employed for three months or more may request and receive up to three (3) working days of leave in any 12-month period if the employee, or a family or household member, is a victim of domestic violence.

The employee may use leave under this policy for the following: To seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence; to obtain medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic violence; to obtain services from a victim-services organization, including, but not limited to, a domestic violence shelter or program or a rape crisis center as a result of the act of domestic violence; to make the employee's home secure from the perpetrator of the domestic violence or to seek new housing to escape the perpetrator; or to seek legal assistance in addressing issues arising from the act of domestic violence or to attend and prepare for court-related proceedings arising from the act of domestic violence.

"Domestic violence" means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member.

"Family or household member" means spouses, former spouses, persons related by blood or marriage, persons who are presently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a child in common regardless of whether they have been married. With the exception of persons who have a child in common, the family or household members must be currently residing or have in the past resided together in the same single dwelling unit. Except in cases of imminent danger to the health or safety of the employee, or to the health or safety of a family or household member, an employee seeking leave under this policy must provide to his or her employer reasonable and appropriate advance notice of the leave along with sufficient documentation of the act of domestic violence.

An employee requesting leave under this policy must, before receiving the leave, exhaust all Paid Time Off (PTO), if applicable, which is available to the employee.

An employee will not be discharged, demoted, suspended, retaliated against, or in any other manner discriminated against for exercising his or her rights under Florida's Domestic Violence Act. All information relating to the employee's leave under this section will be kept confidential. Employees should contact human resources or the Chief Executive Officer for additional information.

Military Leave:

Policy: Employees who volunteer, who are drafted, or who are recalled to active duty into military service, shall receive the rights and privileges authorized by Federal and Veteran re-employment legislation with respect to leave, status, or re-employment. Leave is also available for members of the National Guard or Reserves who must enter active duty each year.

Procedure:

- Employee must give sufficient notice (preferably at least 30 days) when called for military duty. As much notice as possible is required in order to maintain the least amount of disruption to the program. This leave may not exceed seventeen (17) consecutive days in a 12-month period.
- A "Request for Leave Form" (Form Attachment 306-B) must be filled out by the employee and submitted to the immediate Supervisor for approval. The Supervisor will forward it to Administration thereafter.

Jury Duty:

Policy: Employees will be paid normal wages during tenure of witness or jury duty provided that court verification is submitted to the supervisor by the employee. However, if the employee is paid a juror or witness fee, they will be required to turn such fees over to DATA. If the juror or witness fee is greater than the salary for a like period, the employee may elect to keep this juror-witness fee and be placed on administrative leave without pay.

Procedure: Employee shall give sufficient notice (at least two (2) weeks) to his/her supervisor when taking leave for jury or witness duty. A "Request for Leave Form" (Form Attachment 306-B) must be filled out by the employee and submitted to the immediate Supervisor for approval. It will be forwarded to Administration thereafter by the Supervisor.

Reimbursable Expenses:

Policy: Reimbursable expenses for staff include: Travel, mileage, parking, and tolls incurred while performing DATA business. Expenses thirty (30) days or older may not be honored.

Procedure:

- All employees are expected to provide their own transportation for commuting between home and their worksite(s) location(s). Employees, when directed to travel on official business, will be reimbursed for authorized travel expenses on a monthly basis at the state rate. Daily travel to and from work is not reimbursed for authorized travel expenses. A Travel Mileage Form must be submitted to receive reimbursement. All travel mileage must be authorized by the immediate Supervisor, with final approval by the Chief Executive Officer or his/her designee.
- Employees who are required to travel out-of-town and remain away from home overnight will be reimbursed at a per diem rate for food and lodging expenses incurred while on agency business. For reimbursement to be made a Voucher for Reimbursement of Traveling Expenses must be submitted by the employee.
- Food expenses are at the state rate for breakfast (if day start prior to 7:00 a.m.), lunch and dinner (if day ends after 7:00 p.m.). Lodging expenses need prior approval of Chief Executive Officer. Other expenses, i.e., tolls, parking, etc. are reimbursed on an "actual basis" with receipt.

Unemployment Compensation:

DATA is registered with the Bureau of Unemployment Compensation as a liable employer under the Florida Unemployment Compensation Law, and its employees are covered by Unemployment Insurance. DATA pays unemployment taxes into the State Unemployment Fund from which benefits are paid to eligible unemployed individuals. No part of these taxes are paid by employees.

Worker's Compensation:

Policy: DATA provides a safe environment for all its employees to work in. All employees are expected to keep a clean and orderly work area. Every precaution must be taken to insure proper care of facilities, equipment and furnishings.

Procedure:

- In the case of work-connected injuries or illnesses, employees are entitled to Workers' Compensation in accordance with the Workers' Compensation Laws of the State of Florida. All

accidents and injuries must be reported to your immediate supervisor within 24 hours of the accident. An internal Incident Report must be filled out immediately and sent to Administration. A report must also be filed with the Workers' Compensation insurance company immediately. Procedures for reporting a work-connected incident to the insurance company should be posted within your facility. Current Florida State Law requires that an accident occurring on the job must be reported, and claim submitted within seven (7) days of the incident.

- Failure to report within the seven (7) day period will result in a fine of \$100.00 per day against the employer's organization and/or the Chief Administrative Officer. They can individually and jointly be
- If you witness an accident, give whatever assistance you can; do not attempt to move the injured person. Refer to emergency phone listing (dial 911) and/or program emergency procedures.
- Each program will provide to employees, as well as post on bulletin boards, fire and emergency procedures; additional copies of Palm Beach County's Disaster Plan shall be posted.

Debriefings/Emergency Situations:

Policy: Timely debriefings are held following each emergency to provide support to personnel and the persons served, depending on the nature of the emergency.

Procedure:

1. The program supervisor will notify the Chief Executive Officer within one (1) hour of the emergency.
2. The program supervisor will complete an internal incident report form. This form must include all pertinent information regarding the emergency (i.e. – date/time of incident, step by step account of what took place, persons involved). In addition, all external reporting to the Department of Children and must be made with the time frames as stated in the program policy and procedure manuals.
3. The program supervisor will file all internal and external reports in the programs Incident Reporting Log and be maintained for 1 year.
4. The Chief Executive Officer (or his designee) will provide a debriefing of the emergency to all relevant staff within 24 hours.

Suggestion Boxes:

Policy: All employees are encouraged to use the suggestion box to voice their opinions/suggestions. Suggestion forms are easily accessible at each location and suggestion boxes remain locked at all times.

Procedure:

- Employees write their suggestion and place it in the locked suggestion box. Suggestions are removed once a month by the Director of Quality Assurance. The suggestions are logged on the Client / Employee Input Resolution Log. Suggestions are then forwarded to the Performance Improvement Committee for their review.
- Employee suggestions are reviewed at the Performance Improvement Committee Meetings. In addition, any employee's suggestion received is forwarded to the Director of Human Resources who memos all program supervisors of the findings.

Tuition Aid:

Policy: Recognizing that many DATA employees wish to return to school to further develop their occupational abilities, the agency has adopted a tuition aid plan for relevant educational expenses.

Procedure:

All full-time employees are eligible to request tuition reimbursement after completing six (6) months of employment. The employee must obtain advance approval of selected course or courses in order to be reimbursed. The employee must be on the active payroll at the time of request and at the time of completion to be reimbursed.

Normally, any course of study which will benefit both the employee and the agency will qualify for tuition aid.

- Reimbursement: Upon successful completion of an approved course, the agency will reimburse 75-100 percent of the cost of tuition depending on an employee's grade. The agency will reimburse tuition only, not associated fees or books. The agency will reimburse tuition for state schools only (Florida Atlantic University, Palm Beach Community College, Indian River Community College, etc.). The agency will reimburse up to \$1,000 per year.
 - An "A" grade will result in 100% reimbursement.
 - A "B" grade will result in 85% reimbursement.
 - Employees who receive passing grades will result in 75% reimbursement.
 - Courses that do not receive grade assignments (e.g. pass/fail) will result in 75% reimbursement for passing grades.

- Applications & Approvals: An employee who wishes to be reimbursed for a future course must first consult his/her supervisor. An application form must be filled out completely and be approved by the supervisor. All applications must be sent to the Human Resource Director for review and approval.

- Method of Reimbursement: Upon successful completion of the course, the employee shall submit a reimbursement form and a certificate of successful completion with grade(s) to the Human Resource Director.

Disciplinary Action:

Policy: It is the responsibility of all Supervisors to maintain standards of employee conduct in accordance with DATA's policies and procedures. Copies of the applicable rules and policies are made available to employees, and Supervisors should review them with employees.

Violations will be dealt with fairly, but firmly, under consistent standards, by all Supervisors. The art of discipline and attempts to correct unacceptable employee behavior should be positive and constructive. Counseling sessions should be structured to improve the specific behavioral problems that are detrimental and/or disruptive to the operation of the Department.

Supervisors should be thoroughly familiar with rules and procedures concerning disciplinary action.

Procedure:

This procedure is intended to be a guide in assisting the Supervisor when disciplinary action is deemed necessary. The concentration must be focused toward corrective discipline with a positive approach.

▪ **Informal Counseling or Warnings:**

- The Supervisor will constructively discuss the problem with the employee, informally and in private. This discussion should cover the nature of the problem and the Supervisor's expectations for improvement. The employee should be informed that future occurrences will result in formal disciplinary action. Informal counseling sessions need not be documented for the personnel file, but should be documented and kept in the Supervisor's file as they can be used as background information when and if further disciplinary actions need to be taken.
- This informal type of discipline is most appropriate when the problem is not serious and the Supervisor believes that the employee's performance will improve without further disciplinary action.

- **Verbal Reprimand:** A verbal reprimand defines an inappropriate action or omission which includes a warning that the incident is not to be repeated. A verbal reprimand, when required, shall be given orally by the employee's immediate Supervisor. The employee must be told very clearly what the infraction is. Supervisors should use a positive approach during the counseling session, emphasizing the specific actions the employee must take in order to improve his performance or correct a violation of policy. At this time, Supervisors should remind the employee that further disciplinary action may result, if corrective action is not taken.
 - The verbal reprimand is often the first step in a series of progressively more stringent steps of discipline. Its purpose is to be a positive attempt to assist in preventing future occurrence of the infraction, without penalizing an employee by loss of income.
 - The verbal reprimand must be documented and should be signed and dated by the employee and the Supervisor. A witness is not necessary, but is left to the discretion of the Supervisor. It will be included in the employee's permanent record. Supervisors are entitled to keep a copy of verbal or written reprimands in their permanent files.

- **Written Reprimand:** A written reprimand may follow one or more verbal reprimands issued to an employee for repeated offenses. A verbal reprimand is not required to precede a written reprimand. Infractions of a serious nature may be handled initially by a written reprimand.
 - Written Reprimands should be supported by a documented investigation of the incident. All written reprimands should be signed and dated by the employee and the Supervisor. A witness may be present, if desired so by the Supervisor.
 - Supervisors should conduct a "fact-finding" investigation before any disciplinary action is taken against an employee. Pertinent facts should be obtained by assembling relevant documents, which should include statements of witnesses and/or the statement of the employee involved in the incident or performance shortcomings. Every effort must be made to verify information obtained. Witnesses' statements should always be signed.
 - Human Resources will work closely with the Supervisors in compiling information and conducting the meeting, if suspension or discharge is recommended. As soon as possible after completion of the investigation and preparation of the Disciplinary Action Report, the employee will have a disciplinary meeting.
 - After investigation, policies and rules should be reviewed to determine the specific charge, if any, which should be made against the employee. When specific charges have been determined, they and a brief supporting summary of the facts upon which each charge is based should be entered on the Disciplinary Action Report.
 - The employee shall have the right to full response pending Disciplinary Action. The written reprimand shall be issued to the employee by the immediate Supervisor. The Supervisor shall inform the employee of any past verbal reprimands issued to the employee for infractions, and shall explain the reasons for the issuance of the written reprimand.
 - It is DATA's policy to maintain a courteous relationship with employees for mutual exchange of relevant information. The Supervisor is expected to conduct an informal session in a positive and constructive manner.
 - Written reprimands become a permanent part of the employee's personnel record.

- **Suspension:** Suspension is a temporary removal of the employee from the premises. A suspension may be recommended when lesser forms of disciplinary action have not corrected the employee's behavior. Suspension may also be recommended for first offenses of a more serious nature, and do not need to be preceded by other disciplinary actions.
 - Suspensions must be supported by an investigation of the incident. It is important that the Supervisor has documented factual evidence to sustain the action. All suspensions should be signed and dated by the employee and the Supervisor. If desired by the Supervisor, a witness may be present.
 - ANY SUSPENSION ACTION WILL BE REVIEWED BY THE DEPARTMENT OF HUMAN RESOURCES BEFORE GIVEN. All suspension letters shall be reviewed by the Department Head prior to being given to the employee.

- **Termination:** Termination is the dismissal of an employee, "for cause." Termination may be delayed in unusual circumstances; however, every exception to the progressive disciplinary program will disrupt the continuity of the program. There are various violations which may prompt other forms of disciplinary action based upon the gravity and seriousness of the

incident. Discharge may be recommended for offenses of a serious nature, and do not need to be preceded by other disciplinary actions.

- Terminations must be supported by an investigation of the incident. It is essential that the Supervisor has documented factual evidence obtained by a thorough investigation to enable DATA to sustain the action.
 - Supervisors must conduct a "fact-finding" investigation before termination. Pertinent facts should be obtained by assembling relevant documents, which should include statements of witnesses and/or the statement of the employee involved in the incident or performance shortcomings. Every effort must be made to verify information obtained. Witnesses' statements should always be signed.
 - NO TERMINATION ACTION SHALL BE TAKEN WITHOUT THE INVOLVEMENT OF HUMAN RESOURCES. All Termination documentation shall be reviewed by the Director of Human Resources and the Chief Executive Officer prior to termination.
- **Acts of Misconduct:** The following are listed examples of acts of misconduct for which disciplinary action will be required. Obviously every possible act of misconduct for which you can be terminated or disciplined cannot be listed, however, a partial list of major acts of misconduct is set forth below.
- Destroying, damaging or defacing DATA property or visitor's property.
 - Immoral, indecent or inappropriate behavior on DATA property or within DATA's programs.
 - Falsification of own or another employee's time records.
 - Reporting to work under the influence of alcohol or narcotics or other drugs (not prescribed by your physician).
 - Use, possession or sale or disbursement on DATA's property of alcohol or narcotics or other drugs (not prescribed by your physician).
 - Gambling or loan shark activities on DATA property.
 - Engaging in physical violence on DATA property.
 - Willful misstatements or material falsification of application for employment or other data requested by DATA.
 - Sleeping, without permission, during working hours.
 - Insubordination or refusal to perform a work assignment.
 - Carrying or storing a lethal weapon (i.e., gun, knife, bomb, etc.).
 - Failure to secure annually, permission to engage in private practice.
 - Absence for one (1) working day without calling in.
 - Absence for two (2) working days (consecutive) without calling in.
 - Excessive Absenteeism.
 - Excessive Tardiness.
 - Striking or physical mistreatment of a client.
 - Falsification of any form of DATA client or center record.
 - Accepting gratuities from clients, their relatives, visitor, or our suppliers.
 - Breach of ethics concerning confidentiality of employee or client information.
 - Socialization with clients (sexuality between counselor and client(s); manipulation of clients, i.e., prostituting, theft, etc.)
 - Mistakes due to carelessness which affect the safety of personnel or clients.
 - Intimidating, coercing, threatening fellow employees and/or clients on the premises.
 - Personal work on DATA time.

- Unsatisfactory work performance.
- Unauthorized use of DATA equipment or property.
- Transporting any client in employee's personal vehicle without authorization. DATA vehicles will always be used and mileage logged when transporting client.
- Theft, pilfering, fraud or any other forms of dishonesty on or of DATA property.
- Failure to complete Corrective Action(s) in appropriate time given.
- Staff participating in clients sporting activities is prohibited.
- All client files and logs must be complete and in compliance with agency requirements prior to leaving for breaks, i.e. Spring Break, Winter Break, Summer Break, etc.
- School-Based Staff are to remain at their assigned location during the school day. If you need to leave for any reason, you must inform your supervisor and get written approval.
- All DATA Property is inventoried and cannot be moved without proper approval from the Office Manager or direct Supervisor.

Code of Ethical/Professional Conduct:

Policy: The following employee code will be closely observed by all employees. Failure to adhere to the code shall result in Disciplinary Actions ranging from an informal counseling up to and including termination, depending on the severity of the occurrence. An employee is defined as anyone who receives a paycheck for services rendered.

Procedure:

If an employee fails to adhere to any of the following policies, it will be at the discretion of the Supervisor, along with the approval of the Director of Human Resources and Chief Executive Officer as to the disciplinary action taken:

1. Personnel shall respect the personal dignity of the patients in the provision of all care and treatment.
2. Personnel shall maintain the confidentiality of all clients in compliance with State and Federal Laws, Rules and Regulations.
3. Personnel has the responsibility of being knowledgeable about DATA program, policies, rules and regulations.
4. Personnel will treat their supervisors with respect and follow appropriate channels if they feel their supervisor is being partial or unfair.
5. Personnel will refrain from any type of abusive treatment of patients and visitors.
6. Personnel will refrain from theft, pilfering, fraud or other forms of dishonesty.
7. Personnel will realize that one's personal life style and activities on and off the job will reflect upon the Drug Abuse Treatment Associations credibility. Consequently, the employee will refrain from violations of the law which reflect negatively on DATA.
8. Personnel will not discriminate against anyone, because of sex, age, race, religion, color or national origin.
9. Personnel shall attempt to be well groomed and neatly dressed while on duty.
10. Personnel shall not perform any violations of administrative policies dealing with Employee/Client Relationships as included in the Policies and Procedures Manual.
11. No Supervisor has the authority to approve behavior contradictory to the policies.
12. Personnel will avoid participating in AA/NA social activities that might put the employee and client in a close social involvement.

13. Personnel shall not use the counseling relationship to further personal, religious, political or business interests.
14. Personnel shall not offer or accept payment for referrals, and will actively seek all significant information from the source of referral.
15. Personnel shall not misrepresent their qualifications, training, and/or expertise and shall not attempt to diagnose, prescribe, treat, advise or provide services outside the scope of their qualifications and job description.
16. Personnel shall avoid relationships with clients which might impair their professional judgment or increase the risks of exploiting clients. Such relationships include: treatment of family members, close friends, employees, supervisors, etc.
17. Personnel shall only use DATA vehicles and log the mileage when transporting clients.
18. Personnel will be discouraged from any form of intimacy among colleagues that is likely to interfere with the job.
19. Personnel will refrain from performing in-house therapy among DATA staff members.
20. Personnel shall conduct services provided to clients in a warm, supportive, professional and least restrictive environment. At all times, care will be taken to interface with each client in a dignified manner. All clients being discussed will be addressed in a dignified manner without any derogatory comments.
21. Personnel shall not participate in any behavior with a client that is either unethical in nature or creates the appearance of being unethical.
22. Personnel shall not make any social contact with any former client at any time while employed at DATA.
23. Personnel shall maintain professionalism regarding program and/or agency business when having social contact with former employees.
24. Personnel shall respect the right of clients to make decisions and help them to understand the consequences of these decisions. Personnel shall clearly advise a client that a decision on divorce, abortion, etc. is the responsibility of the client.
25. Personnel shall continue a therapeutic relationship with any client consistent with program standards for only as long as it is clinically clear the client is benefiting from the relationship.
26. Personnel shall document all face-to-face contacts with clients, and all documentation of the therapeutic relationship should be consistent with program standards and DATA's Clinical Records procedures.
27. Personnel shall observe all rules and regulations outlined in DATA's Professional Conduct policy.
28. Personnel will take responsibility for addressing their own personal problems or conflicts via appropriate professional assistance outside of the agency.
29. Personnel shall seek to keep abreast of new developments in the field of substance abuse and mental health counseling and shall avail themselves of staff development training and in-services as offered by DATA.
30. Personnel shall not engage in sexual or other harassment of clients, students, trainees or colleagues.
31. Personnel shall not sponsor or provide services similar to sponsorship to any employee supervised by the same employee or where they work in the same program.
32. Personnel shall not discuss personal, program and/or agency business with clients. Furthermore, the above mentioned business shall not be discussed within audible range of a client, and no client will be brought into a conversation concerning those same business matters mentioned above.

33. Personnel shall maintain professionalism and good judgment when representing DATA in any public forum. They shall refrain from discussing personal conflicts within DATA regarding Supervisors or staff.
34. Former DATA employees are discouraged from entering DATA facilities once they have left our employment. Former DATA employees are not allowed to enter the Residential facilities after termination. ALL TERMED EMPLOYEES ARE PROHIBITED FROM ENTERING DATA FACILITIES.
35. Personnel will not bar individuals from accessing treatment due to their immigration status.
36. Prompt notification of violations must be reported to a responsible and objective grantee official.
37. Suspension or separation of a key official must be reported promptly to the County.

It is impossible to write a policy to replace good judgment and this policy does not attempt to do so; however, all employees of DATA are expected to exercise good judgment and conduct themselves in a professional manner whether they provide direct services or not.

Conflicts of interest and the appearance of impropriety and/or unethical behavior will be diligently avoided by all employees of DATA.

Procedure for Breach of Ethical/Professional Conduct:

- Any breach of Ethics must be brought to the attention of the Chief Executive Officer.
- Every breach of Ethics will be investigated by the Director of Human Resources, Chief Executive Officer, Director of Treatment Services.
- Once an investigation is complete it will be at the discretion of the Director of Human Resources, Director of Clinical Services and/or the Chief Executive Officer as to the disciplinary action taken.
- Once an investigation is complete a report will be filed to the licensing board of a licensed employee.

Clinical and Administrative Responsibilities:

Policy: In addition to the specific responsibilities detailed in your position description, there are other general guidelines that apply to all positions and which are equally important. They include, but are not limited to, the following synopsis of general expectations:

Procedure:

1. Employees are expected to adhere to lunch rules and to keep the eating and kitchen areas clean and neat. Food is not to be eaten in any area open to, or seen by, the public.
2. Employees are expected to refrain from using profane language, making jokes, or appearing lax. Particular attention to the above should be used in any area accessible to the public.
3. Client records are to be kept in the client records room. They should not be kept in personal offices, vehicles, taken home, or in unlocked mail slots or bins. Strict adherence to all client records protocols
4. No conversation concerning clients is to take place in public areas or hallways.
5. For treatment staff, the following minimum direct service or face-to-face service goal has been established; Outpatient/Outreach Therapy - 1170 hours per year; TASC and On-Site - 1380 hours and HIV - 1530 hours per year. These figures represent the minimum, optimum standards are

higher. According to Department of Children and Families Substance Abuse Guidelines a resident counselor will not have a case load that exceeds 15 currently participating clients. A full-time outpatient counselor should have a caseload that exceeds 50 individuals participating in services at any given time.

Grievance Procedure:

Policy: Any employee who believes that he/she has been treated unfairly by his/her Supervisor, has a difference with another employee, or believes he/she has unjustly been terminated from DATA is to follow the following procedures to resolve the problem. It is mandatory for a current or separated employee to initiate and complete the grievance process before filing an external complaint, charge or lawsuit.

Procedure:

The grieved party shall attempt to work out his/her difficulty with the person involved. In the event that the above fails to resolve the problem; the grieved party shall:

1. State the grievance in writing to his/her immediate supervisor within five (5) working days of the event of the grievance. The employee shall also copy the Director of Human Resources.
2. The Supervisor shall issue a written reply to the grieved party within five (5) working days after receipt of the grievance. A copy shall also be sent to the Director of Human Resources.
3. A meeting will be scheduled at a mutually convenient time between the Supervisor and the grieved party within five (5) working days of the supervisor's response. The Director of Human Resources may be asked to be present at such meeting. If the grieved party indicates that the Supervisor's initial response meets with his/her satisfaction, everyone will sign off on the process and the grievance process is ended. However, if the initial response is not accepted by the grieved party, another member of management in the employee's regular chain of command and the Director of Human Resources will also attend this meeting. A joint response will be given to the grieved party within five (5) working days of the meeting. The Supervisor will then submit a summary of the grievance and all actions taken to the Director of Human Resources. The Director of Human Resources shall notify the Chief Executive Officer.
4. If the grieved employee is not satisfied with the resolution, he/she may appeal directly to the Chief Executive Officer within five (5) working days of the above decision. The Chief Executive Officer shall review all documentation involved in the grievance and will reply to the grieved employee within five (5) working days of the appeal.
5. If the grieved party is still not satisfied with the resolution, he/she may schedule an appointment with the Chief Executive Officer to personally discuss the matter. If the resolution is still wanting, the Chief Executive Officer shall at his/her discretion:
 - a. Refer the matter to the Board Personnel Committee for review and comment; or
 - b. Ask the President to convene the Board Personnel Committee to hear the grievance. In such a proceeding, both sides of the issue will be fully aired and a decision made by ballot.
6. The decision of the Board Personnel Committee is final, except in cases where the grieved party is the Chief Executive Officer. If the Chief Executive Officer is the aggrieved party, the full Board will sit as the Grievance Committee.

Terminations:

Policy: We hope to retain good employees. However, employment at DATA is for no specified time, regardless of length of service. Employment is at the will of the employer, and either the employer or the employee may, at any time, terminate the employment relationship with or without cause.

Procedure:

1. The employee is expected to give at least two (2) weeks' notice before voluntarily terminating employment. If an employee resigns, a resignation letter is necessary.
2. When it is necessary to terminate an employee, it shall be done by the Chief Executive Officer and his/her designee. A Termination Form shall be completed by acting supervisor, and approved by the Director of Human Resources and Chief Executive Officer.
3. If the Chief Executive Officer resigns of his own accord or is asked to resign by the Board with cause, eligibility for severance pay will be at the discretion of the Board. If the Chief Executive Officer is asked to resign by the Board without cause, he will be eligible for one month's severance pay.
4. When an employee leaves DATA, they are required to return all keys, the Policy and Procedures Manual as well as anything else that belongs to DATA. Final paycheck will be distributed by the Director of Human Resources either in person or by mail after all of the above is returned.
5. The Director of Human Resources will contact the employee to inform them of their last paycheck and to set up an appointment for employee to complete the Exit Interview Questionnaire Form. This is optional to the employee.
6. If no exit interview is set up, and all the required materials are returned to DATA, the final check can be mailed to the employee, if requested.

Client/Staff Relationships:

Policy: It is the policy of DATA that the relationship between clients and staff is professional in nature and is focused on meeting the client's needs for a therapeutic environment and for interpersonal relationships directed toward the client achieving an optimal level of substance abuse treatment. Relationships other than strictly professional ones are not therapeutic and are strictly forbidden. The purpose of this policy is to outline the boundaries for staff relationships with clients in order to insure the physical and emotional safety of clients as well as the integrity of the services rendered by DATA and its staff.

Procedure:

The following are guidelines for staff to follow in establishing the boundaries of their relationships with clients in the care of DATA. The following list, although not inclusive, is intended to present examples of unprofessional conduct that can result in disciplinary action up to and including termination.

1. Staff are required to consult with their Supervisor when they have any questions about the appropriateness of their relationship with clients.
2. Staff must also notify their Supervisor when a client(s), known by staff member(s) from outside, is admitted, in order to determine the appropriate boundaries of relationship during the client's treatment.
3. The following relationships are to be considered outside therapeutic boundaries:
 - a. Socializing with clients or any member of the client's family, while off duty or for a period of one (1) year after client's final discharge from any program or therapist at DATA. Socializing shall include visits, telephone calls, letters, etc.
 - b. Engaging in sexual activity with clients.
 - c. Accepting gifts from, or giving gifts to, clients without supervisory approval.
 - d. Actively participating in family, individual or group therapy off duty or after the client's discharge. Authorized clinical, professional staff, on occasion, provide outpatient

follow-up services to discharged DATA clients under the direction of the program directors.

- e. Abusing a patient through physical means such as slapping, hitting, kicking or biting.
 - f. Using abusive or provocative language with a client.
 - g. Using mechanical restraints.
 - h. Failing to maintain confidentiality.
 - i. Providing unauthorized drugs, alcohol or related paraphernalia to a client. At DATA's Adolescent Facilities cigarettes and/or any tobacco product is included in this policy.
4. Any attempts by client, while under treatment or recently discharged, to set up any type of socialization with a staff member, on or off duty, must be reported to your immediate Supervisor.
 5. It is the employee's responsibility to keep the Supervisor fully informed of all contacts and related communication (i.e., telephone, meeting, writing) with clients or former clients and their families which may be, or lead to be, therapeutically inappropriate.
 6. Any departure or violation of these guidelines shall be considered serious misconduct and will result in immediate supervision without say and may result in termination.

All questions regarding the appropriateness of relationships or conduct with clients and families of clients shall be directed to the employee's Supervisor. Departure from the above guidelines shall be considered serious misconduct and may result in termination of employment.

Release of Information/Federal Confidentiality Rules:

Policy: The Federal Rules of Confidentiality prohibit the disclosure of any information about any alcohol or drug clients without the signed Release of Information form from the client.

Procedure:

1. All active clients must sign the Release of Information Form specifying those people to whom information is to be given. This could include social service workers, law enforcement personnel, health department workers, family etc. In order for the release to be valid, ALL BLANKS MUST BE FILLED IN, for example, full name of client, birth date, nickname, name of individual or organization to receive information about the client, nature of the information to be disclosed, and the purpose for which that information is to be used. The client must sign the form for it to be valid, and it must be witnessed and dated.
2. Above the signatures there is a blank. When treatment is contingent upon some event or particular time frame occurring, note the blank following "specific conditions". Otherwise, this information and release will have a duration of 180 days.
3. State and Federal Confidentiality rules, including HIPAA, forbid the release of ANY personal information regarding patients to ANY outside entity without a specific consent for disclosure form signed by the client. The authorization form must comply with federal regulations.
4. Some exceptions are listed below. There are other exceptions to HIPAA – Law enforcement, Subpoena and Court Orders. Should you have any questions contact your supervisor.
 - a. Intra-agency or treatment service as long as information is necessary for execution of treatment plan.
 - b. Inter-agency or treatment service as long as information is necessary for the execution of treatment provided that the disclosing agency has a bona fide contract with the receiving agency regarding knowledge of and compliance with the Federal Rules

- regarding confidentiality and that each disclosure is clearly marked denoting that it cannot be re-disclosed without further consent from the client.
- c. Disclosure may be made in compliance with a court order as long as the process that leads to the order is in compliance with Federal Rules.
 - d. Disclosure may be made where medical personnel make representation that a bona fide emergency exists and information is necessary for that reason. (Such disclosure must be documented.)
 - e. Where medical personnel make representation that the patient states to them that he/she is a patient/client and wishes treatment to continue but due to incapacitation, incarceration, etc., cannot make him/herself available to give written consent, disclosure may be made, but must be documented.
 - f. All disclosures made without specific authorization will be notes in the client record as to information given, person and agency given to, and the purpose given for need of that information.
5. State and Federal Rules, including HIPAA, clearly state that we can neither acknowledge nor deny that a person is a client. The acceptable reply is: "I'm sorry, state and federal rules and regulations forbid the release of that information."

