



**Eleos Family Services**  
**Service Provider Agency**  
**Employee Handbook 2024**

**Understanding Your Employment**  
**At Eleos**

## **About Eleos Family Services**

*Eleos Family Services is focused on the value of quality community services by assisting, supporting and training our employees to follow and apply our core values when helping children, youth, young adults, adults with IDD and their families.*

## **What is our Employee Handbook?**

Our handbook is a collection of documents, HR policies, procedures and guidelines that explain how our workplace functions for staff members. The handbook is considered a living document, meaning that it is regularly updated to reflect changes to industry regulations, labor laws or company policy. Staff will be provided a physical and printed copy to keep, in addition we will maintain the employee handbook in digital form for reference on our internal website.

*“Our handbook is intended to provide clarity to staff on what our company expects of you and what staff can expect from our company”*

## **Purpose of our employee handbook**

The purpose of our employee handbook is to educate our staff on the legal regulations that guide us as an employer and the policies that we have chosen to guide our staff members in the workplace. The handbook is a combination of federal and state employment policies along with company-specific guidelines and expectations. In short, our handbook is intended to provide clarity to staff what our company expects of you and what staff can expect from our company. Staff members are required to sign an acknowledgement to confirm that they have received and reviewed the handbook and understand the policies.

## **When we distribute our employee handbook**

New hires will receive the employee handbook at orientation or during the onboarding process. Review of the employee handbook is an integral part of our onboarding process to ensure staff members feel comfortable with the expectations of the position. In some cases, we may send our new hires the employee handbook prior to their first day, so they can review it independently and ask questions during orientation.

Welcome to Eleos Family Services!

We're happy you're here! Together, we're on a noble mission, guided by our vision and we're grateful to have you on the team.

We are committed to making Eleos the best it can be, and we use our core values to guide the way. We thrive when we all hold ourselves accountable to these key values.

Starting a new job can be overwhelming, so we developed this handbook to help you familiarize yourself with our policies and procedures. We encourage you to read this fully and keep it handy as an ongoing reference.

Thank you, again, for joining the Eleos team. We can't wait to see what we accomplish together!

*"Together We Can"*



## Our Compliance Manager

As our Compliance Manager, I am responsible for ensuring that Eleos Family Services is in compliance and aligned with guidelines, regulations, and ethical expectations within the field. My primary duties include performing audits, developing procedures, and assessing potential risks. In addition, Implementing company policies, designing control systems and conducting periodic internal reviews or audits.

*"I believe in "doing the right thing", the state requirements and our Eleos policies and procedures both support and enable us to do so."*

## Training Requirements

The mandatory training courses or certifications that are assigned to you, including the deadline for course completion are a vital component of your role and employment. Please ensure that you block out time in your busy schedule to finish each course by the specified deadline. I cannot stress enough the level of importance with successful and timely completion of each course. The courses ensure our compliance and alignment with State mandated requirements as an agency and for you as a staff member. The courses are a great opportunity to expand your knowledge, equip you with the skills and competency to succeed within your role. The courses are intended to position you to perform at a high level as we aim to provide the highest quality of care to the Individuals, Youth, Adolescents and Families that we support. In addition, the course training will serve to assure you that you are abiding by the legal requirements in delivering support services.

A delay or lack of completion of your assigned training and certifications has the potential to affect your employment with Eleos.

I, your supervisor, along with our administrator will be here to assist you with staying on track with completing your assigned coursework on time.

If you need additional information or help please contact your supervisor/manager, or our Human Resources Director.

Thank you in advance for your commitment.

Best,

*Marquis D. Johnson*  
Marquis Johnson  
Compliance Manager

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# Equal Opportunity Employer Policy & Statement

Our equal opportunity employer policy reflects our commitment to ensure equality and promote diversity in the workplace and takes an inclusive approach to hiring, retaining and promoting staff.

**Purpose:** We believe human diversity is beautiful and powerful. We celebrate, honor, and seek to understand the differences in our identities and life experiences and connect in the things we all share.

This equal employment opportunity policy is the pillar of a healthy and productive workplace. Everyone should feel supported and valued to work productively so we are invested in treating everyone with respect and consideration.

- a. As a company we acknowledge and align with the U.S. Equal Employment Opportunity Commission that enforces regulations around workplace discrimination. According to these laws, we as an employer cannot discriminate against job candidates or staff members.
- b. The use of the term “Staff” includes but, not limited to: members of management, administration, potential new hires, staff members and former staff members, contractors or former contractors, volunteers, etc.

**Policy:** Equal employment opportunity means as a company we take discrimination seriously and that we give job candidates an equal chance at gaining employment based solely on merit and treat all staff equally and fairly in the workplace. To promote equal opportunity, we first ensure we follow and adhere to EEOC regulations and EEO laws and in alignment with EFS policies, code of conduct standards with a zero-tolerance stance toward harassment and discrimination.

Being an equal opportunity employer means that we provide the same opportunities for hiring, advancement and benefits to everyone without discriminating due to protected characteristics like:

- Age
- Color
- Sex / Gender
- Sexual orientation
- Race / Ethnicity / Nationality
- Religion
- Disability

- Medical history
- Socioeconomic class
- Veteran Status

**Scope:** Our equal opportunity employer policy applies to all staff regardless of rank or position, job candidates, contractors, stakeholders, partners and visitors.

1. Equal opportunity is for everyone, but it mainly concerns members of underrepresented groups, who are traditionally disadvantaged in the workplace. We don't guarantee employment or promotions for people in those groups, but we will treat them fairly and avoid discriminating against them either via conscious or unconscious biases.
2. All supervisors and managers are responsible to use equal opportunity practices and make decisions based on objective, non-discriminatory criteria. Everyone should comply with our policy at all times. We built our equal employment opportunity policy around preventive and affirmative actions to ensure fairness in all aspects of employment.

These aspects include:

- Hiring
- Training
- Evaluating performance
- Promotions
- Administering compensation and benefits
- Terminating a staff member

3. We also want to make sure that equal opportunity applies to other instances. For example, we don't retaliate against staff and we are committed to prevent and resolve any kind of harassment against our staff, including sexual harassment.
4. Our HR department is responsible for assessing our company's processes and ensuring they are bias-free. Whenever we find biases interfering, we will act immediately to refine our processes, train our people to combat their biases and protect possible victims of discrimination. We will give everyone the chance to work in an environment where their rights are respected.

**Eleos EEO Statement** Eleos Family Services is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to age, race, color, religion, sex/gender, sexual orientation, gender identity, national origin, socioeconomic class or protected veteran status and will not be discriminated against due to medical history or disability.

## **Promoting Fairness and Equality**

We will also take additional actions to promote fairness and equality as part of our equal employment opportunity policy.

We will:

1. Use inclusive language in all signs, documents and webpages.
2. Modify structures and facilities to accommodate people with disabilities.
3. Provide parental leave and flexible work arrangement policies.
4. Hire, train and evaluate a staff member through job-related criteria.
5. Allow staff to take religious or national holidays that aren't included in our company's list of observed holidays.
6. Train staff on communication and diversity.
7. Implement open door practices so staff can report discrimination more easily.

### **Procedure:**

#### **Speak up, we listen**

1. Discrimination can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and challenging corporate culture.
2. Please don't let these fears deter you. Our company will do everything possible to stop sexual harassment and any other kind of harassment from happening, while supporting harassed staff. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company create a happy workplace and thrive.
3. If you're being discriminated against, you can choose to talk to any of these people:
  - a. **Offenders.** If you suspect that an offender doesn't realize they are guilty discrimination, you may talk to them directly in an effort to resolve the issue.
  - b. This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between coworkers, support coordinators, vendors.)
4. Our Anti-Retaliation policy describes our provisions towards staff who file reports for harmful, discriminatory or unethical behaviors. The goal is to prevent any retaliatory actions against staff who voice concerns, emphasizing the importance of open communication and addressing issues without fear of punishment or negative repercussions. To report incidents of retaliation please refer to our [Eleos 1.3 Complaint & Anti-Retaliation Policy & Procedure](#).

#### **Reporting Discrimination**

All reports and complaints are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

**HR, supervisors or managers must not, under any circumstances, blame the reporter, conceal a report or discourage staff from reporting discrimination. If HR, supervisor or a manager behaves that way, please send an email to their own manager, the Human Resources Director (HRD), Compliance Manager or Executive Director explaining the situation.**



1. If you are being discriminated against or suspect another person is being discriminated against, please report it to your Supervisor, Manager or the Human Resources Director (HRD). We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your coworkers.
2. If you want to report discrimination within our company, there are two options:
  - a. Ask for a meeting with your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

**If any of the above mentioned staff is involved in the discrimination, you do not have to include them in your meeting request, call or email.**

    - i. Once in the meeting, explain the situation in as much detail as possible.
    - ii. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.
  - b. Send your complaint via email to your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

**If any of the above mentioned staff is involved in the discrimination, you do not have to include them in your meeting request, call or email.**

    - i. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.
    - ii. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.

## **Investigation**

If a staff member files a complaint, Management will take it seriously and investigate thoroughly. If Management needs to act immediately during our investigation, we will ensure the staff member who filed the complaint will not be affected in any way. The alleged wrongdoer may see their employment or position affected until the investigation is concluded.

**When discrimination occurs and a staff member makes a complaint or reports an incident, both HR, supervisors and managers must act immediately. Supervisor, Manager, Human Resources Director (HRD), Compliance Manager and Executive Director will each be involved, aware and responsible for investigating incidents.**

- All staff should participate and cooperate with investigations by providing all known facts, details and descriptions related to the report to the investigator.
- Supervisors and Managers should talk to HR and explain our company's procedures to their team member who made the complaint.
- When HR receives a complaint that a staff member harasses another staff member, they will ask for as many details and information as possible from the person or people making the complaint.

## **Helping Victims of Discrimination**

Apart from investigating claims and disciplining offenders, we want to support the victims of discrimination.

If you experience trauma, stress or other symptoms because of harassment, consider:

1. Taking a few days of sick leave to restore your mental health.
2. Asking your insurance provider whether they cover mental health services for staff members.
3. Speaking to a counselor.
4. Victims' jobs and benefits will not be jeopardized or altered if they choose any of those options or other means to recovery.

## **Resolution Plan & Disciplinary Action**

When a staff member of any rank discriminates, they will be subject to disciplinary action depending on the severity of their actions. For example, unintentionally offending a coworker might warrant a reprimand, but discriminating against someone systematically might result in demotion or termination.

Perpetrators face disciplinary actions ranging from reprimands, warning, suspension to termination, depending on the severity. Repeat offenders or those guilty of severe offenses, face immediate termination. The company applies these actions uniformly, regardless of the staff member's position or status.

The Human Resources Director, Compliance Manager or Executive Director will provide official documentation stating the reason, and providing evidence to the wrongdoer(s).

Staff who are found guilty of retaliation the first time may receive one or more of the following, to be determined based on severity of the offense:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a “below expectations” performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Code of Conduct

The Eleos Family Services (EFS) Employee Code of Conduct & Code of Ethics policy outlines our expectations regarding staff's behavior towards children, youth, young adults, adults with IDD, their families, guardians, support coordinators, vendors, fellow staff members, contractors, volunteers, supervisors, managers, partnerships and the overall organization.

## **Purpose:**

We promote the freedom of expression, individualism and open communication. We expect all staff to follow our Code of Conduct. Staff Members should avoid offending, participating in serious disputes and disrupting our workplace and culture. We also expect staff to foster a well-organized, respectful and collaborative environment.

We will not tolerate offensive behavior including harassment, sexual harassment, discrimination, bullying, retaliation in our workplace in any shape or form. Our culture is based on mutual respect and collaboration. Offensive behavior is a serious violation of who we are; our mission, vision, core values and guiding principles.

The purpose of this policy is to establish and ensure Eleos Family Services (EFS) role and responsibility to foster a safe workplace and to protect staff from offensive behavior and to prevent any retaliatory actions against staff who speak up, voice concerns, emphasizing the importance of open communication and addressing harassment, bullying, discrimination without fear of punishment or negative repercussions.

## **Scope:**

This policy applies to every person in our company regardless of gender, sexual orientation, position or rank, function, seniority, status or other protected characteristics. We are all obliged to comply with this policy.

**Mission:** Our mission is to provide enhanced and excellent services to children, youth, young adults and individuals with intellectual and developmental disabilities in the community in need of health care services and benefits, by serving, facilitating, educating, and collaborating care.

**Vision:** Our vision is for children, youth, young adults and individuals with intellectual and developmental disabilities to receive their requisite opportunities, reach their goals and realize their potential as valued, independent and meaningful contributors within their communities.

## **Core Values:**

Compassion: Allows us to show kindness, thoughtfulness and care.

Service: Allows us to help, support and to assist.

Courage: Allows us the mental and moral strength.

Trust: Allows us to have healthy relationships with one another.  
Endurance: Allows us to be patient and persevere.

**Guiding Principles:**

Dignity

We esteem the humanity of people with children, youth, young adults and adults with IDD as image bearers of God, possessing inherent value and purpose.

Individuality

We celebrate the uniqueness of children, youth, young adults and adults with IDD, their experiences, talents, gifts, values, goals and interests. This includes support for the self determined decisions with regards to their life, fulling their potential and purpose.

Rights

We support, advocate for the equitable and protected rights of children, youth, young adults and people with IDD.

Community

We aim for the involvement, integration and contribution of children, youth, young adults and adults with IDD as present participants within our society. This is for the good of both children, adults with IDD, families and our community.

Support

We believe at every level of our society we must provide assistance to children, adults with IDD and their families.

Equity & Equality

We believe society must remove barriers and correct injustices that limit opportunities. Extra action is needed to assist children, adults with IDD and their families, who face other forms of bias or discrimination.

Diversity

We believe human diversity is beautiful and powerful. We celebrate, honor, and seek to understand the differences in our identities and life experiences and connect in the things we all share.

**Policy:**

This policy is derived from elements within this policy to ensure a safe and healthy, collaborative and productive workplace culture and environment. Eleos staff are required as part of their employment to follow our Employee Code of Conduct while performing their duties in alignment with our core values. Is it the expectation of Eleos that staff must adhere to your policies and procedures.

We outline the components of our Code of Conduct below:

**Compliance with Regulations, Rules, Laws and Bulletins** - As a company we embrace both the letter and spirit of applicable regulations, rules, laws, bulletins and guidance from our regulators at the Federal & State levels, including Medicaid, NJ DHS, NJ DDD, NJ DCF, NJ DMHAS, CSOC and

others. All staff must protect our company's legality. Staff members should comply with all applicable laws. We expect staff to be ethical and responsible when dealing with our company's finances, services we provide, partnerships and public image.

**Respect in the workplace** - All staff should respect their coworkers. We will not allow any kind of discriminatory behavior, bullying, harassment or victimization. Staff members should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

**Protection of Company Property** - All staff should treat our company's property, whether material or intangible, with respect and care.

Staff:

- Should not misuse company equipment, (laptops, cell phones, etc.) or use it frivolously.
- Should respect all kinds of immaterial property. This includes trademarks, copyright and other property (information, documentation, files etc.) Staff should use them only to complete their job duties.

Staff should protect company facilities and other material property (e.g. company cars) from damage and vandalism, whenever possible.

- Should return company equipment within 7 days of the end of the borrowing period.

**Professionalism** - All staff must show honesty, integrity and maintain a level of professionalism at all times in the workplace.

**Personal appearance** - All staff must follow our dress code and personal appearance guidelines. Work attire must be neat and clean. Pants: khakis, cargos, and jeans without any rips/holes are allowed. Sweatpants are not permitted. Tops: Blouses, collared shirts, and T-shirts are allowed. No tank tops (this includes revealing shirts including bare midriffs, cleavage or transparent) or shirts with obscene pictures or offensive words are not permitted. Shoes: Shoes must be closed toe shoes. Flip flops and sandals are not permitted.

**Relationships between staff** - Staff dating & relationships are allowed, that are consensual romantic relationships, fraternizing and sexual relations. We explicitly prohibit non-consensual relationships. Prior to deciding to date a staff member, please consider any problems or conflicts of interest that may arise. We expect our staff to treat each other with respect and avoid hindering other people's work, while ensuring that our workplace remains a professional setting in alignment with our Core Values and culture. While we don't object to staff relationships, our workplace is still a professional setting. We expect our staff to treat each other with respect and avoid hindering other people's work. If you want to express your romantic interest in a coworker, don't do anything that may embarrass or expose them and always respect their time and choices. You may be allowed to ask a coworker on a date or "out" only once. If they say 'no' or give an ambiguous answer, do not ask again.

**Corruption** - We allow staff to accept non-monetary gifts from Individuals, families, guardians or partners. We prohibit bribery for the benefit of any external or internal party.

**Job duties and authority** - All staff should fulfill their job duties with honesty, integrity and respect toward coworkers, Individuals, Families, Guardians, Support Coordinators, stakeholders and the community. Supervisors and managers must not abuse their authority and treat all staff including direct reports with dignity, respect and collaboration. We expect them to delegate duties to their direct reports taking into account their competences and workload. Likewise, we expect staff to follow leaders' instructions and complete their duties with honesty, skill, accurately, timely and appropriately.

We do encourage mentoring throughout our company, from management, supervisors and among coworkers.

**Absenteeism and tardiness** - Staff should follow their schedules. We can make exceptions for occasions that prevent staff from following scheduled working hours or days. Generally, we expect staff to be punctual when coming to and leaving from work.

**Conflict of interest** - We expect staff to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

**Collaboration** - Staff should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their coworkers' work.

**Communication** - All staff must be open for communication with their team members, supervisors, managers or stakeholders.

**Benefits** - We expect staff to not abuse their employment benefits. This can refer to time off, insurance, facilities, or other benefits our company offers.

**Policies** - All staff should read and follow our company policies available within the Eleos Family Services Employee Handbook. If a staff member has any questions, they should ask their supervisor, manager or the Human Resources Director (HRD) or the Compliance Manager.

**Respect: Code of Ethics for Support Staff**

Is intended to guide support staff in resolving ethical dilemmas they face every day and to encourage them to achieve the highest ideals of the profession. This Code of Ethics is not the handbook of the profession, but rather a roadmap to assist us in staying the course of securing freedom, justice, and equality for all.

I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and promote their value within communities.

Furthermore, I will do the following:

- Seek to understand the people I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
- Recognize and respect the cultural context (such as gender, disability, religion, sexual orientation, ethnicity, socioeconomic class) of the person supported and his/her social network.
- Honor the choices, preferences, abilities, and opinions of the people I support.
- Protect the privacy of the people I support.
- Interact with the people I support in a manner that is respectful to them.
- Provide opportunities for the people I support to be viewed and treated with respect and embraced as integral, contributing members of their communities.
- Promote the use of language that is respectful, sensitive, and contemporary.
- Practice positive intention and transparency in my interactions.

### **Speak up, we listen**

Violations can upset and exhaust those who endure it. Speaking up about an incident is often tough for fear of not being heard, upsetting managers and potential retaliation.

Please don't let these fears deter you. Our company will do everything possible to address violations and any other, while supporting staff who report incidents. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company maintain an ethical, safe and thriving workplace.

### **Reporting Violations**

**HR, supervisors or managers must not, under any circumstances, blame the victim or reporter, conceal a report or discourage staff from reporting violations. If HR, supervisor or a manager behaves that way, please send an email to their own manager or the HRD, Compliance Manager, or Executive Director explaining the situation.**

If you are aware of or suspect another person has committed a violation of our Code of Conduct, please report it to the Human Resources Director (HRD), your supervisor or manager. We acknowledge it's often hard to come forward about these issues, but we need your help to maintain the legality and ethical standard of our company and a fair and safe workplace for you and your coworkers.

If you want to report a violation, there are two options:

Ask for a meeting with your Supervisor, Manager or the Human Resources Director (HRD).

- a. Once in the meeting, explain the situation in as much detail as possible.
- b. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.

Report an incident via email to your Supervisor, Manager or the HRD.

- a. If you address it to your supervisor or manager, please cc the HRD in the email and attach any evidence or information that can be used in the investigation.
- b. Your supervisor, manager or the HRD will discuss the issue and contact you as soon as possible.

Violations will be investigated and documented by the HRD, Compliance Manager or Executive Director.

### **Disciplinary Action**

Our company may have to take disciplinary action against staff who repeatedly or intentionally fail to violate our code of conduct. Disciplinary actions will vary depending on the violation. The company applies these actions uniformly, regardless of the staff's position or status.

Possible consequences may include one or more of the following:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination



We may take legal action in cases of fraud, corruption, theft, embezzlement or other unlawful behavior

# Anti Harassment, Bullying & Discrimination

Our Anti-Harassment Bullying & Discrimination policy expresses our commitment to maintain a workplace that's free of harassment, bullying and discrimination, so our staff can feel safe, protected and happy. We will not tolerate anyone abusing, intimidating, humiliating or sabotaging others in our workplace. We also prohibit wilful discrimination based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history). We also aim to prevent harassment and discrimination by building a culture of respect, kindness and trust.

## **Purpose:**

Our policy is to establish and ensure Eleos Family Services (EFS) role and responsibility to protect staff from harassment and discrimination and to prevent any retaliatory actions against staff members who speak up, voice concerns, emphasizing the importance of open communication and addressing harassment without fear of punishment or negative repercussions. Please refer to the [Eleos 1.3 Complaint & Anti-Retaliation Policy & Procedure](#).

## **Policy:**

This policy emphasizes a commitment to a harassment, bullying and discrimination-free environment. It prohibits intimidation, humiliation, sabotage, and discrimination based on various factors. The policy defines harassment, provides examples and outlines procedures for addressing and reporting harassment, with consequences for violations. Harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted).

Staff members who are found guilty of harassment or discrimination will be subject to disciplinary action that may also result in termination.

## **Scope:**

This workplace anti-harassment and discrimination policy applies to all staff, management, administrative, contractors, volunteers, vendors, public visitors, customers and anyone else whom staff come into contact with at work. For more details on how to recognize, report and deal with sexual harassment and harassment from outside our company, please refer to our [Eleos 1.2 Sexual Harassment Policy & Procedure](#).

## **Definitions:**

Complaint: When a staff member indicates to management they have a concern or problem. Complaints can be expressed several ways – verbally, in writing or via phone or text – and can

pertain to bullying and harassment, discrimination, work environment, workload, workplace relationships, misconduct and fraud.

Retaliation: Any kind of negative action or treatment against a current or former staff member that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment as a result of their reported complaint.

Harassment: Unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history). Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. Harassment includes bullying, intimidation, direct insults, malicious gossip and victimization.

Unlawful violence, like assault or battery or stalking or a credible threat of violence and violence or threats seriously scare, annoy, or harass someone and there is no valid reason for it.

Types of Harassment may include, but is not limited to:

- Sabotaging someone's work on purpose.
- Engaging in frequent or unwanted advances of any nature.
- Commenting derogatorily on a person's ethnic heritage or religious beliefs.
- Starting or spreading rumors about a person's personal life.
- Ridiculing someone in front of others or singling them out to perform tasks unrelated to their job against their will.

Types of Physical Harassment may include, but is not limited to:

- Unwanted, uninvited or inappropriate touching, patting, hugging or other physical contact (e.g. massaging a person without invitation or deliberately brushing up against them)
- Punching, hitting, pushing, slapping, kicking, or biting another person.

Bullying: Repeated, health-harming mistreatment by one or more staff of another staff member: abusive conduct that takes the form of verbal abuse; or behaviors perceived as threatening, intimidating, or humiliating; work sabotage; or in some combination of the above.

Misconduct: Describes staff behavior that's inappropriate for the workplace and negatively impacts the staff member's work, environment or peers. Misconduct can range from minor issues to serious breaches of company policy and violations and non-compliance with applicable Federal, State and DDD, DCF, CSOC requirements, including Fraud. This may include a failure to perform properly or neglect of duty is wilful and misconduct if he or she intentionally, knowingly, or deliberately fails to

perform, or performs in a grossly negligent manner, or repeatedly performs negligently after prior warning or reprimand and in substantial disregard of the employer's policy and Federal, State and DDD, DCF, CSOC requirements. Misconduct includes behavior that occurs within the company's place of business or outside and within company hours and outside of company hours.

Reporter: staff member who reports inappropriate behavior, conduct or violations by another staff member.

Offender/Wrongdoer: staff who are accused of inappropriate behavior or practices and negatively impacts the staff member's work, environment or peers, such as Harassment or Discrimination. Misconduct can range from minor issues to serious breaches of company policy and violations and non-compliance with applicable Federal, State and DDD, DCF, CSOC requirements.

## **Procedure:**

### **Speak Up, We Listen**

Harassment, Bullied and Discrimination can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and retaliation.

Please don't let these fears deter you. Our company will do everything possible to stop harassment, bullying and discrimination of any kind from happening, while supporting harassed and injured staff. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company to maintain a safe, happy and thriving workplace.

If you're being harassed, bullied or discriminated, you can choose to talk to any of these people:

Offenders. If you suspect that an offender doesn't realize they are guilty of harassment or bullying, you may talk to them directly in an effort to resolve the issue.

This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between coworkers, support coordinators, vendors.) Avoid using this approach with Individuals, families or guardians.

Our Anti-Retaliation policy describes our provisions towards staff who file reports for harmful, discriminatory or unethical behaviors. The goal is to prevent any retaliatory actions against staff who voice concerns, emphasizing the importance of open communication and addressing issues without fear of punishment or negative repercussions. To report incidents of retaliation please refer to our [Eleos 1.3 Complaint & Anti-Retaliation Policy & Procedure](#).

## **Reporting Harassment**

All complaints are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

**HR, supervisors or managers must not, under any circumstances, blame the reporter, conceal a report or discourage staff from reporting misconduct or violations. If HR, supervisor or a manager behaves that way, please send an email to their own manager, the Human Resources Director(HRD), Compliance Manager or Executive Director explaining the situation.**

If you are being discriminated against or suspect another person is being harassed, bullied or discriminated against, please report it to your Supervisor, Manager or the Human Resources Director (HRD). We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your coworkers.

If an Individual, family, guardians, or coworkers are involved in your complaint, you may reach out to your Supervisor or Manager. Your Supervisor or Manager will assess your situation and may contact the Human Resources Director (HRD), Compliance Manager or Executive Director if appropriate.

Feel free to reach out to the HRD, Compliance Manager or Executive Director in any case of harassment or bullying or discrimination no matter how minor it may seem. For your safety, contact the HRD as soon as possible in cases of serious harassment (e.g. sexual advances) or if your Supervisor is involved in your complaint. Anything you disclose will remain confidential.

If you want to report harassment or bullying within our company, there are two options:

a. Ask for a meeting with your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

- i. Once in the meeting, explain the situation in as much detail as possible.
- ii. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.

b. Send your complaint via email to your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

- i. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.
- ii. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.

If you report physical assault to the police, our company will provide any possible support until the matter is resolved. In any case, we will ensure you are not victimized and that you have access to relevant evidence admissible in court, like security video footage or emails (without revealing confidential information about).

### **Inadvertent harassment**

Sometimes, people who harass others do not realize that their behavior is wrong. We understand this is possible, but that doesn't make the perpetrator any less responsible for their actions.

1. If you suspect that a coworker does not realize their behavior is harassment, bullying or discriminatory under the definition of this policy, let them know and ask them to stop. Do so preferably via email so you can have records.

2. Please do not use this approach when:

- a. Your supervisor, manager, support coordinator, vendor or Individual, family, guardian is the perpetrator.
- b. Sexual harassment goes beyond the boundaries of off-hand comments, flirting or jokes.

In the above cases, report to HRD, Compliance Manager or Executive Director as soon as possible.

### **Investigation**

If a staff member files a complaint, Management will take it seriously and investigate thoroughly. If Management needs to act immediately during our investigation, we will ensure the staff member who filed the complaint will not be affected in any way. The alleged wrongdoer may see their employment or position affected until the investigation is concluded.

**When harassment, bullying or discrimination occurs and a staff member makes a complaint or reports an incident, both HR, supervisors and managers must act immediately. Supervisor, Manager, Human Resources Director, Compliance Manager and Executive Director will each be involved, aware and responsible for investigating incidents.**

- All staff should participate and cooperate with investigations by providing all known facts, details and descriptions related to the report to the investigator.
- Supervisors and Managers should talk to HR and explain our company's procedures to their team member who made the complaint.
- When HR receives a complaint that a staff member harasses another staff member, they will ask for as many details and information as possible from the person or people making the complaint.

## **Helping Victims**

Apart from investigating claims and disciplining wrongdoers, we want to support the victims.

If you experience trauma, stress or other symptoms because of harassment, consider:

- Taking a few days of sick leave to restore your mental health.
- Asking your insurance provider whether they cover mental health services for staff.
- Speaking to a counselor.
- Victims' jobs and benefits will not be jeopardized or altered if they choose any of those options or other means to recovery.

## **Resolution Plan & Disciplinary Action**

When a staff member of any rank harasses, bullies or discriminates against someone, they will be subject to disciplinary action depending on the severity of their actions. For example, unintentionally offending a coworker might warrant a reprimand, but harassing someone systematically might result in demotion or termination.

Perpetrators face disciplinary actions ranging from reprimands, warning, suspension to termination, depending on the severity. Repeat offenders or those guilty of severe offenses, like threats of violence or physical assault, face immediate termination. The company applies these actions uniformly, regardless of the staff member's position or status.

Human Resources Director, Compliance Manager or Executive Director will provide official documentation stating the reason, and providing evidence to the wrongdoer(s).

Staff members who are found guilty of retaliation the first time may receive one or more of the following, to be determined based on severity of the offense:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Sexual Harassment Policy

Our Sexual harassment policy aims to protect both men and women in our company from unwanted sexual advances and give them guidelines to report incidents. We will also explain how we handle claims, punish sexual harassment and help victims recover. We believe it's important that staff are not afraid to speak up about any issues or concerns. It is to our company's benefit to resolve them as soon as possible. We'll follow all legal prohibitions for retaliation and will grant staff members the right to speak about sexual harassment.

We won't tolerate sexual harassment in our workplace in any shape or form. Our culture is based on mutual respect and collaboration. Sexual harassment is a serious violation of those principles.

## **Purpose:**

The purpose of this policy is to establish and ensure Eleos Family Services (EFS) role and responsibility to protect staff members from sexual harassment, addressing sexual harassment without fear of punishment or negative repercussions and to prevent any retaliatory actions against staff members who speak up, voice concerns, emphasizing the importance of open communication. Please refer to the Eleos 1.3 Complaint & Anti-Retaliation Policy & Procedure.

## **Policy:**

This policy emphasizes a commitment to a sexual harassment-free environment. It prohibits intimidation, humiliation, sabotage, and discrimination based on various factors. The policy defines sexual harassment, provides examples, and outlines procedures for addressing and reporting harassment, with consequences for violations.

Sexual harassment is illegal and we as company seriously investigate relevant reports and complaints. If a staff member is found guilty of sexual harassment, they will be terminated. staff members that are found guilty of sexual harassment will be subject to disciplinary action that may also result in termination.

## **Policy Elements:**

- No one has the right to sexually harass our staff members. Any person in our company who is found guilty of serious harassment will be terminated, whether they are Management or assistants. Also, if representatives of our partners or vendors sexually harass our staff members, we will demand that the company they work for takes disciplinary action and/or refuse to work with this person in the future.



- Sexual harassment is never too minor to be dealt with. Any kind of harassment can wear down a staff member and create a hostile workplace. We will hear every claim and discipline offenders appropriately.
- Sexual harassment is about how we make others feel. Many do not consider behaviors like flirting or sexual comments to be sexual harassment, thinking they are too innocent to be labeled that way. However, if something you do makes your coworkers uncomfortable, or makes them feel unsafe, you must stop.
- We assume every sexual harassment claim is legitimate unless proven otherwise. We listen to victims of sexual harassment and always conduct our investigations properly. Occasional false reports do not undermine this principle.
- We will not allow further victimization of harassed staff members. We will fully support staff members who were sexually harassed and will not take any adverse action against them. For example, we will not move them to positions with worse pay or benefits or allow others to retaliate against them.
- Those who support or overlook sexual harassment are as much at fault as offenders. Supervisors, Managers and HR especially are obliged to prevent sexual harassment and act when they have suspicions or receive reports or complaints. Letting this behavior go on or encouraging it will bring about disciplinary action. Anyone who witnesses an incident of sexual harassment or has other kinds of proof should report to HR.

**Scope:**

This policy applies to every person in our company regardless of gender, sexual orientation, position or level, function, seniority, status or other protected characteristics. We are all obliged to comply with this policy.

We will not tolerate sexual harassment from inside or outside of the company. Staff members, vendors, partners, and everyone interacting with our company are covered by the present policy. For further details about how we deal with harassment from the outside of our company, please refer to our third party harassment policy.

**Definitions:**

**Victim:** Staff who received unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature.

**Complaint/Report:** When a staff member indicates to management they have a concern or problem. Complaints can be expressed several ways – verbally, in writing (email) or via phone or text – and can pertain to sexual harassment.

Retaliation: Any kind of negative action or treatment against a current or former staff member that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment as a result of their reported complaint.

Sexual harassment: has many forms of variable seriousness.

A person sexually harasses someone when they:

- Insinuate, propose or demand sexual favors of any kind.
- Invade another person's personal space (e.g. inappropriate touching.)
- Stalk, intimidate, coerce or threaten another person to get them to engage in sexual acts.
- Send or display sexually explicit objects or messages.
- Comment on someone's looks, dress, sexuality or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes or gestures that humiliate or offend someone.
- Pursue or flirt with another person persistently without the other person's willing participation. Also, flirting with someone at an inappropriate time (e.g. in a team meeting) is considered sexual harassment, even when these advances would have been welcome in a different setting. This is because such actions can harm a person's professional reputation and expose them to further harassment.

**The most extreme form of sexual harassment is sexual assault. This is a serious crime and our company will support staff members who want to press charges against offenders.**

Reporter: staff member or person who reports sexual harassment by another staff member or person.

Offender/Perpetrator/Harasser: staff member(s) or individual(s) who are accused of sexual harassment.

### **Procedure:**

#### **Speak up, we listen**

Sexual harassment can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and retaliation.

Please don't let these fears deter you. Our company will do everything possible to stop sexual harassment and any other kind of harassment from happening, while supporting harassed staff members. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company to maintain a safe and happy thriving workplace.

Our Anti-Retaliation policy describes our provisions towards staff who file reports for harmful, discriminatory or unethical behaviors. The goal is to prevent any retaliatory actions against staff members who voice concerns, emphasizing the importance of open communication and addressing issues without fear of punishment or negative repercussions. To report incidents of retaliation please refer to our Eleos 1.3 Complaint & Anti-Retaliation Policy & Procedure.

### **Reporting Sexual Harassment**

All complaints are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

HR, supervisors or managers must not, under any circumstances, blame the reporter, conceal a report or discourage staff members from reporting sexual harassment. If HR, supervisor or a manager behaves that way, please send an email to their own manager, the Human Resources Director(HRD), Compliance Manager or Executive Director explaining the situation.

1. If you are being sexually harassed or suspect another person is being harassed, please report it to the Human Resources Director (HRD), your supervisor or manager. In serious cases like sexual assault, please call the police and inform the HRD that you plan to press charges. We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your coworkers.

2. If you want to report sexual harassment within our company, there are two options:  
a. Ask for a meeting with your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

- i. Once in the meeting, explain the situation in as much detail as possible.
- ii. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.

b. Send your complaint via email to your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

- i. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.
- ii. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.

If you report assault to the police, our company will provide any possible support until the matter is resolved. In any case, we will ensure you are not victimized and that you have access to relevant

evidence admissible in court, like security video footage or emails (without revealing confidential information about.

### **Inadvertent harassment**

Sometimes, people who harass others do not realize that their behavior is wrong. We understand this is possible, but that doesn't make the perpetrator any less responsible for their actions.

If you suspect that a coworker does not realize their behavior is sexual harassment under the definition of this policy, let them know and ask them to stop. Do so preferably via email so you can have records.

Please do not use this approach when:

- a. Your supervisor, manager, support coordinator, vendor or Individual, family, guardian is the perpetrator.
  - b. Sexual harassment goes beyond the boundaries of off-hand comments, flirting or jokes.
- In the above cases, report to the HRD, Compliance Manager or Executive Director as soon as possible.

### **Investigation**

If a staff member files a complaint, Management will take it seriously and investigate thoroughly. If Management needs to act immediately during our investigation, we will ensure the staff member who filed the complaint will not be affected in any way. The alleged wrongdoer may see their employment or position affected until the investigation is concluded.

When sexual harassment occurs and a staff member makes a complaint or report an incident, both HR, supervisors and managers must act immediately. Supervisor, Manager, Human Resources Director, Compliance Manager and Executive Director will each be involved, aware and responsible for investigating incidents.

- All staff should participate and cooperate with investigations by providing all known facts, details and descriptions related to the report to the investigator.
- Supervisors and Managers should talk to HR and explain our company's procedures to their team member who made the complaint.
- When HR receives a complaint that a staff member harasses another staff member, they will ask for as many details and information as possible from the person or people making the complaint.

### **Helping Sexual harassment victims**

Apart from investigating claims and disciplining perpetrators, we want to support the victims of sexual harassment.

If you experience trauma, stress or other symptoms because of harassment, consider:

- Taking a few days of sick leave to restore your mental health.
- Asking your insurance provider whether they cover mental health services for staff members.
- Speaking to a counselor.
- Victims' jobs and benefits will not be jeopardized or altered if they choose any of those options or other means to recovery.

### **Resolution Plan & Disciplinary Action**

When a staff member of any rank sexually harasses someone, they will be subject to disciplinary action depending on the severity of their actions. For example, unintentionally offending a coworker might warrant a reprimand, but sexual harassment against someone systematically might result in demotion or termination.

Perpetrators face disciplinary actions ranging from reprimands, warning, suspension to termination, depending on the severity. Repeat offenders or those guilty of severe offenses, like assault, face immediate termination. The company applies these actions uniformly, regardless of the staff member's position or status.

Staff members who are found guilty of sexual harassment (but not assault) the first time may receive one or more of the following, to be determined based on severity of the offense:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Complaint & Anti-Retaliation

Our Complaint & Anti-Retaliation policy describes our provisions towards staff who file reports for illegal, harmful, discriminatory or unethical behaviors. Whether accusations are true or false, our company wants to prevent victimization and other retaliatory behavior towards a staff member. We believe it's important that staff members are not afraid to speak up about any issues or concerns. It is to our company's benefit to resolve them as soon as possible. We'll follow all legal prohibitions for retaliation and will grant staff members the right to speak about misconduct. In any case, we will make an effort to preserve legality and business ethics.

The purpose of this policy is to establish and ensure Eleos Family Services (EFS) role and responsibility to protect staff members who report illegal, harmful, discriminatory, or unethical behaviors. The goal is to prevent any retaliatory actions against staff members who voice concerns, emphasizing the importance of open communication and addressing issues without fear of punishment or negative repercussions.

The user of the terms "EFS Staff" or "Employee" refers to and includes members of management, administration, potential new hires, staff members and former staff members, contractors or volunteers.

**Policy:** This policy safeguards all staff who report unethical behaviors, ensuring they face no negative actions for voicing concerns. EFS will aim to prevent retaliation from occurring against staff members who have reported concerns and to promote and encourage timely and open communication reporting of misconduct and violations including Federal & State requirements and EFS policies. EFS will aim to ensure a safe and trustful workplace environment.

We need a Anti-Retaliation policy for two reasons. First, when reports have a solid basis, we must consider them and take action. Retaliating against a staff member who brought attention to inconsistencies or violations will harm our company's trustworthiness and reliability. Secondly, any kind of retaliatory action, whether intentional or unintentional, may expose us to a serious legal risk. All Staff have the right to communicate problems, suggestions or issues to any supervisor or manager. Anti-Retaliation policy applies to all official or unofficial reports. All complaints will be kept confidential and investigation will be as little disruptive as possible.

Actions that may bring about retaliation. These include but not limited to:

- Complaints for workplace harassment or discrimination
- Complaints for company actions that harm the environment or society
- Requests for parental or other leave

- Participation in a pending investigation (EFS, DDD, DCF, CSOC etc.) of misconduct or violations
- Lawsuits for wrongful dismissal or termination for cause

Retaliation in the workplace may be expressed in a variety of ways.

These include but are not limited to:

- Victimization
- Termination or illegal retraction of benefits
- Reduction of compensation
- Poor work performance evaluation
- Exclusion from corporate events or meetings
- Defamation of character (prominent in cases of former staff members)

staff members that are found guilty of retaliation will be subject to disciplinary action that may also result in termination.

Disciplinary action may also apply to staff who have repeatedly filed false or unreasonable complaints against us and are proven to have been intentionally lying, falsifying evidence, acting maliciously or for personal benefit. That way we can ensure that staff members do not take advantage of our policy and act always in good faith.

**Scope:** This policy applies to all EFS staff - management, contractors, and volunteers, including; potential, current or former staff members of the company.

### **Definitions:**

**Complaint:** When a staff member indicates to management they have a concern or problem. Complaints can be expressed several ways – verbally, in writing or via phone or text – and can pertain to bullying and harassment, discrimination, work environment, workload, workplace relationships, misconduct and fraud.

**Retaliation:** Any kind of negative action or treatment against a current or former staff member that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment as a result of their reported complaint.

**Harassment:** Unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history). Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is

severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

**Misconduct:** Describes staff behavior that's inappropriate for the workplace and negatively impacts the staff member's work, environment or peers. Misconduct can range from minor issues to serious breaches of company policy and violations and non-compliance with applicable Federal, State, DDD, DCF, CSOC requirements, including Fraud. This may include a failure to perform properly or neglect of duty is wilful and misconduct if he or she intentionally, knowingly, or deliberately fails to perform, or performs in a grossly negligent manner, or repeatedly performs negligently after prior warning or reprimand and in substantial disregard of the employer's policy and Federal, State and DDD, DCF, CSOC requirements. Misconduct includes behavior that occurs within the company's place of business or outside and within company hours and outside of company hours.

**Reporter:** staff who reports inappropriate behavior, conduct or violations by another staff member.

**Wrongdoer:** staff who are accused of inappropriate behavior or practices and negatively impacts the staff member's work, environment or peers. Misconduct can range from minor issues to serious breaches of company policy and violations and non-compliance with applicable Federal, State and DDD, DCF, CSOC requirements.

#### **Procedure:**

##### **Speak Up, We Listen**

Harassment & Retaliation can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and challenging corporate culture.

Please don't let these fears deter you. Our company will do everything possible to stop harassment, retaliation and bullying of any kind from happening, while supporting harassed and injured staff members. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company create a happy workplace and thrive.

##### **Reporting Misconduct, Violations or Retaliation**

All complaints are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

**HR, supervisors or managers must not, under any circumstances, blame the reporter, conceal a report or discourage staff members from reporting misconduct, violations or retaliation. If HR, supervisor or a manager behaves that way, please send an email to their own manager, the Human Resources Director (HRD), Compliance Manager or Executive Director explaining the situation.**



If you are experiencing retaliation or suspect another person is experiencing retaliation, please report it to your Supervisor, Manager or Human Resources Director (HRD). We acknowledge it's often hard to come forward about these issues, but we need your help to build a compliant, fair and safe workplace for you and your coworkers.

If you have witnessed or become aware of staff member misconduct, such as Federal, State, DDD, DCF, CSOC or EFS policy violations, notify your Supervisor, Manager, Compliance Manager or Executive Director.

If you want to report misconduct or retaliation within our company, there are two options:

a. Ask for a meeting with your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

i. Once in the meeting, explain the situation in as much detail as possible.

ii. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.

b. Send your complaint via email to your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

i. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.

ii. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.

## **Investigation**

If a staff member files a complaint, Management will take it seriously and investigate thoroughly. If Management needs to act immediately during our investigation, we will ensure the staff member who filed the complaint will not be affected in any way. The alleged wrongdoer may see their employment or position affected until the investigation is concluded.

When retaliation occurs and a staff member makes a complaint or reports an incident, both HR, supervisors and managers must act immediately. Supervisor, Manager, Human Resources Director, Compliance Manager and Executive Director will each be involved, aware and responsible for investigating incidents.

- All staff should participate and cooperate with investigations by providing all known facts, details and descriptions related to the report to the investigator.

- Supervisors and Managers should talk to HR and explain our company's procedures to their team member who made the complaint.
- When HR receives a complaint that a staff member harasses another staff member, they will ask for as many details and information as possible from the person or people making the complaint.

### **Helping Victims**

Apart from investigating claims and disciplining perpetrators, we want to support the victims of retaliation.

If you experience trauma, stress or other symptoms because of harassment, consider:

- Taking a few days of sick leave to restore your mental health.
- Asking your insurance provider whether they cover mental health services for staff members.
- Speaking to a counselor.
- Victims' jobs and benefits will not be jeopardized or altered if they choose any of those options or other means to recovery.

### **Resolution Plan & Disciplinary Action:**

When a staff member of any rank harasses or retaliates against someone, they will be subject to disciplinary action depending on the severity of their actions.

Perpetrators face disciplinary actions ranging from reprimands, warning, suspension to termination, depending on the severity. Repeat offenders or those guilty of severe offenses, face immediate termination. The company applies these actions uniformly, regardless of the staff member's position or status.

Human Resources Director, Compliance Manager or Executive Director will provide official documentation stating the reason, and providing evidence to the wrongdoer(s).

staff members who are found guilty of retaliation the first time may receive one or more of the following, to be determined based on severity of the offense:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Staff Attendance

The Eleos Family Services staff attendance policy outlines our expectations about our staff coming to work. Being punctual when coming to work helps maintain efficiency and productivity in our workplace. In addition, punctuality ensures that we are dependable and trustworthy among our staff members, the Individuals, families, and guardians we support.

Timely and regular attendance is an expectation of performance. To ensure adequate staffing, and positive staff morale, staff will be held accountable for adhering to their workplace schedule.

For information related to sick and paid time off, please refer to our [Eleos 1.7 Sick Leave](#), [Eleos 1.8 New Jersey Paid Time Off](#) and [Eleos 1.8.1 Florida Paid Time Off](#) Policies & Procedures.

**Scope:** This company attendance policy applies to all staff regardless of position or type of employment.

**Policy:** This policy outlines expectations regarding punctuality and attendance for staff members. It emphasizes the importance of collaboration, defines absenteeism and tardiness, provides guidelines for unforeseen absences and communication. The policy also details disciplinary actions for non-compliance.

Staff must give notice of absence before the start of their work day or as soon as a situation becomes aware and allows a staff member to know that they will be unable to arrive to work on time or when they will be absent. Any failure to do so will be considered a no call/no show situation and will be accompanied by appropriate disciplinary measures.

**Policy Elements:** Most staff members need to collaborate and communicate with their coworkers to do their job. To make this collaboration easier, we expect you to be punctual and follow the schedule you and your supervisor or manager have agreed on. If you are absent or late on occasion, you should have a good reason.

Being consistently tardy or absent can cause problems to your coworkers who may have to shoulder your work. In addition, Individuals, families and guardians who depend on our support are likely to be negatively impacted by poor attendance and punctuality. This behavior may bring about a “bad attendance” record and a staff may need to go through progressive discipline.

**What is absenteeism and tardiness?**

**Absenteeism:** refers to frequent absence from a staff members job responsibilities. This includes not coming to work frequently or taking excessive sick leave without being able to submit doctor's notes.

**Presenteeism:** refers to being present at work beyond your schedule even when we don't require overtime. This can cause you to overwork and have an impact on your productivity and job satisfaction. We want to ensure that you keep your schedule both when coming to work and leaving.

**Tardiness:** refers to coming in late, taking longer breaks than you're entitled to and constantly leaving earlier from work without reason. While we understand if a staff member is a bit late one morning or leaves a little earlier due to unexpected or unforeseen circumstances. But, we want to make sure you generally follow your schedule and that a staff member does not cause disruption in our workplace.

**No call/No show:** describes the absence of a staff member from their workplace without giving prior notice to their direct supervisor, manager or Human Resources.

### **Electronic Visit Verification (EVV)**

Electronic Visit Verification (EVV), created in response to the 21st Century Cures Act, is a system that electronically records and validates Medicaid-funded services provided fully or partially in the home. In New Jersey, EVV ensures the accuracy and legitimacy of these services through the use of electronic tools such as mobile applications, landline phones, or FOB devices. These tools capture essential details such as time, date, and location of caregiver visits, promoting transparency and reducing the risk of fraud. In alignment with regulations from the Centers for Medicare & Medicaid Services (CMS), EVV in New Jersey enhances accountability, safeguards against improper billing, and helps optimize the delivery of in-home services. Ultimately, EVV helps improve the quality and reliability of care for the people served.

EVV was created to reduce fraud and ensure individuals receive the documented care and services they need.

As a staff member you are expected to accurately record your hours (clocking in and out), so you can document your hours work to ensure you receive your due compensation.

### **Unforeseen absences**

If you can't come in to work one day, notify your supervisor, manager or the Human Resources Director (HRD) as soon as possible. Afterwards, you should use unpaid vacation, PTO or sick leave to cover this absence. Please record this as quickly as possible via our Requesting Time Off procedure in our [Eleos 1.7 Sick Leave](#), [Eleos 1.8 New Jersey Paid Time Off](#) and [Eleos 1.8.1 Florida Paid Time Off](#) Policies & Procedures.

Unexcused or unreported absence for more than three days will be considered job abandonment.

If you need to leave work early one day, inform your manager.

We will understand if you have good reasons for being absent, even if you don't report it. Those reasons usually involve serious accidents and family or acute medical emergencies. We may ask you to bring us doctor's notes or other verification. In these cases, we will record your absence as "excused."

The following list, although not exhaustive, includes reasons that we do not consider excused absence:

- Waking up late.
- Stopping on the way to work for personal reasons.
- Traffic or public transportation delays excluding situations that result in closing of roads.
- Bad weather, excluding extreme weather conditions like blizzards, hurricanes and floods.
- Holidays that haven't been approved.

### **Staff Notification Expectations and Approved Methods**

Staff members are expected to arrive at work on time and in full accordance with their specific work schedules.

**Internal Communication:** In the case that they are prevented from doing so, all staff are obligated to notify their direct supervisor or manager as soon as possible, prior to when their scheduled workday is set to begin.

Our company views the following notification methods as acceptable (all listed methods should be used as examples):

- Via emailing the employee's direct supervisor [direct supervisor or manager, the Human Resources Director (HRD) or Executive Director];
- Contacting the employee's direct supervisor or manager via phone call or text message

**External Communication:** In addition to internally communicating, support staff are obligated to notify an Individual, family or guardians as soon as possible, prior to when their scheduled workday is set to begin.

Our company views the following notification methods as acceptable:

- Contacting the Individual, family or guardians via phone call or text message

### **No-Call/No Shows**

Every situation in which a staff member does not come to work, while also failing to give notice as to the exact reasons behind their absence, will be considered a no call/no show case by our company.

No-Call/No Shows are not acceptable and not consistent with our company culture of consideration and collaboration. Staff members must give a courtesy notice 24 hours in advance to management if you know that you will not be able to make it to an Individual's home.

A staff member will be considered in violation of the No call/No show policy in the following cases:

- If a staff member does not report to work without properly notifying their direct supervisor, manager or the HRD prior to scheduled shift.
- If a staff member does not return to the workplace after the period of approved leave and does not give notice about that particular absence;
- If a staff member fails to provide appropriate medical or other types of applicable documentation that directly supports the reason for their absence within 7 days from the day of absence.

A staff member who is non-responsive or fails to communicate may face immediate termination.

### **Acceptable No Call/No Show Situations**

The following are acceptable situations and exceptions to the No Call/No Show policy and will be treated on a case-by-case basis:

- Natural disasters and severe weather conditions (i.e., hurricanes, earthquakes, blizzard conditions etc.)
- Health problems, either personal or that of a family member
- Serious injuries or accidents that pose a high risk to wellbeing, either personal or that of a family member
- Death of a family member or loved one

All acceptable excuses stated above should be accompanied by proper documentation or sufficient evidence.

### **Documentation**

Supervisor, Manager, Human Resources Director or Executive Director will document absences, tardies and no call/no shows within the personnel file of a staff member.

### **Resolution Plan & Disciplinary Action**

Our company may have to take disciplinary action against staff members who repeatedly fail to attend work, arrive at work on time or have no call/no show situations. The company applies these actions uniformly, regardless of the employee's position or status.

Resolution Plan: Possible consequences include:

- The first no call no show or tardiness occurrence will result in a verbal warning
- A second occurrence will result in a formal written notice sent to the staff member
- A third occurrence may lead to a change in work schedule/hours or suspension
- A fourth occurrence may lead to a direct termination of employment or the employment contract

Disciplinary Action: Possible consequences include:

- Performance Improvement Plan
- Be reprimanded (Verbal or Written Warning)
- Receive a “below expectations” performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

## Staff Training

As an agency we are required by State law, under the authority of our state regulators - DHS, DDD, DCF and CSOC, to ensure that staff successfully complete state mandated training and certifications within the specified time frame based on their role and job duties. Eleos Family Services staff training policy outlines our expectations for staff completion of assigned training and professional development hours. This training includes State mandated & Eleos required training. In addition, training supports staff’s professional development ensures that each staff obtains the necessary level of competency, in order to carry out their responsibilities, including support staff who deliver services to Individuals, youth, families, and guardians.

**Scope:** This company staff training applies to all staff regardless of position or type of employment.

**Policy:** This policy outlines expectations for completing assigned state mandated training & certifications for staff members, Eleos required training and timely completion. It emphasizes the importance of compliance with our regulators training requirements. We affirm and assert that the spirit of the requirements is to ultimately ensure the safety, health and protection from harm of the people that we deliver services to. The policy also details disciplinary actions for non-compliance.

**Staff Responsibility:**

**NJ DHS, DDD Mandatory Training Requirements:** Staff are required to complete all State Mandated, specific for their role assigned training prior to the deadline.

Training mandated by the Division for agency staff and self-directed employees are accessed online through the College of Direct Support (CDS), administered in New Jersey by The Boggs Center on Developmental Disabilities.

- Completion of basic training
- Orientation level training
- Annual professional development hours (12 hours for full-time employees/6 hours for part-time)
- Competency Assessments

**NJ DCF Children's System of Care**

Staff are required to complete all State Mandated, specific for their role assigned training or certifications prior to the deadline.

- Completion of basic training
- Orientation level training
- Certifications/Recertifications
- Competency Assessments

**Eleos Required Training**

Staff are expected to complete any management assigned training within the specified time frame, this may include company and department level or role specific training.

Such trainings may include, but is not limited to:

- Supervisor or Manager Assigned
- Company Level (ex.Practice Guide, etc.)
- Department Level (ex. Cyber, Theranest,etc.)
- Role Specific
- Personal Development Hours

**Resolution Plan & Disciplinary Action**

When a staff member of any rank neglects to complete assigned training within the specified deadline, they will be subject to disciplinary action depending on the severity and frequency of their inaction.



Staff face disciplinary actions ranging from reprimands, warning, suspension, up to termination. The company applies these actions uniformly, regardless of the staff member's position or status. Disciplinary action for staff members who have failed to successfully complete assigned trainings and certifications on time may include one or more of the following:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a “below expectations” performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

For more information on State mandated training, please click the links below.

<https://www.nj.gov/humanservices/ddd/providers/staterequirements/collegedirectsupport/>  
<https://rutgers.instructure.com/courses/208129>

# Sick Leave

Eleos Family Services Sick Leave policy outlines our company's provisions for staff members who become sick and need to be absent from work. The Sick Leave Policy details provisions for staff members needing absence due to illness. It specifies accrual and usage of sick leave, unpaid sick time and differentiating it from other leaves. The policy emphasizes early notification, potential requirements for medical certification, and encourages remote work when possible to prevent illness spread. It provides clarity on employee rights and obligations during illness, ensuring a structured approach to absence and promoting a healthy workplace.

For information related to attendance expectations, please refer to our Eleos 1.4 Employee Attendance Policy & Procedure

**Scope:** Our company's sick leave policy applies to all our staff members within our company. Is it the expectation of Eleos that staff members must adhere to your policies and procedures.

“Employee” refers to staff whose employment relationship is “W2”

“Staff” refers to staff members whose employment relationship is “1099 Independent Contractor”

**Policy:** Our staff members may be unable to perform their duties if they get sick. Our company follows legal guidelines that may apply to sick pay. New Jersey employees receive 40 hours of earned paid sick leave. This leave is separate from other types of leave like Leave of Absence and Paid Time Off (PTO). Keep in mind that staff members who become sick should either use their sick days or work from home to avoid spreading illnesses.

## Eligibility and Usage

- Eleos Family Services will provide New Jersey's full-time, part-time, and temporary employees with up to 40 hours of earned sick leave per year so they can care for themselves or a loved one.
- Earned Sick leave will begin accruing from the first day of employment for Full-time and Part time staff members.
- Employees will be paid at their hourly base rate.
- Employees may begin using your Earned Sick Leave time as soon as sick leave time as soon as it is accrued.
- Employees accrue 1 hour of earned sick leave for every 30 hours worked, up to a maximum of 40 hours of leave per calendar year. a staff member can work additional hours to compensate for work missed rather than use earned sick leave, with management consent. (Earned sick

leave time is not accrued during periods of unpaid leave, short-term or long-term disability leave, or workers' compensation leave).

- Earned Sick Leave Time is not accrued during periods of unpaid leave, short-term or long-term disability leave, or workers' compensation leave.
- a staff member may NOT carry unused accrued Earned Sick leave time from over one calendar year into the next calendar year. The calendar year begins January 1st and ends December 31st.
- If the need to use your Earned Sick Leave Time is foreseeable, you are required to provide seven days' advance notice of your intention to use earned sick leave.
- Contractors do not receive Earned Sick Leave.
- Contractors are able to take unpaid time off for illnesses.
- staff members will need to provide documentation if that employee uses more than three consecutive workdays as earned sick leave.

### **Permitted usage of Earned Sick Leave**

staff members are allowed to use the earned or unpaid sick leave accrued pursuant to this act for any of the following:

- (1) time needed for diagnosis, care, or treatment of, or recovery from, a staff member's mental or physical illness, injury or other adverse health condition, or for preventive medical care for the employee;
- (2) time needed for the employee to aid or care for a family member of the employee during diagnosis, care, or treatment of, or recovery from, the family member's mental or physical illness, injury or other adverse health condition, or during preventive medical care for the family member;
- (3) absence necessary due to circumstances resulting from the staff member, or a family member of the staff member, being a victim of domestic or sexual violence, if the leave is to allow the employee to obtain for the employee or the family member: medical attention needed to recover from physical or psychological injury or disability caused by domestic or sexual violence; services from a designated domestic violence agency or other victim services organization; psychological or other counseling; relocation; or legal services, including obtaining a restraining order or preparing for, or participating in, any civil or criminal legal proceeding related to the domestic or sexual violence;
- (4) time during which a staff member is not able to work because of a closure of the staff member's workplace (Individual's residence), or the school or place of care of a child of the employee, by order of a public official due to an epidemic or other public health emergency, or because of the issuance by a public health authority of a determination that the presence in the community of the employee, or a member of the employee's family in need of care by the employee, would jeopardize the health of others; or
- (5) time needed by the employee in connection with a child of the employee to attend a school-related conference, meeting, function, or other event requested or required by a school administrator, teacher, or other professional staff member responsible for the child's education, or

to attend a meeting regarding care provided to the child in connection with the child's health conditions or disability.

### **Effect on Performance**

While our company pays you for authorized sick days, we expect you to be honest with us in taking days off only when you are actually ill. Any abuse of this benefit will be taken into account in evaluations of your performance. The company reserves the right to require a statement from your doctor.

### **At Termination**

When termination of employment occurs, no payment for accrued sick leave will be made.

### **Dealing with Illness**

Staff health and well-being is very important. We encourage staff to stay home when they are sick to rest and recover. Preventing the transmission and spread of contagious disease is the responsibility of all staff. In addition, we must consider any preconditions of our coworkers, as well as the Individuals, families and guardians we support and our communities. This has become especially important as a result of Covid-19.

Staff should consider staying home if they are experiencing the following symptoms or have the following illnesses, but not limited to:

- Vomiting
- Diarrhea
- Fever

Illnesses:

- Flu
- Covid-19
- Other communicable diseases

All staff members should stay home if they are sick until at least 24 hours after their fever\* (temperature of 100 degrees Fahrenheit or 37.8 degrees Celsius or higher) is gone. Temperature should be measured without the use of fever-reducing medicines (medicines that contain ibuprofen or acetaminophen).

### **Procedure:**

#### **Requesting Time Off:**

When staff members want to use their sick time, they should notify their supervisor as soon as possible either through email or text.

Staff should also inform their supervisor for how long they will be absent (if possible) or report daily for every day of sick leave.

To submit a time off request,

Step 1: Staff will go to [www.eleosfamilyservices.com](http://www.eleosfamilyservices.com)

Step 2. Click on EFS Document Template Links

Step 3. Click on the “Time off Request form”

Step 4. Staff will enter the details of the time off they are requesting. (\*denotes required field)

\*Your Name

\*Your Email

\*Today’s Date

\*Vacation Start Date

\*Vacation End Date

\*Description of Days (Vacation, Holiday, Personal, or Earned Sick Leave)

\*Will this time be (Paid, Unpaid)

\*Number of Days

Comments

Step 5. Sign and then submit.

The form is then sent to the Operation Manager’s email for approval. The Operations Manager will review the staff’s hours to ensure the staff has sufficient hours. The Operations Manager will then respond with approval/denial of the request. The staff will get an email response of approval/denial.

Under certain circumstances, staff members might need to submit a physician’s note or other medical certification.

Those circumstances include but are not limited to:

- Being absent for more than three days on sick leave.
- Cases when a pattern arises (e.g. staff members plead sick at a specific time each week.)
- We will handle all sick time requests with discretion.

### **Employee Notification Expectations and Approved Methods**

When a staff member is sick and unable to work during their scheduled shift the staff member will notify supervisor, manager and support staff will also contact Individuals, families or guardians prior to the start of their scheduled shift.

**Internal Communication:** In the case that they are prevented from doing so, all staff members are obligated to notify their direct supervisor or manager as soon as possible, prior to when their scheduled workday is set to begin.

Our company views the following notification methods as acceptable (all listed methods should be used as examples):

- Via emailing the employee's direct supervisor or manager, our Human Resources Director (HRD).
- Contacting the employee's direct supervisor or manager via phone call or text message.

**External Communication:** In addition to internally communicating sick leave, support staff are obligated to notify an Individual, family or guardians as soon as possible, prior to when their scheduled workday is set to begin.

Our company views the following notification methods as acceptable:

- Contacting the Individual, family or guardians via phone call or text message

### **No-Call/No Shows**

Every situation in which a staff member does not come to work, while also failing to give notice as to the exact reasons behind their absence, will be considered a no call/no show case by our company.

No-Call/No Shows are not acceptable and not consistent with our company culture of consideration and collaboration. staff members must give a courtesy notice 24 hours in advance to management if you know that you will not be able to make it to an Individual's home.

a staff member will be considered in violation of the No call/No show policy in the following cases:

- If a staff member does not report to work without properly notifying their direct supervisor, manager or the HRD prior to scheduled shift.
- If a staff member does not return to the workplace after the period of approved leave and does not give notice about that particular absence;
- If a staff member fails to provide appropriate medical or other types of applicable documentation that directly supports the reason for their absence within 7 days from the day of absence.

### **Documentation**

Supervisor, Manger, Human Resources Director or Executive Director will document absences, tardies and no call/no shows within the personnel file of a staff member.

### **Resolution Plan & Disciplinary Action**

Our company may have to take disciplinary action against staff members who repeatedly fail to attend work, arrive at work on time or have no call/no show situations. The company applies these actions uniformly, regardless of the employee's position or status.

Resolution Plan: Possible consequences include:

- The first no call no show occurrence will result in a verbal warning
- A second occurrence will result in a formal written notice sent to the employee
- A third no call no show occurrence may lead to a change in work schedule/hours or full suspension
- A fourth occurrence will lead to a direct termination of employment or the employment contract

Disciplinary Action: Possible consequences include:

- Performance Improvement Plan
- Be reprimanded (Verbal or Written Warning)
- Receive a “below expectations” performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Workplace Safety, Health & Confidentiality

The Eleos Family Services Workplace Safety, Health & Confidentiality Policy helps us preserve the best possible work conditions for our staff members. Every employee has a right to feel safe at work. Our company is committed to follow legal standards and create a hazard-free workplace. These policies help us to maintain a productive, lawful and pleasant workplace and support our company culture of respect, consideration and equality.

**Scope:** This policy applies to all staff in our company regardless of position or rank.

**Policy:** Our aim is to provide staff members a safe, healthy and hazard-free environment. The policy describes preventative actions, emergency management, and additional measures to promote health and safety, emphasizing the importance of adhering to established guidelines and procedures and reporting safety and health hazards.

## Policy Elements:

- Confidentiality and data protection
- Harassment and violence
  - Workplace harassment
  - Workplace violence
- Workplace safety and health
  - Preventative action
- Smoking & Drug-free workplace

**Confidentiality and data protection:** We want to ensure that private information about Individuals, staff members, partners and our company is well-protected. staff members are expected to handle this information with utmost care and discretion.

Examples of confidential information are:

- Employee/Personnel records
- Unpublished financial information
- Data of individuals/partners/vendors
- Unpublished goals, forecasts and initiatives marked as confidential

As part of our onboarding hiring process, we may ask you to sign non-compete and non-disclosure agreements (NDAs.)

We are also committed to:

- Restrict and monitor access to sensitive data.
- Develop transparent data collection procedures.



- Train staff members in online privacy and security measures.
- Establish data protection practices (e.g. secure locks, files, access authorization.)

We also expect each employee to act responsibly when handling confidential information.

Workplace harassment covers a range of behaviors from gossip to sexual advances. Staff members can report harassment to the offender, their supervisor, manager, or our Human Resources Director (HRD). Discrimination and Sexual harassment are illegal and can lead to the termination of the offender. All reports are investigated and handled with confidentiality and urgency.

Harassment is a broad term and may include seemingly harmless actions, like gossip. We can't create an exhaustive list, but here are some instances that we consider harassment:

- Sabotaging someone's work on purpose.
- Engaging in frequent or unwanted advances of any nature.
- Commenting derogatorily on a person's ethnic heritage or religious beliefs.
- Starting or spreading rumors about a person's personal life.
- Ridiculing someone in front of others or singling them out to perform tasks unrelated to their job (e.g. bringing coffee) against their will.

Workplace violence includes physical and sexual assault, threats, property destruction, and verbal/psychological abuse. Such actions are treated seriously, and reporting them is encouraged. Violent staff members may be terminated and could face criminal charges. The company is also committed to supporting victims.

To report incidents of harassment, discrimination please refer to our [Eleos 1.1 Anti Harassment, Bullying & Discrimination](#) and [Eleos 1.2 Sexual Harassment](#) Policy & Procedures.

## **Workplace safety and health**

Our company is committed to creating a hazard-free workplace. To this end, we will ensure workplace safety through preventative action and hazard reporting.

### **Preventative action**

Preventative actions are any actions we take to avoid injuries or illnesses related to the workplace. We will periodically conduct risk assessments and job hazard analysis to uncover health risks to staff members and Individuals, families and guardians. We will aim to establish preventative measures to address potential risks accordingly.

At a minimum, we will:

1. Hold employee training sessions on safety standards and procedures.
2. Provide protective gear like gloves, facemasks, etc
3. Recommend sick staff members to stay home

We also expect you to take safety seriously. Always use protective equipment and follow standards whenever necessary. Please notify your supervisor or manager if you encounter safety or health risks while on the job.

### **Dealing with Illness**

Staff health and well-being is very important. We encourage staff to stay home when they are sick to rest and recover. Preventing the transmission and spread of contagious disease is the responsibility of all staff. In addition, we must consider any preconditions of our coworkers, as well as the Individuals, families and guardians we support and our communities. This has become especially important as a result of Covid-19.

Staff should consider staying home if they are experiencing the following symptoms or have the following illnesses, but not limited to:

- Vomiting
- Diarrhea
- Fever

Illnesses:

- Flu
- Covid-19
- Other communicable diseases

All staff members should stay home if they are sick until at least 24 hours after their fever\* (temperature of 100 degrees Fahrenheit or 37.8 degrees Celsius or higher) is gone. Temperature should be measured without the use of fever-reducing medicines (medicines that contain ibuprofen or acetaminophen).

### **Hybrid/Home Based staff members**

To prevent the spread of contagious disease, staff members who have the option to work from home, should consider staying home to work, or if they become ill while working, go home to work, if able.

### **Drug-free workplace**

Eleos Family Services is a drug-free workplace. Staff must not bring, use, give away or sell any drugs during company hours, on premises or property (eg. company vehicles). If you are caught with

illegal drugs, or show that you are under the influence of substances, you will face disciplinary action up to and including termination.

A list of prohibited drugs and substances includes, but isn't limited to:

- heroin/cocaine/methamphetamine in any form
- marijuana

## **Alcohol**

We prohibit staff members from consuming alcohol or being under the influence during working hours. Intoxication may threaten the health and safety of staff members and Individuals, families and guardians.

## **Prescription drugs**

If you feel that a prescription drug (e.g. an anxiety medication) unexpectedly impairs your senses, thinking or movement, notify your supervisor or manager immediately. If your supervisor or manager suspects substance abuse, you may face disciplinary action.

staff members must not use medical marijuana while on the job or be under the influence during work hours. We have the right to terminate staff members whose off-duty use of medical marijuana makes them unable to complete their job duties correctly.

We expect staff members to be fully alert and capable of performing their duties at all times. We may terminate staff members if we conclude a staff member's prescription drug use creates severe safety risks.

If you need to use prescription drugs for a limited time and you think they may impair your abilities, use your PTO or sick leave.

Staff members who are experiencing symptoms that may impair their ability to perform either job or specific job related tasks should notify their supervisor or manager immediately. We may need to make reasonable accommodations to ensure the health and safety of staff members, Individuals, families and guardians. As such a coworker may be asked to perform additional duties in support of other staff members experiencing health related symptoms.

## **Dealing with addiction**

Being sober is a prerequisite to thriving at our company and we want to help you as much as possible. We offer Employee Assistance Programs (EAP) that can help staff members overcome addictions. If you face a relevant problem, please reach out to our [EAP Officer.]

We will not tolerate substance addiction that results in violent, offensive or inappropriate behavior.

### **Speak up, we listen**

Sexual harassment can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and challenging corporate culture.

Please don't let these fears deter you. Our company will do everything possible to stop sexual harassment and any other kind of harassment from happening, while supporting harassed staff members. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company create a happy workplace and thrive.

### **Documentation**

Human Resources Director or Executive Director will document the violations of this policy within the personnel file of the accused wrongdoer(s) and the reporter(s).

### **Resolution Plan & Disciplinary Action**

Our company may have to take disciplinary action against staff members who repeatedly fail to attend work, arrive at work on time or have no call/no show situations. The company applies these actions uniformly, regardless of the employee's position or status.

Resolution Plan: Possible consequences include:

- The first no call no show occurrence will result in a verbal warning
- A second occurrence will result in a formal written notice sent to the employee
- A third no call no show occurrence may lead to a change in work schedule/hours or full suspension
- A fourth occurrence will lead to a direct termination of employment or the employment contract

Disciplinary Action: Possible consequences include:

- Performance Improvement Plan
- Be reprimanded (Verbal or Written Warning)
- Receive a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Time Off

The Eleos Family Services Time Off policy refers to the amount of time off we offer to our staff members per calendar year or month. Paid time off can be considered equivalent to vacation time, but employees can use it any way they want. In addition, contractors may request unpaid time off.

**Policy:** This policy outlines the accrual process for paid and unpaid time off, and how staff and staff members can manage this benefit.

- This PTO policy combines vacation and personal days only (please see Sick Leave or Leave of Absence Policies).
- PTO/Time off Request Forms must be submitted 2 weeks before the requested time off.

**Scope:** This policy applies to all staff who reside within the state of New Jersey.

**Policy Elements:** Eleos will not grant fewer days of paid leave than the law dictates to staff members.

## Holidays

Our company observes the following holidays:

New Year's Day  
Martin Luther King Day  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

## Floating Holidays

Our company offers a floating day, which you can take as a holiday any day you choose. If you want to observe a religious holiday that is not included in the holidays we observe, we may allow you to take unpaid time off for that day or, you may use your PTO.

## “Make up” Hours

If you wish to not work and to observe a holiday(s) either listed or not listed above, such as Good Friday, Washington's Birthday, Veteran's Day or Easter Sunday, you may use unpaid time off for that day or, you may use your PTO or complete make up the hours within the week of the holiday that you will be taking off.

## Holiday pay

staff members are entitled to their normal compensation without any deductions.

## Working on a holiday

These holidays are considered “off-days” for most staff members. If we need a staff member to work on a holiday, a supervisor will inform you at least three days in advance.

## Accrual:

- PTO will begin accruing from the first day of employment for Full-time and Part-time (MANAGEMENT ONLY) employees.
- You may begin using your PTO time after 90 days from hire date.
- EFS will advance staff members with their vacation and personal PTO hours beginning each calendar year if they are eligible to use.
- If an employee is no longer with Eleos Family Services or demoted to a Part-time employee before the calendar year ends and used their vacation/personal PTO before they would have accrued the time, then that employee will have hours used deducted from the last paycheck to pay back the PTO advance time given.
- PTO time will be paid out to employees at their hourly base rate.
- PTO is accrued in hourly increments during a given pay period on a weekly basis. Each employee’s accrued hours will be placed into a PTO “bank” on the day pay is issued.
- Accrual increments and a maximum number of accrued hours per calendar year are based on the length of service. Once the accrual maximum is reached for the calendar year, no additional PTO may be accrued that year:

## Full time:

| YEARS    | ACCRUAL RATE                                 | ACCRUAL MAXIMUM PER CALENDAR YEAR   |
|----------|--|-------------------------------------|
| < 1 year | 0.9 hour per each full<br>40-hour work week  | 5 vacation days<br>1 personal day   |
| 1 year   | 1.4 hours per each full 40-hour work week    | 7 vacation days<br>2 personal days  |
| 2 years  | 1.7 hours per each full 40-hour work week    | 9 vacation days<br>2 personal days  |
| 3 years  | 2.2 hours per each full 40-hour work week    | 11 vacation days<br>3 personal days |
| 4 years  | 2.5 hours per each full<br>40-hour work week | 13 vacation days<br>3 personal days |
| 5 years  | 2.9 hours per each full 40-hour work week    | 15 vacation days<br>4 personal days |

## Part time (ONLY IN MANAGEMENT POSITION):

| YEARS | ACCRUAL RATE | ACCRUAL MAXIMUM PER CALENDAR YEAR (DAYS) |
|-------|--------------|--|
|-------|--------------|--|

|          |   |                                      |
|----------|---|--------------------------------------|
| < 1 year | 0.5 hour per each full 24-hour work week  | 2 vacation days<br>1 personal day    |
| 1 year   | 0.7 hours per each full 24-hour work week | 2.5 vacation days<br>2 personal days |
| 2 years  | 0.9 hours per each full 24-hour work week | 5 vacation days<br>1 personal day    |
| 3 years  | 1.1 hours per each full 24-hour work week | 5 vacation days<br>2 personal days   |
| 4 years  | 1.2 hours per each full 24-hour work week | 6 vacation days<br>2 personal days   |
| 5 years  | 1.5 hours per each full 24-hour work week | 8 vacation days<br>2 personal days   |

- When an employee moves into a new “years of service” category based on the anniversary date of hire, the employee will begin accruing PTO at the new accrual beginning the first day of the next calendar year.
- PTO time is not accrued during periods of unpaid leave, short-term or long-term disability leave, or workers’ compensation leave (unless legislated).
- An employee may NOT carry unused accrued PTO from over one calendar year into the next calendar year. The calendar year begins **January 1<sup>st</sup>** and ends **December 31<sup>st</sup>**.

**Separation of Employment**

What happens to PTO when you get fired or leave Eleos?

Eleos will payout unused accrued PTO/Vacation to employees upon separation of employment.

**Procedure:**

**Requesting Time Off:**

When staff or staff members wish to take time off, they should notify their supervisor as soon as possible either through email or text.

All staff should also inform their supervisor for how long they’ll be absent on vacation.

To submit a time off request:

Step 1: Staff will go to [www.eleosfamilyservices.com](http://www.eleosfamilyservices.com)

Step 2. Click on [EFS Document Template Links](#)

Step 3. Click on the [“Time off Request form”](#)

Step 4. Staff will enter the details of the time off they are requesting. (\*denotes required field)

- \*Your Name
- \*Your Email
- \*Today’s Date

- \*Vacation Start Date
- \*Vacation End Date
- \*Description of Days (Vacation, Holiday, Personal, or Earned Sick Leave)
- \*Will this time be (Paid, Unpaid)
- \*Number of Days
- Comments

Step 5. Sign and then submit.

The form is then sent to the Operation Manager's email for approval. The Operations Manager will review the Employee's hours to ensure the employee has sufficient hours. The Operations Manager will then respond with approval/denial of the request. The employee will get an email response of approval/denial



# Work From Home

The Eleos Family Services Work From Home policy establishes guidelines for staff members who work from a location other than our office, building, in-home with Individuals, etc. Remote work can improve productivity, reduce office and parking space, reduce traffic congestion, enhance work/life balance and protect the health and safety of staff members and Individuals, families, guardians and our communities during a pandemic, public health emergency or natural disasters.

We designed our work from home policy to make sure that working from home is beneficial to our staff members and company.

**Scope:** Our company's work from home policy applies to all our staff members who are home based, telecommute or working from home.

## **Policy Elements:**

### **Eligibility Requirements**

staff members are allowed to work from home only if their job duties permit it and based on their job position. However, staff members who carry out most of their work on a computer can occasionally work off-site. staff members whose employment is in good standing (e.g. attendance, performance, etc.)

Not all positions are appropriate for remote or work from home.

For example, staff who are required to come in direct physical contact with Individuals are not eligible to work from home or telecommute under this policy under normal operating circumstances.

### **Public Health Emergency, Natural or National Emergency**

Due to COVID-19 and public health guidelines recommending remote work when possible, we as a company may need to require some or all job responsibilities and/or positions to remote or work from home for a time to be determined. There may be a business need to have staff work remotely in certain cases related to a Natural or National emergency to ensure the safety and health of staff members and Individuals, families and guardians we support. This policy is subject to change and may be discontinued at will and at any time as public health guidelines or business needs evolve.

Eligible staff members work from home or telecommute when they complete their work at a place located outside of our company's premises. They may work from home:

- Full-time
- On certain days

- Everyday, dividing their schedule between being present at the office and working from a remote location.

Work from home arrangements can be occasional, temporary or permanent when approved and based on eligibility.

Reasons that could demand telecommuting include but are not limited to:

- Parenting
- Bad weather
- Emergencies
- Medical reasons
- Work-life balance
- Overlong commute

Other reasons for working from home depend on staff members and supervisor or managers' judgment.

### **Determining if a staff member can work from home**

We advise both staff members and supervisors or managers to consider these elements before asking/approving work from home:

- Is the employee eligible by nature of their job?
- Are there any cybersecurity and data privacy concerns?
- Will collaboration with the employee's team become difficult?
- Do staff members have the necessary equipment or software installed at home?
- What are the conditions of staff members' home or alternative place of work (noise, internet connection etc.)

### **Requesting Work from Home Procedure**

When staff members wish to work from home, this procedure must be followed:

- staff members file a request through email to their supervisor or manager and our Human Resources Director (HRD) at least two days in advance.
- Their supervisor or managers must approve their request considering all elements we mentioned above.
- If the work from home arrangement spans for more than a week, supervisors, managers and staff members should meet to discuss details and set specific goals, schedules and deadlines.

Staff members who need to work from home for unforeseen reasons (e.g. illness or temporary difficult commute) should file their request as soon as possible, so managers can consider and approve it.

### **Time Zone difference**

Sometimes, supervisors, managers and their staff members are in a different time zone. When staff members need to work from home for unforeseen reasons, they may not be able to get their request approved in time. In this case, they may stay to work from home and notify our HRD. We advise staff members to check in with their managers as soon as their manager clocks in.

### **Work expectations and schedule**

Staff members who work remotely are expected to:

- Have regularly scheduled and approved work hours
- Be fully accessible during core hours 9am-5pm
- Respond to critical phone calls, texts and emails within 1-2 hours, etc.

We encourage staff members and supervisors or managers to meet frequently to discuss progress and results, such as having recurring one-on-one meetings over the phone or online and check in as often as is needed via phone, text or email, etc.

In accordance with the Fair Labor Standards Act (FLSA), nonexempt staff members who work remotely are required to strictly adhere to required rest and lunch breaks, and to accurately track and report their time worked using Eleo's time-tracking system.

### **Equipment and supplies**

We will provide eligible and approved remote staff members with equipment that are essential to their job duties (e.g. laptop, cell phone, etc.). Equipment supplied by Eleos is to be used for business purposes only.

Eleos is not responsible for expenses associated with working at home, including heat, electricity, internet or phone service.

### **Technical support**

Remote staff members experiencing technical difficulties should notify management as soon as possible and follow guidance and instructions provided by management.

### **Workspace safety guidelines**

Remote staff members are expected to keep their workspace free of safety hazards. To ensure employee health and safety.

### **Security and confidentiality**

Remote staff members are expected to take proper measures to ensure the protection of company data, proprietary information and assets.

staff members must follow security and confidentiality measures:

- use a VPN,
- password-protect all equipment (laptop, cell phone, etc.)
- Keep confidential documents in locked filing cabinets
- Sign in as “guest” when accessing public Wi-Fi

### **Travel requirements**

Remote staff members may be required to attend company retreats, meetings, etc. in person. Travel expenses will be reimbursed as outlined in our travel policy.

### **Compensation**

No changes will be made to a staff member’s base compensation if they work remotely, regardless of their location. Remote staff members will be eligible for merit raises and promotions based on company policy and performance reviews.

### **Consequences**

Failure to fulfill work requirements or adhere to policies and procedures while working remotely may result in termination of remote work agreement, performance improvement plan (PIP), termination, etc.

# Staff Relationships

The Eleos Family Services (EFS) Staff Relationships policy provides guidelines our staff members should follow when they are interested in, or romantically or sexually involved with a coworker. We also set some standards for acceptable behavior when fraternizing with fellow staff members.

We do not want to place undue restrictions on staff members dating each other, as everyone should be free to choose their partners. However, we want to make sure that relationships will not cause awkwardness or problems in our workplace, negatively impact productivity or violate our work culture.

We will not tolerate offensive behavior including harassment, sexual harassment, discrimination, bullying, retaliation in our workplace in any shape or form. Our culture is based on mutual respect and collaboration. Offensive behavior is a serious violation of who we are; mission, vision, core values and guiding principles.

## **Scope:**

This policy applies to all our staff members regardless of gender, sexual orientation or other protected characteristics.

In the context of this policy, “staff dating” includes consensual romantic relationships and sexual relations. We explicitly prohibit non-consensual relationships.

- a. “Staff”, “Staff Members”, “Team” and “co worker” refers to, but not limited to members of management, administration, potential new hires, contractors, staff members and former staff members, volunteers, etc.
- b. “Employee” refers to a W2 employee
- c. “Contractor” refers to a 1099 contractor.
- d. “Company” refers to Eleos Family Services, Eleos, EFS.

## **Policy Elements:**

### **Before you date a coworker**

Before you decide to date a coworker, please consider any problems or conflicts of interest that may arise. For example, if you’re working with a coworker on an important project, a relationship between the two of you (or a possible breakup) could affect your work. Make sure you have thought about all parameters before making a decision.

### **Acceptable behavior**

Relationships between staff - Staff dating & relationships are allowed, that are consensual romantic relationships, fraternizing and sexual relations. We explicitly prohibit non-consensual relationships. Prior to deciding to date a staff member, please consider any problems or conflicts of interest that may arise. We expect our staff to treat each other with respect and avoid hindering other people's work, while ensuring that our workplace remains a professional setting in alignment with our Core Values and culture. While we don't object to staff relationships, our workplace is still a professional setting. We expect our staff to treat each other with respect and avoid hindering other people's work. If you want to express your romantic interest in a coworker, don't do anything that may embarrass or expose them and always respect their time and choices. You may be allowed to ask a coworker on a date or "out" only once. If they say 'no' or give an ambiguous answer, do not ask again.

If a coworker is persistent in flirting with you and becomes annoying or disturbs your work, ask them to stop and inform your manager if they continue. Please report them to our Human Resources Director (HRD) if they make unwanted sexual advances. Sexual harassment is prohibited, including seemingly harmless actions. For example, a staff member who keeps flirting when their coworker doesn't respond favorably is breaking our sexual harassment policy. In this case, they will face disciplinary action. For more details on what constitutes sexual harassment and how to report it, please refer to our anti-harassment policy.

### **When you begin dating a coworker**

HR will not get involved in your private lives and will always be discreet. You do not need to tell us if you go on a few dates with a coworker or become involved for [less than two months], as long as there's no disruption in the workplace or your own work. But if your relationship lasts longer than [two months], please inform HR. We want to be aware of these relationships so we can better handle gossip or conflicts of interest.

Also, make sure to:

- Keep your personal issues and discussions out of the workplace.
- Be productive and focused as always. If you find that your work is affected by dating a coworker, seek counseling from your supervisor, manager or HR.

### **Acceptable behavior**

We expect you to always behave appropriately and follow our Code of Conduct.

This means you and your partner shouldn't behave in a way that:

- Hinders our operations.
- Embarrasses your coworkers
- Distracts your coworkers from their duties

Examples of acceptable behavior are:

- Passing by your partner to talk to them for a short time.
- Discussing your joint vacation plans during breaks
- Coming to and leaving from work together

Examples of unacceptable behavior are:

- Arguing in the workplace.
- Kissing or touching inappropriately in front of coworkers or clients
- Exchanging an excessive number of instant messages or calls during working hours
- Boasting about or discussing your relationship in your coworkers' presence
- Staff members who exhibit unacceptable behavior will face progressive discipline.

### **After you stop dating a coworker**

If your relationship ends, maintain professionalism and ensure you won't disrupt our workplace. You mustn't badmouth your former partner, sabotage their work or reveal any intimate details. All these break our code of conduct about respect in the workplace and you will face disciplinary action. If your former partner behaves this way, report them to HR and we will investigate as soon as possible.

### **Dating supervisors or managers**

To avoid accusations of favoritism and abuse of authority, we strictly prohibit supervisors or managers from dating their staff or those who report to their team members (directly or indirectly). If they do, they'll face disciplinary action up to and including termination.

Managers who are from the level of executive management and above are also forbidden from dating anyone who is below the same level, even if they're in another department.

Managers who are below the level of executive management may have a relationship with coworkers from other teams or departments, as long as that person is at the same level or within two levels below them. For example, an executive can date a supervisor or manager from another department but they cannot date an intern who's more than two levels below them in rank.

If you broke our rules by dating someone who's a direct report or below the acceptable level of seniority, it's in your best interest to disclose your relationship as you may face more severe disciplinary action when you're discovered.

Staff members will not face demotion, victimization or loss of benefits. Managers may receive a reprimand depending on the circumstances. We may terminate those who repeatedly disregard this restriction.

### **When one of the former partners becomes a manager**

If a staff member gets promoted or transferred from another department, they may find themselves managing a coworker they used to date. In this case, either of the two should let us know.

When managing a former partner, you must be extra careful with how you behave towards them. You're not allowed to favor or retaliate against them. You should do everything possible to prove that you're treating every team member in a fair and professional way. Document every information or incident necessary for performance reviews and ask for your manager or HR's advice if you need to discipline or reward your former partner.

### **Our company's commitment about romantic relationships in the workplace**

Just like we expect staff members to comply with our policy, we have responsibilities that we're committed to fulfill.

We will:

- Enforce this policy equally to all staff including HR and management
- Treat everyone equally when taking disciplinary action without discriminating against protected characteristics
- Prohibit victimization, violence and retaliation of any kind
- Examine each case separately and consider all aspects and perspectives before making decisions
- All of us must follow our equal employment opportunity policy at all times. For example, HR must not penalize a couple differently than another couple when they both have violated our staff relationships policy in the same manner.

At any point, we will keep our staff's freedom and individual rights in mind and follow the law.

### **Procedure:**

#### **Reporting Sexual Harassment**

All complaints are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

1. If you are being sexually harassed or suspect another person is being harassed, please report it to the Human Resources Director (HRD), your supervisor or manager. In serious cases like sexual assault, please call the police and inform HRD that you plan to press charges. We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your coworkers.

If you want to report sexual harassment within our company, there are two options:

2. Ask for an urgent meeting with your HRD, or supervisor or manager.
  - a. Once in the meeting, explain the situation in as much detail as possible.
  - b. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.



3. Send your complaint via email.
  - a. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.
  - b. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.
4. If you report assault to the police, our company will provide any possible support until the matter is resolved. In any case, we will ensure you are not victimized and that you have access to relevant evidence admissible in court, like security video footage or emails (without revealing confidential information about other staff.)

### **Inadvertent harassment**

Sometimes, people who harass others do not realize that their behavior is wrong. We understand this is possible, but that doesn't make the perpetrator any less responsible for their actions.

5. If you suspect that someone doesn't realize their behavior is sexual harassment under the definition of this policy, let them know and ask them to stop. Do so preferably via email so you can have records.

6. Please do not use this approach when:

- a. Your supervisor, manager, an upper manager, support coordinator, vendor or Individual, family, guardian is the perpetrator.

Sexual harassment goes beyond the boundaries of off-hand comments, flirting or jokes.

In the above cases, report to our HRD as soon as possible.

### **Investigation**

If a staff member files a complaint, Management will take it seriously and investigate thoroughly. If Management needs to act immediately during our investigation, we will ensure the staff member who filed the complaint will not be affected in any way. The alleged wrongdoer may see their employment or position affected until the investigation is concluded.

**When discrimination occurs and a staff member makes a complaint or reports an incident, both HR, supervisors and managers must act immediately. Supervisor, Manager, Human Resources Director (HRD), Compliance Manager and Executive Director will each be involved, aware and responsible for investigating incidents.**

- All staff should participate and cooperate with investigations by providing all known facts, details and descriptions related to the report to the investigator.

- Supervisors and Managers should talk to HR and explain our company's procedures to their team member who made the complaint.
- When HR receives a complaint that a staff member harasses another staff member, they will ask for as many details and information as possible from the person or people making the complaint.

### **Helping Victims**

Apart from investigating claims and disciplining perpetrators, we want to support the victims of sexual harassment. If you experience trauma, stress or other symptoms because of harassment, consider:

1. Taking a few days of sick leave to restore your mental health.
2. Asking your insurance provider whether they cover mental health services for staff members.
3. Speaking to our designated counselors.
4. Victims' jobs and benefits will not be jeopardized or altered if they choose any of those options or other means to recovery.

### **Speak up, we listen**

Sexual harassment can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and challenging corporate culture.

Please don't let these fears deter you. Our company will do everything possible to stop sexual harassment and any other kind of harassment from happening, while supporting harassed staff members. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company create a happy workplace and thrive.

### **Documentation**

The Human Resources Director or Executive Director will document the Sexual harassment complaint within the personnel file of the accused wrongdoer(s) and the reporter(s).

### **Resolution Plan & Disciplinary Action**

When a staff member of any rank discriminates, they will be subject to disciplinary action depending on the severity of their actions. For example, unintentionally offending a coworker might warrant a reprimand, but discriminating against someone systematically might result in demotion or termination.

Perpetrators face disciplinary actions ranging from reprimands, warning, suspension to termination, depending on the severity. Repeat offenders or those guilty of severe offenses, face immediate termination. The company applies these actions uniformly, regardless of the employee's position or status.

The Human Resources Director, Compliance Manager or Executive Director will provide official documentation stating the reason, and providing evidence to the wrongdoer(s).  
staff members who are found guilty of retaliation the first time may receive one or more of the following, to be determined based on severity of the offense:

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a “below expectations” performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

# Termination/Separation of Employment

The Eleos Family Services Termination/Separation of Employment policy refers to the event that a staff member ceases to be part of our company. It is beneficial for all parties that the employment separation process is as clear as possible so misunderstandings and distrust between the employee and the company can be avoided. The company is bound to handle any cases of termination of employment as dictated by law with discretion, professionalism and official documentation.

**Scope:** This termination/separation of employment policy applies to all staff, including but not limited to prospective or current staff members of the company in regards to possible separation of employment.

**Policy:** staff members should remember that in the U.S. employment is “at-will.” This means that you or our company may terminate our employment relationship at any time and for any non-discriminatory reason

Contents:

- Progressive discipline
- Tuition reimbursement
- Forced resignation
- Termination
- Involuntary vs Voluntary Dismissal
- Involuntary Dismissal (For cause vs Without Cause)
- Procedure
- References
- Rehire

## **Progressive discipline**

Here we outline steps we will take to address employee misconduct. We want to give staff members a chance to correct their behavior when possible and assist them in doing so. We also want to ensure that we thoroughly investigate and handle serious offenses.

Our progressive discipline process has seven steps of increasing severity.

These steps are:

1. Performance Improvement Plan (PIP)
2. Verbal warning
3. Informal meeting with supervisor
4. Written Warning or Formal reprimand

5. Formal disciplinary meeting
6. Suspension
7. Termination

Different offenses correspond to different steps in our disciplinary process. For example, minor, one-time offenses (e.g. breach of our dress code policy) will trigger Step 1. More severe violations (e.g. sexual harassment) will trigger step 5.

If you manage staff members, inform them when you launch a progressive discipline process. Pointing out a performance issue is not necessarily a verbal warning and may be part of your regular feedback. If you judge that progressive discipline is appropriate, let your team member know and ask our Human Resources Director (HRD) to help you explain our full procedure.

Supervisors or Managers may skip or repeat steps at their discretion. Our company may treat circumstances differently from that described in this policy. However, we are always obliged to act fairly and lawfully and document every stage of our progressive discipline process.

Keep in mind that our company is not obliged to follow the steps of our progressive discipline process. As you are employed “at-will” in the U.S, we may terminate you directly without launching a progressive discipline process. For serious offenses (e.g. sexual harassment), we may terminate you without warning.

### **Tuition reimbursement**

If you have studied at our company’s expense, you are bound by your contract to remain with us for at least two years. If you resign before that period, you may have to reimburse us for part or all of these expenses.

### **Forced resignation**

You can resign anytime at your own free will and nobody should force you into resignation. Forcing someone into resigning (directly or indirectly) is constructive dismissal and we will not tolerate it.

Specifically, we prohibit staff members from:

- Creating a hostile or unpleasant environment.
- Demanding or coaxing a staff member to resign.
- Victimized, harassing or retaliating against a staff member.
- Forcing a staff member to resign by taking unofficial adverse actions (e.g. demotions, increased workload).

### **Termination of Employment**

Termination of employment happens when a staff member is dismissed of their duties due to their or the

company's actions.

The dismissal of a staff member from their job duties may be categorized as voluntary or involuntary.

### **Voluntary Dismissal or Resignation Resignation/Voluntary Dismissal**

You resign when you voluntarily inform our Human Resources Director (HRD), your supervisor or manager that you will no longer be working for Eleos. We also consider you resigned if you do not come to work for three consecutive days without notice.

You are not obliged to give us advance notice before resigning. But, for efficiency's sake, and to make sure our workplace runs smoothly, we ask that you give at least two weeks' notice, if possible. If you hold a highly specialized or management position, we ask that you give us at least one month's notice, when possible.

We accept verbal resignations, but we prefer that you submit a written and signed notice of resignation for our HR records. We will reply with an acceptance of resignation letter within [two days.] HR will inform your manager that you are resigning if you haven't already done so. Whether you want to announce your resignation to your team is up to you, but we encourage you to be open.

**Voluntary Dismissal** may include the following:

- Resignation
- Retirement
- Failure to show for a specified number of days without notice

### **Involuntary Dismissal**

- Discharge for cause
- Discharge without cause

We may terminate a staff member either for cause or without cause.

**For cause** termination is justified when a staff member breaches their contract, engages in illegal activities (e.g. embezzlement), commits Medicaid Fraud, disrupts our workplace (e.g. harasses coworkers), performs below acceptable standards or causes damage or financial loss to our company.

**Without cause** termination refers to redundancies or layoffs that may be necessary if we cease some of our operations or re-assign job duties within departments and teams. We will follow applicable laws regarding notice and payouts.

We may help staff members who were terminated without cause to find work elsewhere, if possible.

We may also compensate accrued vacation and sick leave upon termination, depending on local law. Whenever local law does not have relevant stipulations, we will pay accrued leave only to those who were not terminated for cause. We will also take into account union agreements and abide by agreed terms.

Supervisors and Managers should avoid wrongful dismissal. When you terminate a staff member for cause, we expect Supervisors and Managers to make certain they have made the right choice and keep accurate performance and/or disciplinary records to support your decision.

Discharge for cause refers to immediate termination of employment due to a staff or employee's misconduct. Any kind of disciplinary action or progressive discipline that results in termination may be considered "for cause". Other wrongful behaviors or actions that result in immediate dismissal are also considered "for cause". Examples of such termination of staff members include circumstances where a staff member:

- Breaches their contract of employment
- Is discovered guilty of fraud, embezzlement or other kinds of illegal actions against the company
- Is guilty of discriminatory behavior or harassment
- Is guilty of unlawful or immoral behavior on the job
- Is guilty of willful neglect of job responsibilities
- Is discovered to have caused intentional damage to company's assets
- Continuously disregards company policy

The list is not exhaustive therefore, discharge for cause remains at our company's discretion. It must however always reflect an unacceptable behavior or action that violates a rule, regulation or law from one or more of our regulatory authorities or company guidelines and may result in financial and non-financial damages for the company, other coworkers, Individuals, families or guardians or our communities.

Discharge without cause can occur when the company decides that the services of a staff member are no longer needed. In general, this does not refer to a staff member's conduct. Reasons for discharge without cause may be layoffs, rearrangement of a department or redefining of a position. In cases where a staff member must be terminated without cause, the company is obliged to give notice a specified amount of time prior to the date of termination depending on time of service, age of employee or position. If the employee has to stop working before the date of termination, the company will still provide compensation for the time remaining, specified as "pay in lieu of notice".

The company may compensate the terminated employee for accrued vacation time when appropriate. Severance pay may apply to cases of discharge without cause but not discharge for cause.

The company is bound by the law to refrain from wrongful dismissals of staff members. Wrongful dismissal may occur in cases when:

- a staff member is terminated unfairly for cause
- a staff member is terminated without cause and is not given prior notice
- a staff member is forced into constructive dismissal

The company expects all staff with the right of terminating subordinates to strictly refrain from discharging someone without adequate reason or without giving notice. Such an occurrence may be harmful to a staff member, damaging for the company's respectability and productivity, and may result in disciplinary action. Discharge on grounds of discrimination or filed health and safety complaints is unlawful termination prohibited by legislation.

Constructive dismissal refers to a staff member that has been forced to resign due to an employer's intentional or unintentional unlawful or hostile behavior (e.g. breach of contract). It will not be practiced by any means by the company which is committed to maintain a relationship of honesty and fairness between itself and staff members.

### **Procedure**

In cases of resignation, the employee should submit an official written, typed or email resignation letter to the immediate supervisor. A notice is expected by the employee consistent with the minimum notice requirement, so the company can arrange alternatives for handling the remaining workload of the position. The resignation letter must be copied and submitted to our Human Resources Director.

In cases of involuntary dismissal, the supervisor must submit a staff member termination document to the human resources department at the date of separation or before that. Discharge for cause justifies immediate suspension until the necessary documentation for termination has been gathered. In some instances, a termination meeting with the employee, supervisor and a human resources officer may be scheduled.

In cases of discharge without cause, the employer must officially notify the employee of the termination a specified amount of time in advance. When severance pay is appropriate it will be officially stated in writing.

At all times, proper staff records will be kept containing all relevant documentation.

### **References**



When we terminate A staff member, we may provide references for those who leave in good standing. This means that a staff member should not have been terminated for cause. If you are laid off, you may receive references. Please ask your supervisor or manager.

If you resign, you may ask for references and your supervisor or manager has a right to oblige or refuse.

### **Rehiring**

Eleos Family Services has a Staff rehire policy that defines rules for rehiring former staff. At times, we may find it more beneficial and cost-effective to hire staff we trust who left our company for various reasons. The policy outlines circumstances under which former staff may be rehired and any relevant guidelines. For guidance regarding our Rehire rules, please refer to our [Eleos 1.12 Staff Rehire Policy & Procedure](#).

## **Rehire**

The Eleos Family Services staff rehire policy defines rules for rehiring former staff. At times, we may find it more beneficial and cost-effective to hire staff we trust who left our company for various reasons. This policy will outline circumstances under which former staff may be rehired and any relevant guidelines.

### **Scope**

This policy applies to former staff who left our company on a permanent basis.

This policy does not refer to any staff who is on medical, parental or other type of long-term leave.

### **Policy elements**

This policy will not prohibit any former staff from applying to a position. However, the policy will outline in which cases it can consider a former staff for rehire.

To be considered for rehire, former staff should have left the company for one of the following reasons:

- Voluntary resignation
- Company Lay-offs
- Expired contract
- Termination for reasons other than illegal or unethical behavior

These staff can apply to a position with the company after a minimum period of 3 months. This excludes staff whose contracts expired. They can ask for a contract renewal immediately and we may consider them.

### **Which former staff are ineligible for rehire?**

Staff who were terminated for cause or abandoned their job are not eligible for rehiring. If there are good reasons why those staff should be rehired, our Human Resources Director (HRD) and senior management should first approve the decision.

'Good' reasons include but are not limited to:

- Court decisions that oblige our company to rehire a staff member.
- Reliable proof that a staff member's conduct will no longer be problematic. In this case, our company does not guarantee rehiring but may consider it.
- There are two extra eligibility criteria for rehire.

Former staff should have:

- Completed their probationary period when hired.
- Performed adequately while employed by our company.

Staff who accepted a job offer but did not show up on their first day will not be considered for rehire for a period of 6 months. This does not apply if they had serious reasons for not showing up (e.g. medical emergencies, death in the family, etc).

If our company decides to consider retired staff for rehire, we will check and comply with relevant legal regulations.

### **Staff status and benefits**

Staff who were working for our company for less than 12 months will be considered 'new hires' if rehired. New hires are usually expected to undergo hiring and onboarding procedures, partly or entirely.

A former staff member who is rehired, may have their service recognized for seniority and specific benefits plans such as PTO and sick leave accrual. Benefit plans remain at our company's discretion.

In any case, staff who have been absent for more than five years are considered 'new hires.'

### **Fair decisions**

Our company is committed to equal opportunity practices. When hiring, we will not discriminate according to any protected characteristics.

However, we may give precedence to former staff who apply for positions compared with other potential candidates. This precedence is reasonable, because former staff know our company better than new external candidates. Among former staff who are considered for rehire, there will be no discrimination or unfair disqualification.

### **Procedure**

When an staff applies for a position or contacts our company about rehiring, the following procedure should be followed:

1. The HR department reviews personnel records to decide whether the staff is eligible for rehire.
2. If they are eligible, hiring supervisors or managers decide whether the staff is qualified for a particular position. If they aren't eligible, the HR department should inform them.
3. If they're qualified, hiring managers contact the former staff and make necessary arrangements. These arrangements include (but are not limited to) an interview, background check and drug testing. If they are not qualified, hiring managers should inform them. Eligible former staff may still apply for a different position.

At any moment, our company may choose to contact former staff proactively. Their eligibility should be established beforehand.

# Leave of Absence

This policy outlines the guidelines for staff requesting a leave of absence from Eleos Family Services. The policy is designed to ensure that all staff are aware of their rights and responsibilities when taking a leave, and to provide a framework for managing leaves of absence in a fair and consistent manner.

By having a clear policy in place, HR can minimize confusion and misunderstandings, ensure legal compliance, and maintain positive relationships with both staff and management.

**Scope:** The policy covers essential aspects like eligibility criteria, application process, duration, pay and benefits, job security, and return-to-work procedures. By implementing this policy, Eleos Family Services aims to support staff in managing their personal and professional obligations while maintaining a positive work environment. We encourage open communication and cooperation between staff, supervisors, and HR to ensure consistent application of this policy.

## **Policy:**

### **Eligibility**

Staff members are eligible for leaves of absence if they have completed at least one year of service with Eleos and have worked at least 1,250 hours in the previous 12 months.

The following types of leaves are available to eligible staff:

- Personal or family illness or mental health issues
- Medical
- Statutory or contractual holiday entitlements
- Bereavement leave
- Jury duty
- Pregnancy
- Military service
- Voting
- Personal reasons

### **Long-term illness**

The U.S. Family and Medical Leave Act provides staff 12 weeks of unpaid, job-protected leave in a 12-month period with the same group health benefits for medical and family reasons. One of those reasons is to recover from a serious health condition or to care for an immediate family member with a serious health condition.

You are eligible for this type of leave if you have worked for us for more than 12 months and you have worked at least 1,250 hours within 12 months before your leave begins. Contact HR for more information when needed.

### **Bereavement leave**

Losing a loved one is traumatizing. If this happens to you while you work with us, we want to support you and give you time to cope and mourn.

For this reason, we offer two days of paid bereavement leave to staff members. Non-staff members may request two days unpaid time off.

You may take your bereavement leave on consecutive/non-consecutive days to:

- Arrange a funeral or memorial service.
- Attend a funeral or memorial service.
- Resolve matters of inheritance.
- Fulfill other family obligations.
- Mourn.

If you require more time or you have to travel long-distance for a funeral or service, please use your PTO or request unpaid time off.

### **Jury duty and voting**

If you are called for jury duty and you are a staff member, you can take one day off without deduction from your salary. If local or national law stipulates more days of paid jury duty leave, we will follow the law. On election day, you can take two hours off to vote. You can take a paid half-day off if you need to travel a short distance to vote. If your trip lasts more days, please use your PTO.

Contractors may take one unpaid day off for jury duty and voting. If local or national law obliges us to provide hourly contractors or staff members with paid jury duty leave, we will follow the law.

To keep good records, we ask you to bring us a copy of your summons for jury duty and a document that proves you served.

### **Parental leave**

Caring for a newborn is an exciting time for parents. We want to support new mothers and fathers in their first months of parenthood with paternity and maternity leave.

You are eligible for this type of leave if you have worked for us for more than 12 months and you have worked at least 1,250 hours within 12 months before your leave begins. Contact HR for more information when needed.

## **Family Medical Leave Act and the New Jersey Family Leave Act**

Eleos Family Services is not a covered employer under the Family Medical Leave Act (FMLA) and the New Jersey Family Leave Act. However, as a company the U.S. Family and Medical Leave Act provides staff members 12 weeks of unpaid, job-protected leave in a 12-month period with the same group health benefits for medical and family reasons if the following conditions are met:

Staff member - The employee who wants to take leave must have worked for that employer for one year and must have worked at least 1,000 hours, including paid overtime hours, during the 12 months immediately prior to taking the leave.

If you are about to be a new mother or father either through childbirth or adoption, talk to our Human Resources Directory (HRD) to arrange your leave. Please give us at least three months notice before your leave begins.

Depending on local or national law, pregnant women can take part of their leave before labor. If you suffer complications during childbirth or have other issues, you can ask for an unpaid leave extension of up to two months. Contact our HRD as soon as possible to arrange this.

### **Pay**

FMLA leave is unpaid, but staff members should use their accrued paid leave during FMLA leave.

## **New Jersey Temporary Disability and Family Leave Insurance**

NJ Temporary Disability Insurance provides cash benefits to staff members in New Jersey who are unable to work due to a physical or mental health condition or other disability unrelated to their work, including pregnancy/childbirth recovery and COVID-19.

NJ Family Leave Insurance provides cash benefits to staff members in New Jersey who are unable to work because they need to bond with a new child, care for a family member with a physical or mental health condition (see the generous definition of “family” under the law at [myleavebenefits.nj.gov](http://myleavebenefits.nj.gov)), or handle certain matters related to domestic or sexual violence.

NJ Temporary Disability Insurance provides cash benefits to staff members for up to 26 weeks in New Jersey who are unable to work due to a physical or mental health condition or other disability unrelated to their work, including pregnancy/childbirth recovery. New Jersey Temporary Disability Insurance is funded by staff members through payroll deductions.

Temporary Disability Insurance is a wage replacement program and it does not provide job protection. However, during the period in which a staff member receives these benefits, their job may be protected under federal law. In addition, if an employer retaliates against a staff member for taking or seeking to take Temporary Disability Insurance benefits, they have the right to take private legal action.

- Temporary Disability provides cash benefits for expectant mothers when they need to stop working before giving birth, and while recovering afterward.
- Family Leave provides cash benefits after the recovery period so new mothers can bond with their babies during the first year.

You may apply for Family Leave Insurance benefits if you are bonding with a newborn, newly adopted, or newly placed foster child. You may also apply if you are caring for a loved one with a serious physical or mental health condition, or to handle certain matters related to domestic or sexual violence.

For more information please visit the NJ Division of Temporary Disability and Family Leave Insurance site at <https://www.nj.gov/labor/myleavebenefits/worker/>.

Eleos Family Services as an employer must participate in these State public insurance programs and deduct payroll taxes for staff members working in NJ.

### **Returning to work after parental leave**

We are committed to helping new parents transition back to work after their leave ends. May be able to work remote working/ Flexible hours.

### **Job Security and Reinstatement**

The taking of FMLA leave will not result in the loss of any benefit that accrued prior to the start of the leave.

- a. Upon return from an approved leave of absence, staff members will be reinstated to their previous position or an equivalent position with the same pay, working conditions, benefits, and other terms and conditions of employment.
- b. If the staff's position has been filled during their leave, the company will make reasonable efforts to find a suitable alternative position.

### **Pay and Benefits**

- a. staff members will also continue to accrue seniority and other benefits during the leave period.
- b. The organization reserves the right to modify benefit levels in the event of a prolonged leave.

**Procedure:****Requesting Leave**

staff members must submit a leave of absence request form to their supervisor at least 30 days before the start of the leave, unless emergency circumstances prevent this. The request form must include the following information:

- Type of leave being requested
- Start and end dates of the leave
- Reason for the leave
- Name and contact information of the employee's supervisor
- Signature of the staff member

a. Supervisor and our Human Resources Director (HRD) will review the request and determine whether the leave is approved or denied within 10 business days of receiving the request. If additional information is needed, the supervisor may request supporting documentation.

b. If the leave is approved, the supervisor or our HRD will inform the employee in writing, including details about pay and benefits during the leave period.



# Drug Testing

Our drug testing policy explains how and when candidates or staff are tested for substance use. We want to ensure that staff (especially those in safety-sensitive roles) are sober and alert when performing their duties to ensure the health, safety and protection from harm of the Individuals we support in alignment with DDD mandates.

Drug testing is mandatory to comply with all Federal and State background check requirements for staff members as per New Jersey's Division of Developmental Disabilities' Supports and Community Care Program which also includes the Division Circular #40: Background Checks.

Drug testing is a mandatory requirement to comply with Eleos Policy for all support staff, including but not limited to IIC/BA staff to support the safety, health and wellbeing of children, adolescents and families.

**Scope:** EFS will ensure that potential candidates and staff who have direct contact with persons served undergo the required background checks, including drug testing. Drug Testing is required for all potential candidates and all staff who have direct contact with persons served. Such staff members include, but are not limited to, direct support professionals, managers, supervisors, administrative and executive staff. Consultants, interns, volunteers and seasonal staff members that have direct contact shall be required to comply with all required checks.

## **Policy:**

Eleos Family Services abides by all policies and procedures set-forth by the State of New Jersey in compliance with The Stephen Komninos' law, P.L.2017, c.238, which strengthens protections for individuals with developmental disabilities.

Drug Testing will occur:

- a. pre-employment (potential candidates)
- b. random (at least 1x annually)
- c. for cause or reasonable suspicion

## **Pre Employment**

HRD, Executive Director or designee schedules a pre-employment drug test within the i3screen site for a potential candidate upon successful completion of the employment application and interview process.

- a. The candidate shall complete the pre-employment drug test within 48 hours of receiving the drug test order confirmation via email.

- b. Failure to keep the drug testing appointment may constitute grounds for not proceeding with an offer of employment and will be treated on a case-by-case basis due to the reason, including rescheduling drug test.
- c. HRD will login to the i3screen Customer Administration system to obtain drug test results.
- d. The potential candidate shall not commence employment until “negative” test results are received by EFS.
- e. A potential candidate who tests positive for the unlawful use of any controlled dangerous substance will not be considered for employment unless they appeal the test results with the medical review officer. A potential candidate has the right to appeal. See Employee Remediation practices for Positive Drug Tests & Appeal section below.

### **Random Testing**

For active staff, random drug testing will occur at least once annually.

- 4. HRD, Executive Director or Designee will login into EFS profile in i3screen and submit the current staff roster by the 5th day of the last month of each quarter.
- 5. i3screen will at random select 10% of staff members (pool) based on the current staff roster submitted by EFS.
- 6. HRD, Executive Director or Designee will review the selected list to confirm employee(s) availability in the i3screen and edit pool participant if needed.
- 7. i3screen system sends an Employee Selection Notice letter via email to selected employee(s) and to admin@eleosfamilyservices.com once a staff member(s) has been selected.
- 8. i3screen systems schedules staff members drug testing to occur within 48 hours.
- 9. HRD, Executive Director or Designee will contact selected staff members to confirm their selection and requirement to complete drug testing within 48 hours.
- 10. HRD, Executive Director or Designee will confirm staff members drug testing results via i3screen and update staff member’s personnel file with the test results.
- 11. If a staff member(s) drug test results are positive see Employee Remediation practices for Positive Drug Tests & Appeal section below.

### **For Cause / Reasonable Suspicion**

- 12. Active staff will be drug tested for cause or reasonable suspicion that a staff member is illegally using a controlled dangerous substance, by law, based on the staff member’s visible impairment or professional misconduct which relates adversely to an individual’s safety.
- 13. EFS’ supervisor is required to report this information to his or her immediate supervisor.
  - a. If the supervisor’s supervisor concurs that there is reasonable suspicion to believe that a direct care staff is using a controlled dangerous substance, that supervisor shall notify the HRD, Executive Director or Designee , and request written approval to order a drug test.
  - b. Drug testing, “for cause” must be with the written approval from the Executive Director.

14. Shall a potential candidate or an active staff refuse to be drug tested, he/she shall not be considered or shall be terminated for/from employment.

15. HRD will retrieve the Drug Test results from i3screen Customer Administration system website and embed the drug test result document in the staff's personnel file. EFS will store the candidate's file for 7 years.

### **Positive Drug Tests & Appeal**

16. HRD will contact the medical review officer to confirm the positive result of a potential candidate.

17. HRD will then contact the potential candidate or staff member to notify them of their positive test result, gather information from the potential candidate or staff member for a medical explanation/reason (ex. Prescription drug, OTC, etc) and their right to appeal the test result.

18. HRD will instruct the potential candidate or staff member to contact the medical review officer if they choose to appeal the test results to provide medical explanation/reason and evidence (ex. Prescription, doctor's note)

19. HRD, Executive Director or Designee will need to receive a legitimate medical explanation/reason from the Medical review officer in order for a potential candidate to be considered for employment.

20. HRD will retrieve the Drug Test results from i3screen Customer Administration system website and embed the drug test result document in the staff's personnel file.

# Company Vehicle & Driver's Responsibilities

This policy describes our guidelines for using company cars. A “company car” is any type of vehicle our company assigns to employees to support their transportation needs for their jobs. Company cars belong to our company and we want to make sure they are safe and reliable and that staff use them properly. Company vehicles are beneficial to staff to reduce the likely wear and tear on their personal vehicle. The expectation is that staff members who are provided a company vehicle have and maintain a good driving record, are safe drivers and adhere to company use expectations.

**Scope:** This policy applies to all our staff who are eligible to receive a company vehicle and to those who are assigned one to drive as part of their daily duties.

**Policy:** Our company vehicle policy gives staff guidelines for obtaining, qualifying for, and using a company vehicle. This policy applies to all staff who use a company vehicle and applies during and outside of working hours. EFS wants to make sure staff arrive to work on time for your scheduled shifts. It is a requirement of employment for support staff to have their own reliable personal vehicle. The potential for the assignment of a company vehicle does not remove the requirement for staff to have their own personal vehicle.

The use of the term “**Company**” refers to Eleos Family Services and it’s management

The use of the term “**Driver**” refers to the staff member who has been assigned a company vehicle.

## 1. Eligibility for assignment of a company vehicle

Our company will determine which staff members will be assigned company cars. Staff who are not assigned company cars but believe they need one may discuss this with their supervisor, manager or consult with our President and/or Human Resources Director (HRD).

- a. Staff may qualify for a company vehicle if:
  - i. Staff drive fifty (50) miles or more per day for work purposes.
  - ii. Staff who use company vehicles as an indispensable part of their jobs to be determined by management (e.g. drive Clients to and from appointments, work and for transportation individuals to community events and activities).
  - iii. Staff who are given a company car as a benefit attached to their jobs.
- b. Staff are only allowed to drive a company car if they have:
  - i. A valid driver’s license and a clean driving record, not to exceed 5 points, for at least 2 years.
  - ii. A clean driving record includes the staff member has not been held at fault for a car accident or arrested on charges of violating vehicle and traffic laws.

iii. Staff will need to complete a form and submit a copy of their driver's license to be eligible for a company car.

**EFS may assign and revoke access to company vehicles at its discretion.**

## **2. Personal Use**

- a. Staff should use their own personal vehicle for personal use.
- b. Eleos Family Services does not allow personal use of company vehicles, such use is strictly prohibited.
- c. Misuse of a company vehicle may result in removal of use of the company vehicle by a staff member.
- d. Personal use includes, but not limited to: using the vehicle for personal errands between business activities or using the vehicle outside of business hours.

## **3. Driver Obligations**

- a. Maintain a valid drivers license and notify your supervisor if your driver's license becomes suspended, invalid or revoked.
- b. Provide Notice of Restoration of a suspended driver's license.
- c. Obey traffic laws in each jurisdiction you travel within and be courteous toward other drivers.
- d. Document driving expenses and provide supporting documentation for toll reimbursement.
- e. Monitor daily gas, tire pressure, and fluid levels.
- f. Report any damage or problems to your assigned vehicle immediately.
- g. Report changes to your driving privileges, such as driver's license suspension, immediately. 6. Always lock company cars.
- h. Bring vehicles to scheduled maintenance appointments.
- i. Do not drive while intoxicated, fatigued, or on medication that affects your driving ability.
- j. Do not smoke in any company vehicle.
- k. Do not lease, sell, or lend a company vehicle.
- l. Do not use a phone or text while driving.
- m. Do not allow unauthorized drivers to use a company vehicle unless required by an emergency, at which time upper management has to be informed by calling [973-842-1056](tel:973-842-1056).
- n. Daily completion of the [Vehicle Inspection Log](#).

**Staff who violate company vehicle rules are subject to disciplinary actions which may include verbal and written warnings, suspension of vehicle privileges, termination and legal action.**

## **4. Driver's License Revoked / Suspended / Invalid**

The state of New Jersey does not offer hardship or conditional licenses to any of its residents. [New Jersey statute 39:3-40](#) prohibits a driver with a suspended license from driving a car in New Jersey.

- Staff members are required to notify their supervisor immediately should their license become suspended or invalid. The supervisor will then notify the human resources director.
- HRD should notify staff members of their suspension of employment or disciplinary action before the end of the business day after HR receives notice.
- Staff members are required to provide a copy of their Notice of Restoration to the HRD, prior to being reinstated from work suspension.

## **5. Accident Procedures**

The safety and wellbeing of the driver and Individual's is our first priority.

In case of an accident:

- a. If you or an Individual have been seriously injured or are experiencing a Life Threatening injury please call **9-1-1**.
- b. If an Individual is experiencing a life threatening injury please follow First Aid procedures and our [Life Threatening Emergency Procedures](#).
- c. From a safe place for both you and Individual's contact Eleos Family Services' President, Esther Marte Johnson, by calling [973-842-1056](#).
- d. Eleos Family Services' President is responsible for all implementation and monitoring processes for the company's accident procedures.
- e. Staff shall follow legal guidelines for exchanging information with other drivers and report the accident to local police if required. Do not guarantee a payment or accept responsibility without company authorization.
- f. Staff and Management will communicate to ensure staff is able to use community or public transportation that includes taxis, Uber, or Lyft, or other modes of transportation options for ensuring the staff is able to continue their schedule if able and feasible or to return home for the day.
- g. Eleos will reimburse staff members transportation/travel expenses in cases of an accident.

## **5. Driver Responsibilities**

- a. Eligible drivers are responsible for driving their assigned vehicle in a safe and reliable manner.
- b. Staff must know and abide by all driving laws in all areas where they operate the company vehicle. Additionally, staff must maintain a valid driver's license. If, for any reason, a staff's driver's license is revoked, suspended, or restricted, it is mandatory that HR be notified immediately by contacting [973-832-5969](#).

- c. Drivers are responsible for paying moving and non-moving violations obtained while using a company vehicle. Should violations be left unpaid, EFS reserves the right to deduct the funds from the driver's paycheck to pay for the fines accrued.
- d. Drivers are responsible for posting bail if arrested while using a company vehicle.

**We may terminate a staff member and/or take legal action as needed for more serious offenses. That can include leasing out a company car for personal financial gain, or causing an accident while driving intoxicated.**

## **6. Company's Responsibilities**

- a. Ensuring vehicles are safe before assigning them.
- b. Scheduling regular maintenance.
- c. Providing auto insurance.
- d. Repairing, retiring and replacing cars as needed.
- e. Towing a vehicle that should not be or is unable to be driven.
- f. Providing Fuel Reimbursement for a driver.
- g. Pay for repairs and/or maintenance.

## **7. Vehicle Repair & Maintenance**

**It is not the responsibility of Eleos to provide transportation to a staff should a company vehicle become unavailable during repairs.**

- a. President or designee will arrange for a tow (if needed) to a mechanic and provide instructions to the driver.
- b. President or designee will notify the driver of the mechanic's report (e.g. battery dead, etc.)
- c. President or designee will assist the driver with obtaining transportation home in cases where a driver is stranded due to a vehicle becoming inoperable.
- d. President or designee will communicate with the driver the timeframe for completion of the repairs and when and where the vehicle may be picked up.
- e. Driver should leverage the use of their personal vehicle(s) if and when a company vehicle is unavailable for use due to the need for repairs.

## **8. Vehicle Breakdown Procedure**

### **a. Driver with an Individual**

- i. If a Vehicle breaks down, driver should notify President Esther Marte Johnson at [973-842-1096](tel:973-842-1096).
- ii. President or designee will arrange for a tow of the company vehicle.
- iii. Driver will order an Uber or Lyft service, Driver will accompany the Individual to their residence.
- iv. Driver should complete their work schedule with the Individual at the Individual's residence if possible and feasible to be determined with Driver and Supervisor, depending on the time and place the vehicle broke down.

- v. Driver should order Uber or Lyft service use of community or public transportation that includes taxis, Uber, or Lyft, or other modes of transportation (e.g., bus) options to return home following their shift.
- vi. Eleos will reimburse staff members transportation/travel costs when a vehicle has broken down.

**b. Driver without an Individual**

- i. If a Vehicle breaks down, driver should notify President Esther Marte Johnson at [973-842-1096](tel:973-842-1096).
- ii. President or designee will arrange for a tow of the company vehicle.
- iii. Staff and Management will communicate to ensure staff is able to use community or public transportation that includes taxis, Uber, or Lyft, or other modes of transportation options for ensuring the staff is able to continue their schedule if able and feasible or to return home for the day.
- iv. Driver should complete their work schedule with the Individual at the Individual's residence if possible and feasible to be determined with Driver and Supervisor, depending on the time and place the vehicle broke down.
- v. Driver should order Uber or Lyft service use of community or public transportation that includes taxis, Uber, or Lyft, or other modes of transportation (e.g., bus) options to return home following their shift.
- vi. Eleos will reimburse staff members transportation/travel costs when a vehicle has broken down.

**9. Driver's Auto Insurance**

- a. Potential new hires are required to provide proof of auto insurance and registration during onboarding.
- b. Driver's are responsible for maintaining auto insurance and current registration during onboarding.

**10. Driver's Abstract**

Eleos Family Services (EFS) is committed to having a safe work environment for its staff, Individuals and the general public.

- a. EFS requires all staff who operate EFS owned or personal vehicles for work purposes to sign a Driver Abstract Consent authorizing EFS to obtain a current driver abstract on their behalf. The driver abstract will be used to assess the suitability of the individual for the position with regards to the individual's ability to legally and safely operate a motor vehicle .
- b. HRD, Executive Director or Designee will contact via phone or email the EFS insurance company in order to obtain the drivers abstract for potential candidates during the onboarding process.



- c. Driver abstracts will be used solely for determining the suitability of staff for their assigned positions with regards to their ability to operate a motor vehicle legally and safely.
- d. Driver abstracts will be obtained every two years for all active support staff.
- e. EFS shall suspend an active staff from rendering support services if a driver abstract comes back reflecting 5 or more points on his/her driver's.
- f. Driver's will need to have points removed, totaling 5 or less points, prior to being reinstated.
- g. Driver's have 14 business days from suspension to lower their point total to avoid affecting their employment.
- h. Drivers have the opportunity to have two points removed if they complete a NJ defensive driving course. This can be done once every five years.
- i. Driver's are responsible for scheduling and paying any fees related to the driving course.
- j. Driver abstracts shall be placed in the staff's confidential personnel file and may be viewed by the staff upon request.

| <b>Type of Violation</b>                         | <b>Number of Points</b> |
|--|-------------------------|
| Moving against traffic                           | 2 points                |
| Careless driving                                 | 2 points                |
| Failure to yield to pedestrian                   | 2 points                |
| Failure to abide by traffic signs or signals     | 2 points                |
| Excessive Speed: 1-14 MPH over limit             | 2 points                |
| Excessive Speed: 15-20 MPH over limit            | 4 points                |
| Improper passing                                 | 4 points                |
| Excessive Speed: 30 MPH or more over limit       | 5 points                |
| Following too closely; Tailgating                | 5 points                |
| Reckless driving                                 | 5 points                |
| Causing an accident resulting in personal injury | 8 points                |

## **11. Driver's License Verification & Renewal Attestation**

- a. Our Transportation & Vehicle Safety policy describes requirements for staff who transport Medicaid/NJ FamilyCare members - children, caregivers and/or family

members as part of service provision. The policy will ensure alignment and compliance with CSOC policy requirements per 10:77 subchapters 4 and 5, Chapter 10:77 of the CSOC provider instruction manual.

- b. The expectation is that employees transporting youth and adolescents have a valid driver's license, maintain a good driving record, are safe drivers to ensure the health safety and wellbeing of children, caregivers and/or families.
- c. As an agency, we will perform a verification of a valid driver's license for all employees whose duties may involve transporting children, caregivers and/or family members being served by the agency.

### **Renewal Attestation**

- d. As an IIC/BA employee with a license expiration date within two months of the license examination date will be instructed by management to provide a copy of the renewed license upon renewal.
- e. Potential new hire IIC/BA employees are required to acknowledge and sign the IIC/BA Driver's License Renewal Attestation within our system of record, Gusto.
  - I understand that it is my responsibility to have and maintain a valid driver's license per CSOC mandate and Eleos policy requirements.
  - I understand that my refusal to renew my driver's license prior to expiration may result in my suspension and/or termination of my employment/contractual work.
  - I agree to renew my drivers license prior to expiration and to submit a copy of my renewed driver's license upon renewal in Gusto for review by Eleos Executive Management.

# Background Checks

Our Background Check Policy is to comply with all Federal and State criminal history background check requirements for staff members as per New Jersey's Division of Developmental Disabilities' Supports and Community Care Program which also includes the Division Circular #40: Background Checks and DCF, CSOC.

Such staff members include, but are not limited to, consultants, interns, and seasonal staff members. Background checks shall also be conducted for all community care residence applicants, community care residence licensees, community care residence alternates, and community care residence household members.

## **Scope:**

EFS will ensure that potential candidates who have direct contact with persons served undergo the required background checks. Background checks are required for all staff who have direct contact with persons served, adults with IDD, children/youth or young adults. Such staff members include, but are not limited to, direct support professionals, managers, supervisors, administrative and executive staff. Consultants, interns, volunteers and seasonal staff members that have direct contact shall be required to comply with all required checks.

a. Offers of employment are contingent upon successful completion of the following background checks;

1. Criminal History Background Check
2. Central Registry of Offenders
3. Child Abuse Record Information
4. Drug Testing (see Drug Testing policy)
5. State of New Jersey Debarment List
6. Federal Exclusions Database
7. NJ Treasury Exclusions Database
8. NJ Division of Consumer Affairs Licensure Databases (as applicable)
9. NJ Department of Health Licensure Database (as applicable)
10. Drivers Abstract (as applicable)

b. Background checks will be conducted within the timeframes established by pertinent laws and current guidelines.

c. Appeals

When applicable, EFS will forward the reporting entity's appeal process to the applicant/staff member.

The Background Check Policy applies to every candidate who has direct contact with adults with developmental disabilities. Such candidates include but are not limited to:

- Direct Support Professionals
- IIC/BA
- Licensed Therapists
- Managers and/or Supervisors
- Interns
- Volunteers

The Background Check Policy may also apply to internal staff who are being considered for a promotion.

For Reference Division Circular #40

<https://www.nj.gov/humanservices/ddd/assets/documents/circulars/DC40.pdf>

The Stephen Komninos' law

<https://nj.gov/humanservices/ddd/providers/providerinformation/komninos/>

Eleos Family Services aims for a transparent hiring/promotion process that respects the rights of potential candidates and complies with the Division of Developmental Disabilities requirements.

#### **1. Criminal History Background Check :**

- a. Eleos Family Services abides by all policies and procedures set-forth by the State of New Jersey in compliance with [N.J.A.C. 10:48A and Division of Developmental Disabilities' Circular #40](#).
2. The Human Resource Director (HRD) provides the "Fingerprint Service Code Form" and the "Community Agency Head and Employee Certification, Permission for Background Check and Release of Information" to a candidate who has successfully completed the application and interview process. Candidate is responsible for scheduling fingerprint appointments and has 3 business days to schedule the fingerprint appointment from the date the two forms mentioned above are received.
3. Candidate shall submit the Fingerprinting Receipt to Human Resources via email to [admin@eleosfamilyservices.com](mailto:admin@eleosfamilyservices.com). Fingerprint receipt shall be submitted no later than the following business day of the date printed on fingerprint receipt.
4. The HRD will visit the "Check My Status" UEP link at the <https://uenroll.identogo.com/> website within 48 hours of receipt of fingerprint receipt and enter the UEID and candidates' DOB and file the "Service Summary Page" in the candidates' file.

5. The HRD shall retrieve the Fingerprinting Approval Retrieval Application (FARA) Letter from the Fingerprint Approval Retrieval Application (FARA) and store in the personnel file, by accessing the <http://www.state.nj.us/humanservices/staff/opia/cfu/fara.html> website. If a candidate is cleared, the candidate will obtain a "CLEARED" email from the HRD after 10 business days, from the date they provided the HRD with the fingerprinting receipt. Should a candidate have negative findings disqualifying the candidate from employment, EFS will send the candidate a courtesy email declining to offer the position after 10 business days from the date the candidate provided the fingerprinting receipt. Such email is exported into candidate's file. EFS will store the candidate's file for 7 years after separation from EFS .

### **Rehires**

If EFS rehires a former staff member, the HRD, Executive Director or Designee will inform the staff member that they need to be submitted to the entire new hire process which includes fingerprinting in person, not archiving.

### **Name Change**

If a staff member's last name has changed (for example, due to a change in marital status), the HRD, Executive Director or Designee will inform the staff member that they need to complete in-person reprinting under their new name.

### **Staff Member Leaves**

When an identified staff member leaves our employment for any reason, the HRD, Executive Director or Designee will:

Notify the Central Fingerprint Unit within the Department of Human Services to remove that person's "flag" from the SBI files. This request will remove the staff member's name from the fingerprint database; therefore, you will not receive unwarranted information regarding that person.

### **Central Registry of Offenders:**

1. Eleos Family Services abides by all policies and procedures set-forth by the state of New Jersey in compliance with N.J.A.C. 10:44D (Central Registry of Offenders Against Individuals with Developmental Disabilities).
2. Eleos Family Services shall not hire or allow anyone existing on the "Central Registry of Offenders Against Individuals with Developmental Disabilities" to provide services to individuals with developmental disabilities or any individuals under the described statute: N.J.A.C. 10:44D. Eleos Family Services shall not employ or retain any person as a service professional to provide service to individuals with developmental disabilities, nor shall any person occupy or provide service in the capacity of volunteer, alternate or respite provider who has been placed on the

Central Registry, until removed by an affirmative demonstration of rehabilitation as described in N.J.A.C. 10:44D-6.3.

3. Eleos Family Services' HRD shall provide "The Central Registry of Offenders Against Individuals with Developmental Disabilities Employee/Volunteer Consent for Employers to Check Registry Form" upon completion of application for employment with the purpose of the Executive Director of Eleos Family Services conducting a check of their name/identity against the NJ Department of Human Services'(DHS) Central Registry of Offenders Against Individuals with Developmental Disabilities (Central Registry). Documentation of the "Outcome Page" of the registry check is kept in the candidates' file.
4. For active staff, Eleos Family Services' Executive Director performs a check to the Central Registry within 24 hours upon each DHS alert issued. Should a staff be found/added to the Central Registry, the Executive Director informs the Human Resource Administrator of the findings immediately after the registry check is performed in order to start the dismissal process. Documentation of the "Outcome Page" outlining date and time of the registry check performed is kept in the staff/volunteer's personnel file. EFS will store the candidate's file for 7 years after separation from EFS.

#### **Child Abuse Registry Inquiry (CARI)**

1. Eleos Family Services abides by all policies and procedures set-forth by the State of New Jersey in compliance with N.J.S.A. 9:6-8.10f and the Division of Developmental Disabilities to identify if a person has a history of substantiated child abuse or neglect with the New Jersey Department of Children and Families (DCF).
2. Eleos Family Services' HRD invites a potential candidate to complete a CARI application upon successful completion of the employment application and interview process. The candidate shall complete the CARI application within 10 business days of receiving the CARI application invitation. For active staff, EFS shall invite a staff to complete a CARI application every 2 years thereafter.
3. Eleos Family Services HRD will retrieve the CARI application confirmation number upon successful completion of the CARI application and will retrieve the results 30 days later. Hired staff will be considered working on a provisional status pending findings on the CARI Check report. Staff identified as having a history of substantiated abuse or neglect shall be immediately terminated from employment with EFS. Termination documents will be stored in their EFS Personnel files. Potential candidates and existing staff refusing to consent to a CARI check will not be invited to start or continue employment. EFS will store the candidate's file for 7 years after separation.

#### **Drug Testing**

Eleos Family Services abides by all policies and procedures set-forth by the State of New Jersey in compliance with The Stephen Komninos' law, P.L.2017, c.238, which strengthens protections for individuals with developmental disabilities. [Please reference our Eleos 1.15 Drug Testing Policy.](#)

**Federal Exclusions, NJ Treasury Exclusions, NJ Division of Consumer Affairs , NJ Debarment:**

1. Eleos Family Services abides by all policies and procedures set-forth by the State of New Jersey in compliance with Medicaid Newsletter, Volume 20 Number 22 and the Division of Developmental Disabilities.
2. Eleos Family Services' HRD performs a pre-employment check for new hires and monthly (before the 10th of the month) checks for active staff by searching the following databases to ensure hired and active staff are not excluded from rendering support services:
  - a. Federal exclusions database:  
Checks are performed on <http://oig.hhs.gov/fraud/exclusions.asp>. The List of Excluded Individuals/Entities (LEIE) is downloaded and saved unto EFS's Personnel File Folder. The date of the Pre-employment and monthly checks performed are documented on EFS' Onboarding Process Checklist document found on each personnel file.
  - b. N.J. Treasurer's exclusions database:  
Checks are performed on [www.state.nj.us/treasury/debarred/](http://www.state.nj.us/treasury/debarred/). The entries and results are copied and filed in each staff's personnel file. The date of the Pre-Employment and monthly checks are documented on EFS' Onboarding Process Checklist document found on each personnel file.
  - c. N.J. Division of Consumer Affairs licensure database:  
Checks are performed on <https://newjersey.mylicense.com/verification/> . The entries and results are copied and filed in each staff's personnel file. The date of the Pre-Employment and monthly checks are documented on EFS' Onboarding Process Checklist document found on each personnel file.
  - d. NJ Debarment database:  
Checks are performed on <https://nj.gov/comptroller/about/work/medicaid/>The entries and results are copied and filed in each staff's personnel file. The date of the Pre-Employment and monthly checks are documented on EFS' Onboarding Process Checklist document found.
3. Eleos Family Services shall not hire or allow anyone existing on the above-mentioned databases to provide services to individuals with developmental disabilities. Eleos Family Services shall not retain any person as a service professional to provide service to individuals with developmental disabilities, nor shall any person occupy or provide service in the capacity of volunteer, alternate or respite provider who has been excluded, unlicensed or uncertified to do so.
4. Should a candidate be excluded, unlicensed or uncertified, disqualifying the candidate from employment, EFS will send the candidate a courtesy email declining to offer the position to the candidate. Such email is exported into the candidate's file. Should an active staff be excluded, unlicensed or uncertified, EFS' office supervisor shall schedule a meeting with the active staff and

HRD to terminate employment. Such meeting is documented, and the document is placed in the respective personnel file. EFS will store personnel files for 7 years after separation from EFS.

**Drivers Abstract:**

Eleos Family Services (EFS) is committed to having a safe work environment for its staff and the general public.

EFS requires all staff who operate EFS owned or personal vehicles for work purposes to sign a Driver Abstract Consent authorizing EFS to obtain a current driver abstract on their behalf. The driver abstract will be used to assess the suitability of the individual for the position with regards to the individual's ability to legally and safely operate a motor vehicle.

HRD, Executive Director or Designee will contact via phone or email the EFS insurance company in order to obtain the drivers abstract for potential candidates during the onboarding process.

Driver abstracts will be used solely for determining the suitability of staff for their assigned positions with regards to their ability to operate a motor vehicle legally and safely.

EFS shall not hire a potential candidate whose driver's abstract reflects 5 or more points in their driver's license.

Potential candidates have 14 business days from notice to lower their point total to 4 or less to avoid affecting their potential hire.

Potential candidates have the opportunity to have two points removed if they complete a NJ defensive driving course. This can be done once every five years.

Driver abstracts will be obtained ongoing every two years for all active support staff.

EFS shall suspend an active staff from rendering support services if a driver abstract comes back reflecting 5 or more points on his/her driver's abstract.

Driver's abstract will need to reflect 4 or less points, prior to being reinstated.

Staff members have 14 business days from suspension to lower their point total to 4 or less to avoid affecting their employment.

Staff have the opportunity to have two points removed if they complete a NJ defensive driving course. This can be done once every five years.

Staff members are responsible for scheduling and paying any fees related to the driving course.

Driver abstracts shall be placed in the staff's confidential personnel file and may be viewed by the staff upon request



# Inclement Weather

Our inclement weather policy outlines the rules, expectations, and operating procedures when bad weather causes disruption or may be a potential harm to Staff and Individuals. We aim to eliminate ambiguity to avoid confusion about whether a staff member should report to work and how we handle staff pay and benefits.

We want to ensure the safety and protection from harm of our staff, their families, Individuals, their families and the communities in which we live and support, while maintaining business integrity and continuity as much as possible.

**Policy:** Eleos policy is to remain open during most periods of inclement weather; however, where extraordinary, disruptive, dangerous circumstances or worsening conditions warrant, due to weather or other unforeseen service interruption, the company reserves the right to suspend scheduled services and to close our facilities. We understand that our Individuals and families expect and need our support. However, we will proceed with caution, in circumstances where weather may cause a potential harm or threat to the safety and the wellbeing of our staff and the Individuals we support. Staff should always keep their personal safety in mind when determining whether they can go to work, and they should contact a supervisor to let them know. Our company has staff that need to commute across a large area, some weather events might affect only a portion of our staff and Individuals.

**Scope:** The policy applies to all staff members in each location in which we provide services.

Weather Emergencies include extreme weather, power outages and declared states of emergency. In addition, severe and dangerous situations may include, but are not limited to:

- Heavy Snow/Blizzard Conditions
- High Winds
- Ice/Sleet/Icy Roads
- Flooding
- Tornadoes/Hurricanes
- Storms
- Extreme heat or Extreme cold temperatures
- Earthquakes
- Mudslides
- Wildfires
- Impassable roads

**Severe Weather Awareness:** Management will monitor current weather conditions for latest information and will follow local authority guidance of all weather related watches and warnings issued for the counties affected that staff may live in our need to travel to in order to render services to Individuals.

Staff are encouraged to check weather websites, listen to radio, or watch local and national broadcasts during periods of adverse weather to ensure their personal safety and to confirm if their area or county will be affected by severe weather on a given day. Staff should follow local weather advisories for road and driving conditions specific to their area and communicate with their supervisor or manager if their schedule will be affected.

### **We remain open**

In cases where an area that we provide services in is being affected by inclement weather and we decide to remain open, the safety and well-being of our staff and Individuals will be the determining factor. Staff should make every effort when able to safely follow their work schedules. If a staff member arrives late for their scheduled time due to weather related hazards, our company will not penalize them. Staff should follow local weather advisories for road and driving conditions specific to their area and communicate with their supervisor or manager if their schedule will be affected.

### **Canceling Services - Providing services for the day will be canceled either a Full or Partial Closure.**

Our Company will typically make a decision the day before inclement weather is forecasted to impact an area in which staff live, support Individuals, or in which our facility is located. Our company will communicate to staff that we will not be providing services the next day. The company will also post the closure on the homepage of the website. If there is an adverse weather situation that does not warrant a full company closure, staff should contact their supervisor before their scheduled report time if they cannot get to work.

**Full Closure** - Management has determined that based on current and/or forecasted weather conditions to not have support staff provide services to Individuals on a certain day to ensure the safety of staff and Individuals.

**Partial Closure** - Management has determined based on current and/or forecasted weather conditions to not have specific staff based on location and service area render services to Individuals on a certain day to ensure the safety and protection of staff and Individuals.

### **Work from Home**

Staff who work from home may also be impacted due to inclement weather even if commuting is not required as part of their role. This may include power or service outages or other mitigating

circumstances. Staff who work from home should communicate their situation and any potential work schedule interruption with their supervisor or manager. [Please refer to our Eleos 1.11 Work From Home Policy.](#)

### **Return to Work**

Unless otherwise notified by Management- that we will not be providing services the next day, staff should return to work as normal and report to work per their schedule for that day at our facilities or to an Individual's residence. Return to work may or may not apply to all staff, depending on the current weather situation in the area in which they live and will need to commute. If a staff member is unable to return to work please see the [Extended Leave](#) and [Employee cannot get to work](#) sections on page 4-5.

Regardless of whether the facility remains open or closed on an inclement day, it is each employee's decision to determine if they can safely arrive at work under the conditions. If an employee elects not to work on a given day, the company requires the courtesy of a phone call to your supervisor or manager advising as to your status for the day, prior to the beginning of your scheduled work day.

### **Delayed/Late Start**

Our goal with delaying work schedule start time will be based upon weather conditions having improved or are no longer a physical threat in areas in which staff live and will need to commute. A delayed or late start will allow staff to see Individuals for a reduced time frame. Under certain circumstances weather permitting, we may decide to delay the start of providing services or opening our facilities. Staff should make every effort when able to safely follow their work schedules. Staff should communicate with their supervisor or manager when they expect to be able to see an Individual or arrive at a facility. A delayed start may or may not apply to all staff, depending on the current weather situation in the area in which they live and will need to commute.

Supervisors and Managers will communicate with each of their direct reports to understand their situations to ensure their safety and if a delayed start work schedule is safe and feasible.

Examples:

- #1 A staff member is unable to safely commute to an Individual at their scheduled 9:00 am start time. However, due to improving weather conditions, they may be able to safely commute to see an Individual at 10:00 am.*
- #2 A road that was previously closed or impassable that the staff member must travel in order to meet with an Individual.*

*# 3 A staff member is unable to safely make it to an Individual schedule during the morning, however due to improved conditions, they will be able to safely make it to an Individual scheduled for later that day.*

*#4 A severe weather threat warning has expired or passed in the county/area in which a staff member lives and must travel to.*

If a staff member arrives late for their scheduled time due to weather related hazards, our company will not penalize them.

If staff are unable to safely complete their scheduled work hours due to hazardous conditions, they should call and report this to their supervisor or manager.

### **Closing Early - Providing services is suspended for the remainder of the day**

Our goal with closing early is based on worsening weather conditions in which an Individual and/or staff member's health and safety may be threatened. If we decide to close early, staff will be notified as soon as a decision is made via phone call or text and advised to return home for their safety. This would include if there is a need to pick up children or loved ones. Under certain circumstances weather permitting, we may decide to delay the start of providing services or opening our facilities.

#### **Example:**

*#1 It's 9:00 am and a staff member is with an Individual rendering service in their home. A Tornado watch or warning is issued for the county at 11:00 am in which the staff member is in.*

### **Employee Communication**

Our company's management will make the decision regarding closures (full or partial) or schedule changes the day prior to expected severe or inclement inclement weather. The company will send notifications to all employees via text message, email, and phone call. Ongoing updates will also be published to our company's website home page. Staff should check our site regularly at the onset of a weather event.

#### **Notification**

Eleos Management will communicate weather related closures, partial or early closures and delayed starts via one or a combination of the following methods:

- Text message
- Business website
- Email

### **Pay and Compensation**

In cases where we have closed our facility, canceled providing services, delayed start or close early employees will be compensated at their base rate for the hours that they were scheduled to work that day. In such cases, non-employee (independent contractor) staff may take an unpaid day.

### **Examples**

*#1 An employee is scheduled to work 4 hours today, however Eleos will not be providing services due to inclement weather conditions. The employee will be compensated 4 hours at their hourly base rate.*

*#2 An employee is scheduled to work 8 hours. The employee works 6 hours of their schedule, when Management decides to close early. The employee will be compensated 2 hours at their hourly base rate.*

Use these simple guidelines to decide what's best for your company.

### **Extended leave**

A staff member could experience ongoing circumstances, like making repairs to home or vehicle damage, and need additional time after the business reopens. Management will review the circumstances and the staff's job requirements on a case-by-case basis to determine what's best. In such cases, employees may take PTO and non-employee (independent contractor) staff may take an unpaid day.

If a staff member suffers a death in the family as result of inclement weather emergencies, the company's bereavement leave policy may cover the staff members absence. The staff member should speak with their supervisor regarding the arrangements needed.

### **Employee cannot get to work**

If the company reopens after a closure and a staff member is unable to get to work, the supervisor can decide on a case-by-case basis the best arrangements to make. Our leave, pay and attendance policies will apply, regardless of the circumstances. In such cases, employees may take PTO and non-employee (independent contractor) staff may take an unpaid day. Staff members and supervisors should determine how long the staff member thinks they might not be able to get to work.

If you have any questions about this policy, please contact our Human Resources Director, Compliance Manager or President.

# Medicaid Fraud, Waste & Abuse

Our Medicaid Fraud, Waste & Abuse policy outlines DDD provider responsibilities for Medicaid compliance, Medicaid and DDD documentation requirements for payment, DDD provider obligation to avoid fraud, waste or abuse of Medicaid funds, Medicaid and DDD regulatory and program integrity oversight and consequences for non-compliance

## **Purpose:**

The purpose of this policy is to establish Eleos Family Services provider agency and staff responsibilities in preventing, detecting and reporting Medicaid Fraud, Waste and Abuse, ensuring Eleos activities are conducted in a lawful and ethical manner with regard to the **Deficit Reduction Act of 2005**, and in compliance with **Division Circular: 54; Federal Deficit Reduction Act of, Section 6032 Policy on Fraud, Waste and Abuse** and to provide whistleblower/reporter protections.

## **Policy:**

EFS will aim to prevent, detect, and report Medicaid Fraud, Waste and Abuse in accordance with the Deficit Reduction Act of 2005 and as required by the Community Care and Supports Program Waivers. As an agency, we understand that Medicaid participation is voluntary and to participate we must know, accept, understand and abide by the rules and regulations. Our continued participation requires compliance with the regulatory requirements. The policy includes definitions, examples and steps for reporting fraud.

1. EFS will establish that the prevention, detection and reporting of Medicaid Fraud, Waste and Abuse is the responsibility of all staff, including contractors and vendors.
2. EFS will inform all staff of their employee rights to be protected as whistleblowers when reporting Medicaid Fraud, Waste and Abuse.
3. EFS will train all staff and contractors on the responsibility to prevent, detect, and report Medicaid Fraud, Waste and Abuse on an annual basis.

## **Medicaid Fraud and Waste examples include:**

- Providing unnecessary services
- Billing for medical services not actually performed
- Billing for unnecessary services
- Billing more than once for the same service
- Billing separately for services that legitimately should be billing one
- Dispensing generic drugs but billing for brand-name drugs
- Giving or accepting something of value (kickbacks), such as cash, gifts, or services, in return for medical services.
- Falsifying cost of reports or claims.

- Billing for deliverables without having provided the service.
- Dishonest documentation and subsequent claiming (for example, documenting that a face-to-face visit was completed when it was a phone call).
- Unethical behavior in referral patterns to providers.
- Work completed by staff that do not meet staff qualification requirements.

**Medicaid Abuse examples include:**

- When someone lies about their medical condition.
- When someone lies about their eligibility.
- When someone forges prescriptions.
- When someone loans their Medicaid care to others.

**Policy Elements:**

1. Providing the correct service
2. Adhering to waiver and regulatory standards, including hiring practices, properly completing Medicaid application, and training yourself and all staff about their requirements
3. Accurately Documenting the Services Rendered
4. Instituting Responsible Billing Practices
5. Properly Supervising all Employees' Provision of Services
6. Establishing a System to Identify and Correct Errors and Omissions concerning Credentialing,

**Providing the Correct Services:**

1. Service must be "prior authorize" in the approved plan
2. Service provided must align with the Individual's documented outcomes/goals
3. Provider must receive and review a copy of the Service Detail Report
4. Provider must adhere to approved service units, unauthorized units will not be paid

**Documentation:**

1. Records/documentation must accurately reflect the services that were rendered
2. Documentation should occur at the same time as services rendered
3. Do not shortchange yourself
4. If it's not documented or not documented correctly, it was not done.
5. Medicaid will not pay for undocumented or improperly documented services
6. All records/documentation used to support billing must be individualized, reflect actual services delivered, and include:
  - Individual's name
  - Date of service

- Signature of the person authoring the note
- Signature of supervisor if required

Record must reflect all elements for which a provider bills

1. Should be done at the time of services are rendered, or as close to that as possible
2. Time based procedure codes require documentation of time

### **Legal Consequences – Civil and Criminal**

1. Civil judgment and liens
2. Exclusion from the Medicaid/Medicare programs
3. Suspension or loss of professional licenses
4. Referral for criminal prosecution
5. Restitution/Recovery of overpayments
6. Additional penalties in addition to repaying Medicaid overpayments

### **Criminal Health Care Claims Fraud jail time:**

1. It is illegal to submit a false claim to the Medicaid program or an insurance company in order to be paid for health care services which were not received or provided.
2. Punishable by up to 10 years in state prison.
3. In addition to all other criminal penalties allowed by law, a violator may be subject to a fine up to five times the amount of any false claims.
4. Suspension or debarment from government funded healthcare programs.
5. Forfeiture of professional license.

### **False claims:**

1. If you are a practitioner and hold a professional license, you only need to submit one false claim to be convicted.
2. Willful ignorance of the truth or falsity of a claim is not a defense.
3. You can be found guilty of Health Care Claims fraud even if your claims were not intentionally fraudulent.

### **Scope:**

The policy and procedure applies to EFS as a provider agency and EFS staff, including but not limited to: executive management, administration, employees, contractors and volunteers. EFS will ensure that staff receive training specific to Medicaid Fraud, Waste and Abuse to ensure adherence to applicable Federal and State regulations and requirements and this policy.



## **Definitions:**

Medicaid a joint Federal and State program that provides funding for medical costs and specialized services for Individuals, including those who meet DDD eligibility requirements.

Fraud “Fraud” means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit, unlawful gain, or unfair gain to that person or another person. It includes any act that constitutes fraud under applicable Federal or State law. (42 CFR § 455.2)

Waste “Waste” includes incurring unnecessary costs as a result of inefficient or ineffective practices, systems, or controls. This could be the overutilization of services or other practices that directly or indirectly results in unnecessary costs to the health care system.

Abuse “Abuse” means provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid programs. (42 CFR § 455.2)

Complaint: When a staff member indicates to management they have a concern or problem.

Complaints can be expressed several ways – verbally, in writing or via phone or text – and can pertain to bullying and harassment, discrimination, work environment, workload, workplace relationships, misconduct and fraud.

Retaliation: Any kind of negative action or treatment against a current or former employee that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment as a result of their reported complaint.

Misconduct: Describes staff behavior that's illegal, inappropriate for the workplace and negatively impacts the employee's work, environment or peers. Misconduct can range from minor issues to serious breaches of company policy and violations and non-compliance with applicable Federal, State and DDD requirements, including Fraud, Waste and Abuse. This may include a failure to perform properly or neglect of duty is wilful and misconduct if he or she intentionally, knowingly, or deliberately fails to perform, or performs in a grossly negligent manner, or repeatedly performs negligently after prior warning or reprimand and in substantial disregard of the our policy and Federal, State and DDD requirements. Misconduct includes behavior that occurs within the company's place of business or outside and within company hours and outside of company hours.

Whistleblower/Reporter: staff who reports inappropriate behavior, fraud, waste, abuse, misconduct or violations by another staff member.

Wrongdoer: staff who are accused of illegal, inappropriate behavior or practices and negatively impacts the employee's work, environment or peers.. Wrongdoers who are found guilty are subject to, but not limited to criminal prosecution, and termination of employment.

Note: Additional information can be found here: <https://www.internal-eleosfamilyservices.com/policy/>

### **Reporting Misconduct or Violations**

All complaints and accusations are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

Please do not let these fears deter you. Our company will do everything possible to stop misconduct, harassment, retaliation and bullying of any kind from happening, while supporting harassed and injured employees. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company create a happy workplace and thrive.

HR, supervisors or managers must not, under any circumstances, blame the reporter, conceal a report or discourage employees from reporting misconduct, violations or retaliation. If HR, supervisor or a manager behaves that way, please send an email to their own manager, the Human Resources Director(HRD), Compliance Manager or Executive Director explaining the situation.

If you have witnessed or become aware of employee misconduct, such as Federal, State, DDD or EFS policy violations, including Fraud, Waste or Abuse, please notify your Supervisor, Manager, Compliance Manager or Executive Director.

If you want to report misconduct within our company, there are two options:

- a. Ask for a meeting with your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned employees or staff is involved in the misconduct, you do not have to include them in your meeting request, call or email.

- i. Once in the meeting, explain the situation in as much detail as possible.
- ii. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.

- b. Send your complaint via email to your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned employees is involved in the discrimination, you do not have to include them in your meeting request, call or email.

- i. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.
- ii. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.

### **Reporting Retaliation**

All complaints are treated with discretion, ensuring minimal disruption during investigations and preserving the reporter's anonymity.

**HR, supervisors or managers must not, under any circumstances, blame the reporter, conceal a report or discourage staff from reporting misconduct or violations. If HR, supervisor or a manager behaves that way, please send an email to their own manager, the Human Resources Director (HRD), Compliance Manager or Executive Director explaining the situation.**

Please refer to our [Complaint & Anti-Retaliation](#) policy above for additional information related to retaliation against reporters and whistleblowers. The policy establishes and ensures Eleos Family Services (EFS) role and responsibility to protect staff members who report illegal, harmful, discriminatory, or unethical behaviors.

If you are being retaliated against, or suspect another person is being harassed or bullied, please report it to your Supervisor, Manager or the Human Resources Director (HRD). We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your coworkers.

If an Individual, family, guardians, or coworkers are involved in your complaint, you may reach out to your Supervisor or Manager. Your Supervisor or Manager will assess your situation and may contact the Human Resources Director (HRD), Compliance Manager or Executive Director if appropriate.

Feel free to reach out to the HRD, Compliance Manager or Executive Director in any case of harassment or bullying or discrimination no matter how minor it may seem. For your safety, contact the HRD as soon as possible in cases of serious harassment (e.g. sexual advances) or if your Supervisor is involved in your complaint. Anything you disclose will remain confidential.

If you want to report harassment or bullying within our company, there are two options:

- a. Ask for a meeting with your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

- i. Once in the meeting, explain the situation in as much detail as possible.
- ii. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.

b. Send your complaint via email to your Supervisor, Manager, HRD, Compliance Manager or Executive Director.

If any of the above mentioned staff members is involved in the discrimination, you do not have to include them in your meeting request, call or email.

i. If you address it to your supervisor or manager, please cc HRD in the email and attach any evidence or information that can be used in the investigation.

ii. HR and your supervisor or manager will discuss the issue and contact you as soon as possible.

If you report physical assault to the police, our company will provide any possible support until the matter is resolved. In any case, we will ensure you are not victimized and that you have access to relevant evidence admissible in court, like security video footage or emails (without revealing confidential information about).

### **Resolution Plan & Disciplinary Action**

When a staff member of any rank is accused or found guilty of Medicaid Fraud, Waste, or Abuse will be subject to disciplinary action depending on the severity of their actions, investigation and guilty status.

Wrongdoers face disciplinary actions ranging from reprimands, warning, suspension to termination, depending on the severity and guilty status. The company applies these actions uniformly, regardless of the staff member's position or status.

Staff members who are accused of, under investigation or found guilty of fraud may receive one or more of the following to be determined;

- Performance Improvement Plan
- Reprimanded (Verbal or Written Warning)
- Receive a “below expectations” performance review.
- See expected promotions froze for a time
- Suspension
- Termination

# Staff Documentation

## **Purpose:**

The purpose of this policy is to ensure that our documentation is accurate and complete, and timely submission of documentation occurs; of all the services and supports we provide to individuals in order to:

- Track progress towards outcome goals
- Demonstrate staff's role.
- Medicaid claim submissions.
- Ensure staff hours are accounted for.
- Maintain accurate and up-to-date records.

The goal of accurate documentation is to create a reliable and truthful record of the services rendered, which can be used to track the individual's progress, adhere to DDD & CSOC requirements, support Medicaid claim submissions, and ensure timely payment for staff.

## **Scope:**

This policy applies to all supervisors and staff members responsible for documenting support provided to individuals, children & adolescents receiving services.

In addition, the policy covers all documentation types and the documentation completion and submission process, including but not limited to:

- Community-Based Supports/Individual Supports (CBS/IS) Log
- Encounter Form
- Weekly Timecard
- Child/Adolescent Intake Assessment
- Child/Adolescent BA Intake
- Consent & Authorization Forms
- Pre Employment Log
- Supported Employment Log
- Cyber Progress Notes\*
- Behavior Technician Soap Note
- Supervisor Visit Case Note
- Supervision Form

## **Policy:**

The policy emphasizes that documentation is crucial for ensuring and evidencing our compliance with Federal & State - DHS, DDD, DCF and CSOC regulators and requirements, as well as adherence to Eleos' mission, vision, values, principles, code of conduct. tracking individual progress, demonstrating staff contributions, supporting Medicaid claims, ensuring timely staff payment, and maintaining accurate records. The phrase "Not Documented, Did Not Happen" underscores the importance of

adhering to these expectations in “showing our work”, to ensure that all services provided are properly recorded and accounted for.

### **Policy Elements:**

Importance of Documentation of Services:

- **Tracking Individual Progress:** It allows us to monitor and evaluate how effectively we are helping individuals achieve their goals. This information is crucial for demonstrating the impact of our services and making data-driven decisions about treatment plans.
- **Demonstrating Staff's Role:** It provides evidence of the valuable contributions our staff members make towards helping individuals progress. This can be used for performance evaluations, recognizing accomplishments, and supporting staff development.
- **Supporting Medicaid Claims:** Accurate and complete documentation is essential for ensuring that our agency receives proper reimbursement for the services we provide through Medicaid. Without proper documentation, we risk claim denials and financial instability.
- **Ensuring Timely Payment for Staff:** It ensures that staff hours are accurately recorded, enabling us to process payroll efficiently and pay our staff members on time. This is critical for maintaining staff morale and a positive work environment.
- **Maintaining Accurate Records:** It helps us maintain organized and up-to-date records of the services we provide. This is important for both internal management purposes (such as tracking service utilization and planning for future needs) and external accountability (such as demonstrating compliance with regulations).

In summary, documentation plays a vital role in ensuring the quality of our services, the financial health of our agency, and the well-being of both the individuals we serve and our staff members.

### **Audit Defensible**

Audit defensible documentation means that the documentation is clear, detailed, accurate, and comprehensive enough to withstand scrutiny in an audit. As such, proving that the actions taken, support services rendered, methods used were justified and compliant with relevant regulations, allowing staff members and our organization to defend our practices, services and if questioned by an auditor or in a legal situation; Our documentation should be able to clearly demonstrate that services and the quality of those services were performed within the scheduled time in alignment with the NJISP outcomes and in compliance with all relevant regulations, standards and internal policies.

### **Accurate, Complete ,Timely & Clear - A.C.T. Clear**

Accurate: The information is correct and reflects the actual services provided. This also applies to the amount of service delivery hours rendered for each client.

Complete: All necessary information is included.

Timely: accurate & complete documentation is submitted prior to or by the deadline.

### **Accurate Documentation**

Accurate documentation means that the information is verified and free from errors. In addition, it provides a reliable record of the services provided, which can be used to assess the individual's development, justify billing for services, and ensure that staff are compensated correctly and on time.

### **Complete Documentation**

Complete documentation is to provide thorough and detailed descriptions of the services provided. All relevant details and supporting evidence are included, not just summaries. Incomplete, means both missing information, lacking detailed descriptions or discrepancies with the activities listed and the description of activities.

### **Timely Submission**

Timely submission means both accurate and complete documentation is submitted by the specified deadline this includes documentation that has been completed but has not been submitted.

### **Clear**

The documentation should be easy to understand and free of ambiguity.

### **Audit Defensible**

Audit defensible documentation means that the documentation is clear, accurate, and complete enough to withstand scrutiny in an audit. Our documentation should be able to clearly demonstrate that the services provided were in compliance with all relevant regulations and standards.

Roles and responsibilities:

### **Staff, Supervisor & Manager Responsibility: 1st line of Defense**

Staff members are expected to submit timely documentation that is accurate and complete. Not doing so is a performance issue. Documentation is a vital administrative task related to each staff member's role. It is understood that Staff will make minor errors from time-to-time and at times have serious errors with their documentation. Staff should complete self-review of their documentation prior to submitting. Staff who are struggling to understand the expectation should reach out to their supervisor for assistance and clarification, which may include repeating documentation training and any additional training.

### **Compliance/Administration: 2nd line of Defense**

The supervisor/manager are expected to provide informal and regular review of their staff's documentation and provide coaching and feedback, which may include requiring staff to complete additional training. Before implementing a PIP, have a candid conversation with the staff member about observed performance issues. Encourage them to share their perspective and listen actively to understand their side.

### **Internal Audit: 3rd line of Defense**

Internal Audit, a function within Compliance, is responsible for conducting reviews of all staff documentation. This involves during scheduled internal audits and off schedule reviews as needed. This is essential for ensuring that the organization adheres to all relevant regulations and standards. In addition, Compliance is responsible for ensuring staff training materials are available and accessible.

#### **HR Involvement:**

HR may be involved in any disciplinary action that is the result of non compliance, specifically in cases in which a performance improvement plan or change in employment status. In addition, HR may provide guidance to managers on creating a remediation plan, reviewing it for fairness, and addressing any concerns raised by the staff member.

#### **Training:**

New Hire staff members are provided with the necessary knowledge and skills as part of documentation training, which includes an overview of agency documentation requirements and training for completing each document specific to their role as part of our new onboarding process during Orientation. Additional supervisor coaching, guidance documents can help to improve the quality of documentation.

Documentation training includes the following at a minimum:

An overview of the purpose of documentation

An overview of the different types of documentation

The standards for accurate and complete documentation

The process for submitting documentation

Instruction on how to use specific software or tools for creating and managing documentation

#### **Quality Control Review**

The quality control review process for documentation involves supervisory and administrative review of all staff documentation for accuracy and completeness.

#### **Revisions, Returns, and Rework.**

**Administrative Revisions:** These are minor corrections or adjustments made to the documentation for clarity or accuracy completed by supervisors and administration only when the information can be verified as accurate.

**Returns:** Documentation with serious or numerous errors is returned to the staff member. The reviewer (supervisor or administrator) specifies the errors and the necessary corrections.

**Rework:** This refers to the process of staff correcting the errors identified in the documentation, returned by supervisors and administrative. Staff are expected to complete rework/corrections and resubmit by the end of the day in which they received a returned document.



The quality control review process aims to ensure that all documentation is accurate, complete, and meets the required standards before final submission.

### **Disciplinary Action**

Staff members of any rank who knowingly falsify or enter inaccurate information within a document, may face disciplinary action, which may include reprimands to be determined:

- Training - repeating Documentation Training and/other document specific training
- Reprimanded (Verbal or Written Warning)
- Performance Improvement Plan
- Receive a “below expectations” performance review.
- See expected promotions and/or salary increases freeze for a time
- Suspension
- Termination

Disciplinary action depends on the severity, frequency or implications of the action.

Repeat offenders or those guilty of severe offenses, face immediate termination. The company applies these actions uniformly, regardless of the staff member's position or status.

## **HIPAA**

### **Provider Requirements**

Federal Law & DDD requires agency providers to implement protections and practices to comply with the Health Insurance Portability and Accountability Act (HIPAA) as it relates to Privacy Practices. Our HIPAA policy and procedures ensure that Individuals and Families understand their Privacy Rights and as a provider we understand our responsibility for keeping HIPAA protected information confidential.

### **Caregiver Responsibility**

Health care professionals, Caregivers and Direct Support Professionals (DSPs) included, have always had a duty to protect the privacy of the people they support. HIPAA sets federal privacy standards and defines what kind of health information is protected.

### **Protected Health Information (PHI)**

- Protected health information (PHI) is any health information that can be linked to an individual. Protected health information includes a person's written health record, whether on computer or on paper; billing information from health care and human service providers; and spoken information about that person's condition.
- Protected health information is protected from unauthorized use. In general, those who have access to an individual's protected health or billing information may disclose only the minimum information necessary for the intended purpose. An

improper disclosure of protected health information may result in criminal or civil legal actions.

- As an employee, staff, intern, volunteer or contractor you are allowed access to the records of clients, or operational business information which includes protected health information.

*Access to confidential clients/subjects information is permitted only on a need to know basis and limited to the minimum amount of confidential information necessary to accomplish the intended purpose of the use, disclosure or request.*

### **Policy:**

Eleos 7.0 HIPAA & Protected Health Information (PHI) Policy and Procedures

-Eleos will not use or disclose protected health information (PHI) as identified under HIPAA except as authorized by the individual who is the subject of the information or as explicitly required or permitted as per [Division Circular #53](#).

-The Individual record shall be kept confidential as per [Division Circular #30](#).

- Information concerning the status of individuals who are HIV positive shall not be included in the client record and shall be available in accordance with [Division Circular #45](#).
- Access to the client record shall be on a “need to know” basis as per [Division Circular #53A](#).
- As a Provider we make every reasonable effort to ensure that only the minimum amount of protected health information required is given to achieve the purpose of the particular use or disclosure.
- Exceptions to Minimum Necessary rule include disclosures to:
  - Health Care providers for treatment
  - Individual served; unless results in danger to self or others
  - Authorized persons to individual file
  - DHHS required under rule of enforcement purposes
  - Federal or state law enforcement

-Within Eleos individuals are protected from disclosure to any staff member who is not essential for providing services to the individual.

-Confidential information is not to be communicated to anyone outside Eleos without the written consent of the individual or other legal authority.

-All persons served by the Division, and their legal guardians, shall receive a copy of the Notice of Privacy Practices and Rights as per [Division Circular #53B](#).

-Records will be made available to those persons authorized by the Division of Developmental Disabilities whose responsibility it is to monitor the quality of service being offered to the individual.

-The entire client record contains the prevalence of PHI throughout, all HIPAA protections are applied. HIPAA defines PHI as individually identifiable health information transmitted by or maintained in electronic media or any other medium or form. In terms of social media, that means staff cannot post protected health information (PHI).

### **Online & Social Media:**

For staff and caregivers, there are certain dangers to be aware of when posting online. First and foremost is the Health Insurance Portability and Accountability Act (HIPAA). HIPAA privacy regulations require providers to protect client confidentiality and health data. In terms of social media, that means staff members cannot post protected health information (PHI). HIPAA defines PHI as individually identifiable health information transmitted by or maintained in electronic media or any other medium or form.

Social media activities that violate HIPAA include: posting any identifiable client health information without written consent, sharing photos of clients even if partially obscured, discussing specific client cases publicly, gossiping about clients online, and responding to client reviews in a way that reveals protected health information (PHI).

Key points about HIPAA violations on social media:

- **Sharing identifiable information:**  
Posting any details about a client's medical condition, diagnosis, treatment, or even their name on social media without their explicit consent is a HIPAA violation.
- **Client photos:**  
Even if you blur a client's face, a photo that could potentially identify them based on other visual cues is considered a HIPAA violation.
- **General discussions about clients:**  
Talking about a client's case in a way that could be linked back to them, even if you don't mention their name, can be a violation.
- **Responding to client reviews:**  
If you respond to a client review online in a way that reveals protected health information, it can be considered a HIPAA violation.

Examples of HIPAA violations on social media:

- Posting a picture of a client's injury on Facebook
- Sharing a story about a client's unique medical condition on Twitter
- Complaining about a specific client on a public forum
- Posting a status update about a client's appointment without their consent

### **Documentation:**

- Staff will receive our HIPAA Confidentiality Statement & Acknowledgement to read and sign in Gusto.
- Staff will receive an electronic copy of the HIPAA Fact Sheet.

# Staff Acknowledgement

The purpose of this handbook is to ensure that our company's guidelines and policies remain up-to-date, compliant with relevant laws, and are consistently understood and adhered to by all staff members.

## Policy revision

Frequency: Our company will conduct an annual revision of our handbook to ensure it aligns with current legislation, employment trends, and company values.

Feedback: staff members are encouraged to provide feedback on the handbook at any time. If a staff member identifies inconsistencies, errors, or areas that require clarification, they should promptly notify the Human Resources (HR) department.

Updates: Any significant changes made to the handbook will be communicated to all staff members in a timely manner.

## Staff acknowledgement

Receipt: Upon receiving the staff handbook, or any subsequent updates, staff members are required to read and familiarize themselves with its content.

Acknowledgement: After reviewing the handbook, staff members must sign an acknowledgement form, confirming they have read, understood, and agree to adhere to the policies outlined within.

Clarifications: If staff members have questions or require clarification on any policy, they are encouraged to contact their supervisor, manager, our Compliance Manager or Human Resources Director.

Acknowledgement:

I, [Employee's Full Name], acknowledge that I have received, read, and understood the content of the company's employee handbook. I commit to adhering to the policies and guidelines outlined within and understand that failure to do so may result in disciplinary action.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_