



CarePlus New Jersey's Employee Handbook



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This handbook is to be used in conjunction with CarePlus New Jersey’s Human Resources and the Corporate Compliance Policies and Procedures.

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MESSAGE FROM THE PRESIDENT/CEO



To All New Staff Members

Welcome! This booklet is designed to provide you with basic information about CarePlus New Jersey, its personnel practices, and other related activities. We hope that you find this booklet helpful. Your comments on changes or improvements for this booklet are most welcome.

CarePlus New Jersey, Inc. is an organization guided by a vision of excellence, a mission of client-centered services, and a commitment to the growth and development of its staff. You are encouraged to contribute your skills and talents both in your direct work responsibilities and in other Agency planning and program areas.

All staff members at CarePlus New Jersey, Inc. are on a "first name" basis, and this "informality" is reflective of the Agency's desire for open communication. Personal accountability for tasks and assignments is preferred over traditional hierarchical models of organizational supervision and direction.

Personal and professional growth is the basis for consideration of promotional opportunities. Therefore, we look for new leaders from within our staff and are prepared to actively assist those staff whose personal career goals coincide with the Agency's needs.

Again, welcome to CarePlus New Jersey, Inc. We are pleased to have you with us and look forward to the contribution you will make to our Agency and the community we serve.

Regards,

Joseph Masciandaro
President/CEO

CAREPLUS NEW JERSEY: MISSION STATEMENT, VISION AND VALUES ()**

Our Mission

This Agency is dedicated to excellence in mental health care and has a commitment to life-long support needed by individuals and their families to ensure that they achieve their full potential to improve the quality of their lives.

Our Vision

- CarePlus strives to be a leader in the delivery of mental health, case management and focused health care services through the effective application of clinical and administrative cutting edge technologies
- The Agency is focused on quality and growth both in terms of the expansion of its continuum of clinical services and its geographic distribution system
- CarePlus will support its staff's educational goals and assist them in the pursuit of professional licenses and certifications through financial support and facilitation of relevant professional experiences
- CarePlus seeks partnership with other healthcare or community organizations in pursuing service opportunities

Our Values

- CarePlus acknowledges and respects the social, spiritual and cultural experience of consumers. The involvement of the consumer and significant family members in treatment, recovery and ongoing social supports are cornerstones in the CarePlus Commitment to excellence
- CarePlus respects consumer choice and is committed to maintaining access for populations in need
- CarePlus views Agency staff as its most important resource. The growth and development of individuals and the group as a team is a high priority and an ongoing focus
- CarePlus provides high-quality care for all segments of the population without discrimination by age, race, gender, economic status or religion
- CarePlus has a long history of commitment to service, leadership and excellence in community based services

HISTORY AND SERVICES ()**

CarePlus New Jersey Inc. (CAREPLUS) is a 503(c)(3) private, not for profit behavioral healthcare organization with a history of over 30 years providing community-based services. A volunteer Board of Directors, representative of the different interests and demographics of the area, govern our Agency. CarePlus New Jersey provides comprehensive mental health, primary care, substance abuse and focused case management services to adults and children throughout Northern New Jersey. Funding is drawn from diverse sources, including contracts with federal, state and local agencies, private, and revenue generating sources. Our fiscal year starts on July 1st and ends on June 30th.

CarePlus New Jersey actively participates as a member and is licensed or accredited by a number of quality based or regulatory organizations. These include: Institute for Behavioral Health; The Joint Commission; Mental Health Corporations of America; National Council of Community Behavioral Health; New Jersey Association of Mental

Health and Addictions Agencies, Inc.; New Jersey Department of Health; New Jersey Department of Human Services and New Jersey Department of Children and Families.

CarePlus acknowledges, plans for, and meets the needs of the families, businesses and communities of New Jersey. CarePlus New Jersey's commitment to quality of life can be seen through the full array of services and programs catering to adults, families, children, adolescents, senior citizens, businesses and the community at large.

We offer high-risk-emergency response 24 hours a day, 7 days a week; provide behavioral healthcare and coordination of primary healthcare; help people cope with emotional issues in their lives and promote independence through employment and psychological supports.

Our services include but are not limited to:

Advocacy	Benefits Counseling
Case Management Services	Child & Adolescent Counseling
Competitive Employment	Couples Counseling
Crisis Intervention Services	Employee Assistance Programs
Family Respite & Supportive Services	Homeless Services
Ind., Fam. & Group Counseling	Job Coaching Services
Job Readiness Services	Linkage & Referral Services
Medical Care Coordination	Medication Administration & Monitoring
Mobile Outreach	Primary Care Services
Psychiatric Evaluation	Psychiatry Services
Psycho-education	Recreational Therapies
Service Referral & Coordination	Socialization Opportunities
Specialized Programs for Children	Substance Abuse Counseling
Substance Abuse Services	Supported Employment
Supportive Counseling	Supportive Housing
Telephone Screening	Transitional Housing
Vocational Counseling	

And provide to our employees administrative support in the following areas:

Accounting, Corporate Compliance, Finance, Front Desk, General/Maintenance Services, Human Resources, Information Management (IM), Information Technology (IT), Payroll, Quality Assurance & Privacy

GOVERNANCE - BOARD OF TRUSTEES ()**

The Board of Trustees is responsible for establishing policies, procedures, and practices that will enable CAREPLUS to provide high quality mental health service to the community in accordance with ethical standards and current federal, state and local regulations. The Board delegates its authority to the President/CEO. The President/CEO is responsible for implementing policies established by the Board of Trustees. Membership on the Board is voluntary and uncompensated.

UNION RECOGNITION

CarePlus recognizes and has a contract with District 1199J of the National Union of Hospitals and Health Care Workers, AFSCME, AFL-CIO. CAREPLUS recognizes the Union as the sole and exclusive collective bargaining representative of all employees except for management, management confidential, per diems, sub-pool employees, students and volunteers. Nothing in the personnel policies set forth in this Handbook is to be construed as, nor is it intended to be, in conflict with the Collective Bargaining Agreement.

AFFILIATIONS

As previously stated above in the History and Services section, CarePlus actively participates as a member and is licensed or accredited by a number of quality based or regulatory National, State and County organizations that include but are not limited to the Institute for Behavioral Health; The Joint Commission; Mental Health Corporations of America, Inc.; National Council of Community Behavioral Health; New Jersey Association of Mental Health and Addictions Agencies Inc.; New Jersey Department of Health; New Jersey Department of Human Services; New Jersey Department of Children and Families.

ABOUT THIS HANDBOOK – READ THIS CAREFULLY ()**

This handbook, which replaces all previously issued handbooks and policy statements, is provided only as a matter of reference and is not an employment contract.

Only the Board of Directors or the President/CEO has the authority to adopt new policies or to change or eliminate existing policies. No other member of management or other person has the right to make any commitment that adds to, subtracts from, or contradicts the provisions of this handbook.

As an employee, student and volunteer of CarePlus, you are expected to read this handbook and return the signed handbook receipt to the Human Resources Department. The return of the signed handbook receipt acknowledges that you agree to uphold the policies, procedures and vision of CarePlus.

Volunteers and students are expected to read the sections marked by a double asterisk (**) in this handbook.

EMPLOYMENT

ADHERENCE TO CAREPLUS'S POLICIES AND PROCEDURES ()**

Employees, students, volunteers, independent contractors and vendors are expected to adhere to the Agency's organizational policies and procedures and ethical standards. In addition, all are expected to observe, maintain, and comply with all standards of ethical practices required by the Agency's policies and procedures, licensing discipline (when applicable), funding, and accreditation bodies, as well as the laws and regulations which govern the overall mental and healthcare industries.

CarePlus will apply corrective discipline up to and including suspension and/or termination from employment, student placement, volunteering or contracted services for any violation of the Agency's policy and procedures.

AMERICANS WITH DISABILITY ACT (ADAAA)

CarePlus has a responsibility to reasonably accommodate qualified individuals with disabilities. The Agency complies with all Federal and state laws concerning the employment of persons with disabilities.

CarePlus does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions and privileges of employment.

CarePlus will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can perform the essential functions of a job.

Employees requesting an accommodation are to contact the Human Resources staff handling benefits. A request for an accommodation should be made at the earliest possible date.

Requests for accommodation will be evaluated on the basis of reasonableness and effectiveness.

AT-WILL EMPLOYMENT

The employment relationship for non-union employees is "At-Will Employment", which means that employees covered by this policy may terminate their employment with CarePlus at anytime, for any reason. It also means that CarePlus may terminate an at-will employee at any time, for any reason, with or without cause and with or without notice, as long as the termination is not restricted by a state or federal law or contrary to a clear expression of public policy. On rare occasions, CarePlus may make an exception to the at-will employment relationship and enter into an express employment agreement.

The hire letter that is sent to prospective employees from the Human Resources Department is not an employment agreement nor does it change the at-will relationship between the employee and CarePlus unless the letter specifically states that it is an employment agreement.

The policies, procedures and Employee Handbook of CarePlus do not alter the at-will employment relationship and do not create an employment agreement. Regardless of the contents of this Employee Handbook and any custom or practice, CarePlus reserves the right to change policies, benefits and all other working conditions with or without prior notice.

Any employment agreement, as an exception to the at-will employment relationship, must be authorized and signed by the CarePlus President/CEO, and specifically state that it is an employment contract.

While the Agency's policies permit CarePlus to terminate an at-will employment relationship at any time, with or without cause, managers or supervisors may not exercise an at-will termination without the approval of the Agency/Division Senior Vice President, Vice President or his/her designee.

CLIENTS RIGHTS AND ETHICS ()**

Clients are our partners in treatment and shall always be treated with dignity and respect. Clients have certain rights under federal and state law. As employees, students and volunteers it is our responsibility to know and uphold the rights of our clients. This responsibility also extends to educating clients regarding their rights:

- Clients will not be discriminated against for any reason
- Clients may present grievances or suggest changes without restraint or reproach
- Clients have the right to a copy or summary of their treatment record if it will not cause harm to the client or to others
- Staff members will never physically, mentally or sexually abuse or neglect a client
- Clients have the right to review fee schedules and ask for an explanation of changes
- Clients may refuse participation in experimentation or research without prejudice
- Clients have the right to participate in the development and implementation of their treatment plan
- Clients may refuse treatment if they do not present a danger to self, others or property
- Clients shall receive a copy of their rights and individual programmatic rules
- Clients shall have explained to them in a language they understand all treatment including potential benefits, risks and side effects
- Client complaints or unusual occurrences will be investigated. Findings will be communicated to the client
- Clients shall be referred to the most appropriate and least restrictive treatment available. If the Agency cannot provide the treatment, efforts will be made to link such clients with outside services
- Non-English speaking clients may secure an interpreter if the Agency cannot provide services in their native language. If we are providing involuntary services, we must arrange to assess and treat the client using a language they understand
- Clients who work for the Agency are compensated in a fair manner and may resign from employment without jeopardizing their treatment

For general information on client confidentiality, special treatment procedures, care of a dying client, abuse or neglect, guardianship, organizational ethics, client rules and physician responsibility, refer to your supervisor, the Human Resources Department or the Policies and Procedures Manual under Rights and Ethics.

For detailed information on client rights, ethics and benefits contact the Client Advocate (also known as Ombudsman).

CONFLICT OF INTEREST ()**

Employees (or any individual vendor/contractor conducting business with CarePlus, student or volunteer) are expected to avoid any investment, interest, association or activity which might interfere or appear to interfere with the exercise of their judgment in the Agency's best interests, or conflicts with the loyalty owed to the Agency.

Such interference or conflict can result from actual or potential personal benefit from another source, or from divulging to others confidential information about the Agency's operations and affairs. Conflicts of interest may arise:

- When employees/individuals or a member of their household works for, or has a significant direct or indirect financial interest in, or obligation to, an actual or potential competitor, supplier, or customer of the Agency
- When employees/individuals conduct business on behalf of the Agency with a supplier or customer of which a relative or household member is a principal officer or representative
- When employees/individuals accept gifts or anything of more than token or nominal value from an actual or potential competitor, supplier or customer
- When employees/individuals divulge or misuse trade secrets or confidential information concerning such items as the Agency's finances, operations, methods, products or services

Employees/individuals are expected to consult with their immediate supervisor with respect to the interpretation and implementation of these expectations.

Employees/individuals are also expected to review and refer to the section on Conflict of Interest in the Corporate Compliance Handbook and the Agency's policy and procedure on Conflict of Interest.

CORPORATE COMPLIANCE PROGRAM ()**

Corporate Compliance is a series of internal policies and procedures enacted and followed by the Agency to detect fraud and abuse that may occur during the course of our everyday business. The purpose of the Compliance Program is to protect and promote Agency-wide integrity and to enhance CarePlus' ability to achieve its mission.

Each and every employee/student/volunteer is responsible for complying with the guidelines set forth in the Corporate Compliance Program (including the Code of Conduct). This responsibility is extended to our affiliated physicians/therapists, subcontractors, independent contractors, vendors, consultants, and any entity doing business with the Agency to comply with Corporate Compliance Policy and Procedures.

The Code of Conduct is a handbook that provides guidance, assistance and expectations in carrying out CarePlus' daily activities within the appropriate ethical and legal standards. The Code instructs employees/students/volunteers on how to report any suspected violation of CarePlus policies and/or laws which govern how CarePlus conducts business. All employees/students/volunteers must sign an acknowledgement of receiving the Code of Conduct Handbook and agree to read and abide by the same.

It is the affirmative duty of all CarePlus employees/students/volunteers and agents to promptly report any suspected violation of compliance standards or policies through the chain of command described below. Failure to report may result in disciplinary action being taken.

The protocol for **reporting violations** is as follows:

- Individuals should **speak** to their immediate supervisor and/or program director
- Individuals that are uncomfortable or fearful of discussing the matter with their immediate supervisor or director are to **seek out** other members of the CarePlus' **management team** (e.g. Senior Executive Management, Human Resources or Corporate Compliance Officer)

Individuals may contact the CarePlus Corporate Compliance Officer directly at (201) 843-5218, Ext. 235.

Individuals can request to keep the matter confidentially by emailing the Compliance Officer at:

- compliance@careplusnj.org, or
- brigittej@careplusnj.org

CarePlus' Non-Retaliation Policy stresses that employees/students/volunteers should be able to report suspected violations without fear of retaliation from management or other employees. CarePlus understands that:

- Individuals who report problems and concerns in good faith will be protected from any form of retaliation or retribution
- If a manager or other individuals retaliate, they will be subject to immediate disciplinary action
- All calls or e-mails to the Corporate Compliance Officer will normally be investigated within 30 days of receipt
- Parties involved will be informed of the outcomes and action plans, if any

For additional information on this matter, refer to the Corporate Compliance Handbook.

CULTURAL DIVERSITY ()**

CarePlus values the diversity of its employees, volunteers, students and vendors and the unique perspective they bring to CarePlus. Diversity at CarePlus includes functional roles within the organization, and the industry we serve, length of service, geographic location, educational background, age, race, gender, ethnicity and whether they joined CarePlus independently or through a merger. By valuing differences, we demonstrate our commitment to treating everyone with fairness and respect.

DATING AND NON-FRATERNAZATION ()**

CarePlus does not wish to infringe upon the purely social activities of its employees, students and volunteers or to discourage friendships among them. On the other hand, CarePlus has an obligation to maintain a work environment that is free from the kind of relationships between employees, students and volunteers that may impact adversely on Agency morale and productivity, or that may result in favoritism, discrimination or unfair treatment or the perception of such.

Accordingly, the Agency has adopted the following standards on the subject of employee, student and volunteer “dating” or fraternization.

Status: Supervisor-Subordinate

When the relationship exists where one individual makes or has the authority or opportunity to make decisions or to take action concerning another individual’s compensation, promotion, demotion, and any other terms, conditions or privileges of employment, student placement or volunteer status:

- It is contrary to the Agency’s interests for individuals who are in a supervisor-subordinate status to be engaged or involved in an intimate, romantic or “dating” relationship with one another, or to encourage or permit such a relationship to exist
- If such a relationship exists or develops, both parties involved shall immediately report the fact to management. This disclosure will enable the Agency to determine whether any conflict of interest exists because of the relative positions of the individuals involved
- Upon being informed of such relationship the Agency may in its discretion attempt to resolve the matter by transferring one of the parties, or it may take any other action which it deems appropriate

Status: Co-workers, students and volunteers

When the relationship exists where individuals are co-workers, students and volunteers:

- Individuals engaged or involved in an intimate, romantic or “dating” relationship with one another are to comport themselves in a professional manner while at work or while representing the Agency. Individuals agree that they will behave professionally during and after the relationship ends
- A professional manner is defined as:
 - a) Maintaining the relationship “outside and not inside” the Agency
 - b) Interactions while working should not be amorous or flirtatious as viewed by any reasonable 3rd party
 - c) Both parties understand that their personal disagreements cannot be brought into the workplace
- It shall be deemed inappropriate and unprofessional for individuals to use Agency issued property in furtherance of their romantic pursuits. Agency property shall include, but is not limited to Agency issued cell telephones, assigned vehicles, office telephones, computers, computer software (including all email programs), and office space
- Individuals who violate these requirements will be subject to disciplinary action, up to and including discharge, termination of student placement or volunteer status. Any violation that causes or leads to favoritism, discrimination, unfair treatment, misuse of Agency property and/or impairment of Agency operations, will be treated as a serious breach of acceptable workplace conduct
- Individual who are dating or fraternizing at work must complete a Consensual Relationship Agreement form. Individuals can request the Consensual Relationship Agreement by contacting the Associate Vice President of Human Resources
- The provisions of this policy apply regardless of the sexual orientation of the parties involved

For additional information on this matter, refer to the Agency’s full text policies on Dating and Non-Fraternization and Non-Harassment/Non-Discrimination.

EMPLOYEE ISSUES AND CONCERNS/EMPLOYEE RELATIONS

Employees having issues or concerns are encouraged to first take their issues or concerns to their immediate supervisor, program director or upper management. It is better to raise a question before action is taken. It is CarePlus' policy to ensure that no employee is penalized for raising an issue or concern. If contacting the immediate supervisor, program director or upper management is uncomfortable, employees are to go to the next step and discuss the issue with another Agency representative such as (but not limited to) the Associate VP of Human Resources, or the Corporate Compliance Officer.

For additional information on this matter, refer to the Corporate Compliance Handbook.

EMPLOYMENT OF RELATIVES

Employing relatives of employees often gives rise to conflicts and problems for both the Agency and the employees. The extent to which this may happen depends on the closeness of the family relationship and the positions of the related employees.

While there is not an absolute prohibition against the employment of relatives, each case will be determined according to circumstances, including the kind and degree of the relationship between the individuals, their positions and authority, their access to confidential information, and other factors. Ordinarily, the following applies:

- Relatives may not work in the same line of authority, nor may work in positions where one of them has the power to make effective recommendations or to influence decisions concerning the status or compensation of the other employee
- Relatives of employees may not occupy positions where they have access to information considered by the Agency to be confidential in relation to their relative
- Relatives are defined as persons related by blood, adoption, marriage, or a life partner

These requirements will also apply where a relationship results from the two employees becoming married while employed or employees entering into a relationship as defined under the Dating and Fraternalization section. In this case a transfer or termination of one of the employees may be required.

For additional information on this matter, refer to the Dating and Fraternalization Policy.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of CAREPLUS to hire well-qualified people to perform the many tasks necessary in providing high quality service. An integral part of this policy is to provide equal employment opportunity for all persons for employment and to recruit and administer hiring, working conditions, benefits and privileges of employment, compensation, training, opportunities for advancement including upgrading and promotion, transfer and termination of employment including layoffs and recalls for all employees, without discrimination because of race, color, religion, national origin, sex, sexual orientation, age, veteran status, disability, or other characteristics unrelated to a person's qualification and/or job performance.

I-9 Form -IMMIGRATION LAW COMPLIANCE

Pursuant to federal law, an I-9 Form must be completed every time CarePlus hires any person to perform labor or services in return for wages or other remuneration.

The employee must present an original document or documents that establish identity and employment eligibility within 3 business days of the date employment begins. Failure to comply with the I-9 requirements may affect the employee's ability of continue employment with CAREPLUS. The employee can choose which document(s) he or she wants to present from the Lists of Acceptable Documents listed on the back of the I-9 Form.

INFECTIOUS AND COMMUNICABLE DISEASES ()**

Employees, students and volunteers must immediately inform their supervisor, program manager or designated representative of any absence(s) due to an infectious or communicable disease.

As part of the Agency's Infection Control initiative employees, students and volunteers who are out due to an infectious or communicable illness are required to report it to their supervisor or designated representative and present medical clearance to both the their supervisor and the Human Resources Department before returning to work, student placement or volunteering assignment.

JOB ANNOUNCEMENTS – Non-Union

Non-union job vacancies are not posted but announced via email. Non-union job vacancies are announced at the discretion of the program's management team.

JOB VACANCIES/POSTINGS – Union

Union vacancies for employment are posted at the main facility and all other field locations (except for the Residence Department). The bulletin board at the main facility is located in the employee lounge. For information on the location of bulletin boards at all other field locations, contact the director or manager of the particular location.

OUTSIDE EMPLOYMENT AND ACTIVITIES

Employees are required to disclose either to their immediate supervisor or Human Resources any outside employment and/or activity outside work that creates a conflict of interest with the Agency's products, services or policies and procedures of CAREPLUS. Supervisors are required to bring said information to Senior Executive Management.

Outside Employment

Under no circumstances will an employee be allowed to work for a competitor where there might be a conflict of interest, or the appearance of a conflict of interest, or where such work might cause harm to the Agency's image or reputation, its products or services, or compromise proprietary information or trade secrets, or impair customer, client or employee relations, as determined by the Agency in its sole discretion.

Activities Outside of Work

While employees are free to engage in conduct or pursuits outside of work, there may be times where such conduct or pursuits might conflict with the Agency's mission or code of ethics, or might disparage the Agency or cause harm to its reputation, its products or services, or compromise proprietary information or trade secrets, or impair customer, client or employee relations, or cause discord within the Agency, or be otherwise offensive, as determined by the Agency in its sole discretion.

Such conduct or pursuits as described above may be brought to the employee's attention and CarePlus reserves the right to request that the employee cease his/her activity, conduct or pursuit, if it is deemed the activity, conduct or pursuit to be in conflict with the Agency's Mission, Policies and Procedures, Code of Conduct or proprietary interests.

Refer to the Corporate Compliance Handbook on the Section on How to Handle Conflict of Interest.

PRE-EMPLOYMENT/STUDENT PLACEMENT/VOLUNTEERING REQUIREMENT ()**

CarePlus employees, volunteers and students are required to provide proof of a Mantoux/PPD test before they begin work, serve as volunteers or start as students. The test may be performed by a physician of the individual's choosing. The expense of the test shall be borne by the individual. Special tests or diagnostic procedures are not necessary. The proof verifying the test's results shall be presented to the Human Resources Department where it will become part of the individual's medical file.

PROCEDURES MANUALS

CarePlus' Policy and Procedure Manuals are available to all employees in both "hard" and "soft" copies. The "hard" copy of the manuals is available for reference in the Board Room located at the main facility in Paramus. Employees are expected to review and follow the policies and procedures in the Manuals. The "soft" copy is available in Word document on the computer network under the "M" Drive, select "Documents" folder, click on "References" folder, and click on "CP Manuals".

PROFESSIONAL CONDUCT ()**

Employees, volunteers, students and vendors will conduct themselves in a manner that reflects the highest standards of professional conduct and ethical practices of CarePlus. CarePlus employees are expected to provide high-quality service to clients, consumers and visitors. Employees must cooperate with other workers and agencies.

For additional information on this matter, refer to the Corporate Compliance Handbook.

QUALITY ASSURANCE PROGRAM ()**

To provide and maintain quality service, high ethical standards, and compliance with governmental regulations and JCAHO standards, CarePlus maintains a Quality Assurance Program. Programs and employees are regularly evaluated to monitor the provision of quality services and compliance with ethical and legal standards of practice.

Employees, students and volunteers who have any questions regarding Security and HIPAA are to contact their supervisor or the Associate VP of Quality Assurance & Information Management/Privacy Officer. The Associate VP of Quality Assurance & Information Management/Privacy Officer is the Agency's designated security contact designee who can be reached at (201) 843-5218, Ext: 233 or via email at williamm@careplusnj.org.

RELIGIOUS PRACTICES ACCOMMODATION

The Agency will make every effort to accommodate an employee's religious beliefs and/or practices, unless to do so creates an undue hardship, which includes but is not limited to, unreasonable expense or difficulty, unreasonable interference with the safe and efficient operation of the workplace, or a violation of a bona fide seniority system or collective bargaining agreement.

Where time off is a reasonable accommodation, the Agency may require the employee to make up the time at some other mutually convenient time, or the time off can be charged as paid time off, other than sick leave. Any absence not made up or charged as paid time off, will be treated as unpaid time off. If, as a reasonable accommodation, a scheduling change results in an employee working a shift that entitles the employee to premium wages or benefits, the Agency will not make such pay or provide such benefits, unless provide by law or a collective bargaining agreement.

REPORTING WORK-RELATED INJURY OR ILLNESS

Employees that sustain a work-related injury or illness must immediately report the injury or illness to their supervisor and to the Human Resources Department. Employees who have sustained a work related injury or illness must complete and forward an incident report to the Associate Vice President of Quality Assurance/Information Management or designee. Failure to report work related injury or illness may adversely affect the right to promptly receive worker's compensation benefits.

Injuries incurred on the job due to an automobile accident require a completion of an incident report. In addition to completing an accident report, employees must also provide a copy of the police report to the Associate VP of Quality Assurance/Information Management or designee.

Emergency Medical Treatment

When **emergency medical treatment** is required, employees must:

- Contact their supervisor immediately
- Seek treatment in the nearest emergency room
- Contact the Human Resources Department within 48 hours, after emergency room visit

Non-Emergency Medical Treatment

Non-emergency medical treatment or follow-up treatment(s) may only be provided by a designated worker's compensation provider. A referral is required for employees seeking medical treatment for non-emergency medical treatment. Referrals are obtained by contacting the Human Resources Department.

SELF IDENTIFICATION

CarePlus is subject to certain governmental recordkeeping and reporting requirements for the administration of civil rights laws and regulations.

In order to comply with these laws, the Agency invites employees to voluntarily self-identify their gender, race, ethnicity, veteran's and disability information. Submission of this information is voluntary and refusal to provide it will not subject employees to any adverse treatment.

The information will be kept confidential and will only be used in accordance with the provisions of applicable law, executive orders and regulations, including those that require the information to be summarized and reported to the federal government for civil rights enforcement. The data will not identify specific individuals.

WHISTLEBLOWING POLICY/ THE NJ CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA)

In accordance with New Jersey Law, the Corporate Compliance Policies and Procedures and the Code of Conduct, employees are protected against retaliatory action because they:

- Disclose or threaten to disclose to a supervisor or public body an activity, policy or practice of their employer that they believe is in violation of a law or regulation
- Provide information to or testify before a public body conducting an investigation or hearing concerning such a violation
- Object to or refuse to participate in an activity, policy or practice if they reasonably believe that it is in violation of a law or regulation or is fraudulent or that is in incompatible with a clear mandate or public policy concerning the public health, safety, welfare or constitutes improve quality of health care

If employees believe that they have been involved in, or have knowledge of, any action which may be in violation of law, regulation or public policy or is fraudulent, or criminal, employees are urged to notify either the program's director, or the Associate Vice President of Human Resources or the Corporate Compliance Officer so that the matter may be investigated and corrected.

The protection against retaliation, when a disclosure is made to a public body, does not apply unless employees have brought the activity, policy or practice to the attention of a supervisor by written notice and given the Agency a reasonable opportunity to correct the activity, policy or practice. However, disclosure is not required where employees reasonably believe that the activity, policy or practice is known to one or more supervisors or where employees fear physical harm as a result of the disclosure, provided that the situation is an emergency in nature.

CarePlus is obligated to observe and comply with this federal and state law.

EMPLOYMENT STATUS AND RECORDS

CREDENTIALS – External

For billing purpose, it is the expectation of the Agency that all employees, provider vendors and subcontractors to cooperate with and promptly complete the application process for placement on insurance panels as selected. CAREPLUS will seek to be added to insurance panels to which the Agency itself and the clinician qualify. Providing the information to the Agency for purposes of securing placement on selected insurance panels is part of the employee's job description, or a vendor's and/or subcontractor's service contract and must be fulfilled as required.

CarePlus understands that some applications may be denied by the selected insurance plan based on the qualifications and/or content of the application. Should any application be denied the employee, provider vendor and subcontractor is expected to assist with the appeal process. The expectation is for the employee, provider vendor or subcontractor to fully cooperate in good faith with the credentialing for insurance panel process.

For additional guidelines on this matter, refer to the Agency's Credentialing/Re-Credentialing Policy.

CREDENTIALS – Internal ()**

Credential verification is a process of obtaining, verifying, and assessing the qualifications of our employees, volunteers, students and contractors to provide patient care services in or for the Agency. The primary purpose of the credentialing process is to ensure that all individuals are qualified and competent to do their job or provide services.

Each individual, whether an employee, volunteer, student or contractor will be responsible for providing to the Human Resources Department on a timely basis all of their required credential information. The information must be adequate and accurate regarding qualifications, education, prior experience, licenses, certifications, etc.

Any changes that may impact on an individual's credentialing status must be immediately reported to the Human Resources Department. For example, changes in their resumes, changes in licensure, certifications, practice credentials, malpractice liability insurance, etc.

For additional guidelines on this matter, refer to the Agency's Credentialing/Re-Credentialing Policy.

EMPLOYEE CATEGORIES

Depending on the hours of work and responsibilities, the Agency classifies employees as described below:

- *Regular full-time*: union or non-union employees (other than temporary) who are assigned to regularly work 35 or 40 hours per week
- *Part-time*: union employees (other than temporary) who are assigned to regularly work fewer than 35 or 40 hours per week are entitled to "pro-rated" Agency fringe benefits. If a part-time union employee becomes a regular full-time employee, without interruption of service, his/her length of service will be calculated from the original date of employment

- Part-time: non-union employees (other than temporary) who are scheduled to work less than 12 hours weekly are not eligible for accruals or any other type of fringe benefits
- Temporary: employees who are hired for a specific period of time; or for a short indeterminate period; or for a specific project or task, usually of limited duration; or hired as interim replacements. The status of an employee who was hired in this category will not necessarily change if the employment continues beyond the period originally contracted. Temporary employees are not eligible for Agency benefits except those required by law or Collective Bargaining Agreement. If a temporary union employee becomes a regular employee, without interruption of service, his/her length of service will be calculated from the original date of employment
- Per Diem: are non-union employees who are hired to work on a day-to-day basis. They do not have a set schedule. They are not eligible to receive paid time off, health benefits or any type of fringe benefits. Per Diem employees:
 - a) Must advise their supervisor that they have applied and were accept to work in other programs. A supervisor has the right to contest the assignment at any time, if it is deemed to interfere with the employee's home department work day and responsibilities
 - b) Work includes, any activity associated with the Per Diem position, this includes, but is not limited, to interviewing for the per diem job, supervision under the program if a position is secured, telephone calls, client visits and program documentation
 - c) Per Diem work must be scheduled before or after an employee's regular shift
 - d) Employees may not work Per Diem hours during lunch/break period or (when applicable) or while on paid time off
- "Exempt" and "Non-Exempt": employees in any of these classifications may be further classified as either "exempt" or "non-exempt";
 - a) "Exempt" employees are those in certain executive, administrative, professional, or outside sales positions, as defined by law, who are exempt from the overtime pay provisions of State and Federal law
 - b) "Non-Exempt" are all employees not described as "exempt" and who receive overtime pay after working over forty (40) hours per week

Management/Management Confidential employees are to refer to the Appendix document for information on exempt and non-exempt employees

EMPLOYMENT REFERENCES CHECKS ()**

Prior to start date, applicants, students and volunteers shall provide academic, professional and employment references, as applicable. Reference checks and credential verification is completed by the Human Resources Department. Employees, students and volunteers may be terminated from employment, student placement or volunteering assignment for providing false information with regard to academic, professional or employment references.

ORIENTATION – AGENCY ()**

New hires, students and volunteers are required to attend Agency orientation. Agency orientation must be completed within 30 days from start date unless otherwise expanded by the program's director, or senior executive management.

Agency orientation includes completing and presenting employment forms, reviewing selected policies and health benefits (when applicable). Individuals attending Agency Orientation are expected to complete and present all required forms before they attend orientation. Individuals that attend unprepared (i.e. missing or incomplete documentation), will not receive pay for attending and will be re-scheduled to attend at another time.

ORIENTATION - DEPARTMENT

Each department is responsible for conducting their own program orientation. Proof of department orientation shall be submitted to the Human Resources Department no later than 120 days after start date.

PERFORMANCE EVALUATION/ASSESSMENT

The purpose of CarePlus performance evaluation/assessment program is to evaluate and document employees' strengths and areas where improvement is needed.

For all new hires, newly promoted or transferred employees (promoted or transferred into a new job responsibilities) the supervisor must complete an *initial* performance evaluation/assessment by the third month of hire, promotion or transfer date.

Annual performance evaluations/assessments cover a calendar year (January 1, XXXX to December 31, XXXX) and shall be completed and submitted to the Human Resources Department by January 31st of the following year. For example, an annual evaluation for 2012's calendar year, shall be completed and submitted by January 31, 2013.

A performance evaluation/assessment is not considered completed until it is signed by both parties (the employee and the appraiser), and submitted to the Human Resources Department.

PERSONNEL DATA AND EDUCATION CHANGES

It is important that accurate and current data be maintained for all employees. For this reason, employees must promptly inform their immediate supervisor and enter in the Human Resources Information System of any changes in name, address, telephone number and name of person to be notified in an emergency.

Employees are to contact the Human Resources Department when a change occurs pertaining to their driver's license/driving status, or a change affecting their ability to operate a motor vehicle, license plate number and description of car driven to work and any other item which may affect their status.

The Human Resources Department must also be notified of when there is a change to employees' academic status such as obtaining or the loss of certifications, licenses, educational qualifications or other pertinent information concerning the employee's education. Employees with licenses (i.e. LCSW, Physician, Psychologist, CADC, RN,

Advanced Practice Nurse, etc.) and/or certifications are responsible for providing the Human Resources Department with a copy of their new or renewed license(s)/certifications.

Employees must promptly inform the Human Resources Department of any changes in marital status, number and names of dependents, insurance beneficiaries and military status.

PERSONNEL FILES AND EMPLOYEE RECORDS

- Employee Personnel files: contains personnel information, such as applications, references, employment contracts, employment verification, changes in status, and other pertinent data. The personnel file is available only to immediate supervisors and authorized HR employees. All requests by an employee to review his/her personnel file must be made in writing and must be approved by his/her supervisor. Letters of reference from prior employers are considered to be confidential and will not be made available to the employee
- Academic/Performance Review file: contains copies of training certificates, licensures, certifications, departmental orientation and an employee's performance reviews. This file is available only to immediate supervisors and authorized HR employees
- Medical file: contains employee's leave of absences records, mantoux/PPD proof, medical clearances and health benefits enrollment forms and information. This file is available only to authorized HR personnel

Employees are not permitted to remove any documents from their files. These files and/or records are the property of CAREPLUS.

PRESIDENT/CEO, MANAGERIAL AND NON-UNION PERSONNEL

Employees who are not covered under the Collective Bargaining Agreement are under the authority of the President/CEO as delegated by the Board of Trustees. The Board will establish salary scales, fringe benefit plans and evaluation criteria as necessary or desirable for management and non-union personnel.

PROBATIONARY PERIOD - Union

Pursuant to CAREPLUS's collective bargaining agreement with DISTRICT 1199J, union employees shall serve a probationary period.

Newly hired union indirect service or non-clinical employees shall have a probationary period of four (4) months from the date of hire, excluding time lost for sickness and other leaves of absence. Newly hired union direct services or clinical employees shall have a probationary period of six (6) months from the date of hire, excluding time lost for sickness and other leaves of absence.

During or at the end of the probationary period, CAREPLUS may discharge any such employee at will and such discharge shall not be subject to the grievance and arbitration provisions of the agreement with the union.

Entitlement to certain designated Agency benefits is subject to serving a probationary period (i.e. vacation time shall not be available until the completion of the probationary period).

RE-CREDENTIALING

Licenses and certifications expire within a specific timeframe. For this reason, individuals with licenses and/or certifications must on an annual basis or as needed, provide to the Human Resource Department all new or renewed credential information.

TRAINING PERIOD – Non-Union

Newly hired management and non-union personnel shall have a training period of six (6) months from the date of hire, promotion or transfer (when applicable). The training period may be shorten or extended as per the President/CEO.

For further information on this matter refer to the Appendix document or contact the Human Resources Department.

UNION DUES AND INITIATION FEES

- *Union Dues information and calculation:* employees become union members after completion of one (1) month of service. Monthly dues will be deducted on the *first* (1) pay period of every month. Monthly dues have a set minimum and a maximum amount
- *Initiation Fee:* shall be paid in two (2) consecutive monthly installments with the first installment deducted the month following the completion of the probationary period

EMPLOYEE BENEFIT PROGRAM

ANNUITIES – union and non-union

Employees who wish to participate in the annuities offered through CAREPLUS can contact the Human Resources Department for information. The Human Resources Department will not advise nor recommend annuities to employees; employees are encouraged to contact the representatives of the annuities. The annual maximum amount an employee can deduct from his/her salary for annuities is subject to Federal regulation. Per Diem or Temporary employees are not eligible to participate.

CarePlus has established a 401(k) Retirement Savings Plan to help union employees accumulate financial resources for retirement. The Plan allows employees to elect how much of their salary they want to contribute to the Plan and to direct the investment of their funds into professionally managed investment funds.

The Agency has established a 403(b) Retirement Savings Plan for eligible non-union employees. For further information on this matter refer to the Appendix document or contact the Human Resources Department.

BENEFITS CONTINUATION (COBRA)

A federal law (known as "COBRA") requires that employees and family members who are covered by the Agency's group health insurance plan be given the opportunity to temporarily continue the insurance (called "continuation coverage") at the group rate in certain instances where coverage under the plan would otherwise end due to a

qualifying event (i.e. termination of employment or reduction in hours, death of the employee, Medicare entitlement, etc.). Selecting benefits continuation (COBRA) is voluntary.

The employee or a family member has the responsibility to inform the Agency of a divorce, legal separation, or a child losing dependent status, within 60 days from the happening of any such event. If notice is not received within that time, the spouse and/or dependent will not be entitled to choose continuation coverage.

BEREAVEMENT LEAVE – Non- Union (*)

For further information on this matter refer to the Appendix document or contact the Human Resources Department.

(*) Per Diem or temporary employees are not eligible for this benefit.

BEREAVEMENT LEAVE – Union (*)

With the approval of their immediate supervisor, employees will be allowed to use their accrued time off from work for a maximum of four (4) days as bereavement leave.

Administrative personnel with four (4) months service and clinical personnel with six (6) months services may utilize accrued vacation pay, or receive an advance in their vacation accruals for this purpose; if they have exhausted their personal and vacation time, up to a maximum of four (4) days sick pay may be used with the approval of their immediate supervisor.

Bereavement days must be taken consecutively and within a reasonable time from the day of death or day of the funeral and may not be postponed. Proof of attending the funeral may be required.

(*) Per Diem or temporary employees are not eligible for this benefit.

CAFETERIA/FLEX AND DEPENDENT CARE PLAN

Employees who are at least 21 years of age are eligible to enroll in the Cafeteria/Flex and Dependent Care Plan (Flexible Spending Account/Dependent Care). Employees must work at least 21 hours a week. Enrollment is offered six (6) months after hire and every January thereafter. There are three areas of participation in the Plan; un-reimbursed medical accounts, group premium accounts and dependent care accounts. Orthodontia is a separate category.

There is an administrative fee charged to employees by the administrators of the plan. The plan is not administered by CarePlus. Administrative fees are set by and collected by the plan's administrator who bill's employees directly.

Employees who want to participate in the Plan should obtain an enrollment form from the Human Resources Department, complete it and return it as soon as possible for processing. Claim forms can also be obtained from the Human Resources Department.

Employees submitting claims by fax or mail can chose to receive reimbursement payments either by mailed or direct deposit into their bank account.

Employees who do not want to participate in the plan are classified as non-participants. Employees, who changed their minds, can enroll in the plan on the next enrollment period.

CREDIT UNION

A credit union is a financial institution formed by an organized group of people with a common bond. Members of credit unions pool their assets to provide loans and other financial services to each other.

The differences between a credit union and a bank are that a credit union is a non-for-profit cooperative owned by its members while a bank is a for-profit entity owned by outside stockholders. In addition, a credit union is operated by mostly a volunteer board of directors while a bank is controlled by a paid board of directors.

The factors stated above allow a credit union to pay dividends to their members (not shareholders) and offer them lower loan rates, higher savings rates and fewer service fees.

Employees interested in joining the credit union may contact the Human Resources Department.

HOLIDAYS – union

The Agency recognizes the following holidays:

New Year's Day
Dr. Martin Luther King, Jr. Day
President's Day
Spring Holiday (1)
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day (2)
Thanksgiving Day
Christmas Day

(1) Taken in March or April

(2) Taken the day after Thanksgiving and ONLY applies to non-PESP contract employees

Employees are not eligible for pay for a holiday that occurs while they are on a leave of absence or disciplinary suspension.

CarePlus has the right, at its discretion, to require any employee to work on any of the holidays herein specified. If a holiday is worked, at the option of the Agency, the employee either a) will receive pay at the rate of time-and-one-half for all time worked and in addition will receive another day off, with pay. This day must be used after the holiday and within the week that the holiday is earned, or b) will receive an extra day's pay.

Eligible part-time employees accrue holiday time on a pro-rated basis depending on the number of scheduled work hours.

For additional information on this matter refer to either the Collective Bargaining Agreement or the Agency's policy on holiday time – union.

HOLIDAYS – non – union (*)

Non-union employees who are eligible to receive holiday pay are eligible to receive pay for eleven (11) holidays which are cited in the Holidays – union section above. Holiday pay is paid at straight time.

(*) Per Diem or temporary employees are not eligible for this benefit.

INSURANCE

The insurance benefits package includes Health Insurance (i.e. Medical, Prescription, Vision, Dental, and Life) coverage, Short and Long Term disability, Worker's Compensation and Family Leave Insurance (FLI).

CarePlus regular full-time employees are offered a full package of health insurance benefits. Part-time employees who work more than 21 hours per week may participate in the health insurance benefits (medical, prescription, dental and vision) package but will pay a prorated amount of the premium based upon their scheduled working time.

Employees must promptly inform the Human Resources Department of any changes (i.e. marital status, number and names of dependents, insurance beneficiaries and military status) pertaining to their health insurance.

Details about insurance coverage can be obtained by contacting the Human Resources Department.

INSURANCE - FAMILY LEAVE (FLI)

This insurance is to pay employees for care-giving responsibilities to take care of family members as described by the FLI law. The FLI is not a leave of absence. For leave of absences information, refer to elsewhere in this handbook.

The Family Leave Insurance law (FLI) enables eligible employees to collect up to six-weeks of State paid monetary benefits when out of work to care for a newborn, newly adopted child, or an ill family member. This insurance law is an extension of the State Temporary Disability Benefits Program and will be administered through the State of NJ.

Employees are not allowed to utilize paid time off to supplement their FLI. Non-duplication of benefits (collecting FLI and receiving full pay from paid time-off) is not permitted.

Notice Required from the Employee to CarePlus:

- With regard to a claim for FLI to bond with a child, employees shall provide the Agency with no less than 30 days notice. Failure to provide 30 days notice shall result in a reduction of the employees' maximum

FLI benefits entitlement by two weeks in a 12 month period, unless the timing of the leave is unforeseeable

- With regard to a claim to care in a continuous manner for a family member with a serious health condition, employees shall provide to the Agency prior notice in a reasonable and practicable manner, unless an emergency or other unforeseen circumstance precludes prior notice
- When employees seek to take intermittent leave, they must provide the Agency with 15 days notice, unless an emergency or other unforeseen circumstance precludes such notice

INSURANCE – MEDICAL, PRESCRIPTION, VISION, DENTAL AND LIFE

Medical, prescription, vision, dental and life insurance for eligible employees are effective on the first of the month following one month of employment. For example, an eligible employee hired on 2/2/13, will complete one month of employment on 3/2/13. Said employee's medical, prescription, vision, dental, life insurance and long term disability are effective on 4/1/13 (or the first of the month following completion of one month of employment).

INSURANCE LONG-TERM DISABILITY BENEFITS

Long term disability plan is free to all eligible employees. The plan is meant to cover a person that has a long-term disability, which lasts more than six months. The plan becomes effective after the short term disability terminates.

INSURANCE – SHORT TERM DISABILITY BENEFITS

Temporary disability benefits are paid to eligible employees who sustain *non-occupational* sickness or accidents which result in inability to perform regular job duties. Disability benefits begin on the eighth consecutive day of absence. The amount of benefit payment is two-thirds of an employee's average weekly wage, but is subject to a maximum amount established by the State. This may be supplemented by the use of any earned and unused paid-time off and by written request.

CarePlus has a private short term disability plan. Employees who wish to submit a claim for benefits must contact the Human Resources Department to request a form.

INSURANCE - UNEMPLOYMENT COMPENSATION BENEFITS

Should an employee lose his/her job through no personal fault of his/her own, or is released from his/her job due to lack of work, they may qualify for Unemployment Compensation in accordance with the Unemployment Compensation laws of the State of New Jersey.

INSURANCE – WORKER'S COMPENSATION

Employees of CarePlus are covered by Worker's Compensation for injuries *occurring while on the job*. Worker's compensation begins on the eighth consecutive day of absence, and will be paid according to the New Jersey Worker's Compensation Laws.

Additional information and assistance regarding Worker's Compensation is available by contacting in the Human Resources Department.

JURY DUTY PAY

The Agency recognizes that employees may be required to meet their civic responsibilities by performing jury service. An employee who loses time from work due to service on a jury will be compensated for such lost time at his/her regular straight-time rate, (including shift premium for eligible employees). The amount of payment received from the court must be turned over to the Agency.

An employee who is summoned for jury service should immediately present the summons and any record of jury service to his/her supervisor.

Jury duty payment, if any, will be limited to those instances in which the hours in jury service coincide with the time an employee would have normally worked (as in the case of part-time employees), or when such hours occur so close to an employee's scheduled working time that he/she cannot reasonably be expected to work.

If jury duty ends at a time when the employee can return to work, the employee is expected to return to work. If the employee does not return to work, he/she can utilize vacation/personal time or PTO for hours not worked. These hours must be approved by the employee's immediate supervisor or program director.

Only those employees who have completed their probationary period will be eligible for jury-duty pay.

LONGEVITY BONUS - Union

A longevity bonus shall be implemented for union employees who have completed at least two years' service at the Agency. Longevity bonus pay-out shall be made at six (6) month intervals at half the annual entitlement, beginning with the completion of the second-year anniversary.

A Longevity bonus payment date will be affected, when employees are placed on an unpaid leave of absence that is 10 working days or greater. For additional information on longevity bonus, employees can refer to their Collective Bargaining Agreement or contact the Human Resources Department a week before their second-year anniversary.

PERSONAL DAYS – Union (*)

Regular full-time employees shall be entitled to five (5) paid personal days each anniversary year. Eligible part-time employees will receive personal days on a pro-rated basis depending on their regularly scheduled work hours. Any unused personal days remaining at the employee's anniversary date, or remaining upon termination, are lost. Personal days must be requested, in writing, at least five days in advance, except in case of emergency. Personal time must be approved by the immediate supervisor or program manager. Once approved, the scheduled personal days shall not be canceled except in an emergency.

For additional information on this matter refer to either the Collective Bargaining Agreement or the Agency's policy on personal days – union.

(*) Per Diem or temporary employees are not eligible for this benefit.

PAID TIME-OFF (PTO) - Non- Union

Paid-Time Off (PTO) only applies to management and management confidential employees. The purpose of PTO is to provide employees with flexible paid time-off from work that can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice.

For further information on this matter refer to the Appendix document or contact the Human Resources Department.

SICK PAY- Union (*)

Occasional absences from work due to sickness or injury cannot be avoided, and the Agency provides some protection against loss of income in these circumstances, as a supplement to payments that may be otherwise available. Use of sick pay does not necessarily mean that absences will be treated as "excused" even though they are paid. An absence for any reason, including an occasionally unavoidable disability, adversely affects productivity.

Regular full-time employees shall be entitled to earn one sick day per month. Eligible part-time employees will receive sick days on a pro-rated basis depending on their regularly scheduled work hours. Earned sick time does not expire at the end of an employee's anniversary year.

Unused sick pay will not be paid on termination or resignation of employment. Employees who resign, are dismissed or laid off and have exceeded their allowable sick pay, the excess shall be deducted from any monies due at the time of resignation, dismissal or layoff.

Employees absent from work for reasons that entitle them to sick pay must directly notify their immediate supervisor prior to the start of their scheduled work shift. Failure to do so, may be cause for denial of sick pay and may constitute cause for disciplinary action.

Employees must contact their supervisors at least two (2) hours (3 hours for PESP employees) prior to starting their scheduled work shift.

For additional information on this matter refer to either the Collective Bargaining Agreement or the Agency's policy on sick days – union.

(*) Per Diem or temporary employees are not eligible for this benefit.

SICK (LEAVE BENEFITS) SALARY CONTINUATION

Union employees are required to use sick accruals during periods of non-FMLA related leave, if the leave is related to employees' disability. Non-union employees are required to use their PTO.

Payment of sick/PTO accruals make up the difference (if applicable) between regular salary and the amount, if any, paid by Worker Compensation or Temporary Disability Benefits

TRAINING - PROFESSIONAL GROWTH/ SELF DEVELOPMENT

CarePlus has a commitment to provide employees with opportunities for professional growth and self-development. Our employees are encouraged to continue their education, involve themselves in professional training, and attend seminars, conferences and in-service training. This training is not mandatory and it is conducted through the year via CarePlus Innovation (CPI), Essential Learning (E-Learning), or other training sources.

TUITION REIMBURSEMENT – Non-Union

It is within CarePlus’ discretion to offer tuition reimbursement to its non-union employees. For further information on this matter refer to the Appendix document or contact the Human Resources Department.

TUITION REINBURSEMENT ASSISTANCE – Union

CarePlus recognizes its obligation to provide educational opportunities for its union employees and will assist all eligible union employees with at least one year of employment with their education. For additional information on this matter refer to the Collective Bargaining Agreement.

VACATION BENEFITS – Union (*)

During the initial 12 months of employment, regular full-time employees accrue vacation at the rate of 3.5 hours (employees scheduled to work 35 hours weekly) or 4.00 hours (employees scheduled to work 40 hours weekly) for each full 2 weeks of employment, to a maximum of 13 days.

Part-time employees accrue vacation on a pro-rated basis depending on the number of hours regularly scheduled to work. The number of hours paid will not equal the hours shown as accrued for part-time employees. For further information on this issue, part-time employees are encouraged to contact the Human Resources Department.

The practice of providing the yearly amount of vacation hours on employees’ anniversary date is for the convenience of the employee and management, and is not meant to imply that the hours are earned in total as soon as they are provided to employees.

Vacation is accrued at the initial rate to the maximum amounts as follows:

Employees hired to work 35 hours a week earn vacation accruals as per the following:	Employees hired to work 40 hours a week earn vacation accruals as per the following:	Employees hired to work at PESP earn vacation accruals as per the following:
During 1 st year =13 days/91 hrs	During 1st year =13 days/104 hrs	During 1 st year= 13 days/104 hrs
During 2 nd year=14 days/98 hrs	During 2nd year=14 days/112 hrs	During 2 nd year= 14 days/112 hrs
During 3 rd year=15 days/105 hrs	During 3rd year=15 days/120 hrs	During 3 rd year= 15 days/120 hrs

During 4 th year=16 days/112 hrs	During 4th year=16 days/128 hrs	During 4 th year= 16 days/128 hrs
During 5 th year=18 days/126 hrs	During 5th year=18 days/144 hrs	During 5 th year= 17 days/136 hrs
During 6 th year=19 days/133 hrs	During 6th year=19 days/152 hrs	During 6 th year= 18 days/144 hrs
During 7 th year=20 days/140 hrs	During 7th year=20 days/160 hrs	During 7 th year= 19 days/152 hrs
During 8 th year=20 days/140 hrs	During 8th year=20 days/160 hrs	During 8 th year= 20 days/160 hrs
During 9 th year=22 days/154 hrs	During 9th year=22 days/176 hrs	

If termination from employment occurs prior to the employee’s anniversary date, the amount of any vacation pay that was unearned but taken will be deducted from the employee’s final pay. Vacation time must be used each year by the employee’s anniversary date; otherwise it will be lost.

An employee who is discharged and who has not utilized the vacation time (if any) to which he/she is entitled shall receive a prorated vacation allowance. This is not applicable to employees terminated during their probationary period.

Employees who are covered by the collective bargaining agreement will provide written notification as indicated in the Resignation Section-Union in this handbook or their Collective Bargaining Agreement.

For additional information on this matter refer to either the Collective Bargaining Agreement or the Agency’s policy on Vacation benefits.

(*) Per Diem or temporary employees are not eligible for this benefit.

COMPENSATION, TIME KEEPING AND PAYROLL

ATTENDANCE AND PUNCTUALITY

Every employee fills an important role in the provision of care and services to CarePlus. The Agency expects all employees to be responsible in their attendance and promptness to their respective worksites. Recognizing that illness and injuries do occur, the Agency has established sick leave, family and medical leave and long-term disability policies to compensate employees for certain time lost for legitimate medical reasons. (Family/Medical leave is addressed in depth in a separate section of this Handbook).

All employees are expected to be prompt in reporting to work and returning from meal breaks or other absences from the workplace. An employee who anticipates being late in reporting or returning to work must call his/her supervisor.

Should an employee be unable to work because of an illness, he/she must notify his/her supervisor no later than 2 hours (3 hours for PESP employees) prior to the start of the shift, on each day of absence, unless he/she is granted

an authorized medical leave, in which case different notification procedures apply. An employee's failure to properly notify his/her supervisor results in an unexcused absence. Any employee who is absent for three (3) consecutive working days without proper notification to the employee's immediate supervisor will be deemed to have voluntarily quit his/her employment.

If an employee is excused for an absence of more than three (3) consecutive work days, the Agency may require a doctor's note or fitness-for-work statement from a physician before permitting the employee to return to work. In such instances, CarePlus reserves the right to require the employee to submit to an examination by such physician as the Agency may designate. In addition, the Agency may require the employee to submit a statement from his/her physician or to be examined by the Agency's designated physician, in instances including, but not limited to, where abuse of sick leave policy is suspected.

Excessive absenteeism or tardiness, as determined in the judgment of CarePlus, shall be grounds for disciplinary action, up to and including termination from employment.

BUSINESS TRAVEL EXPENSES

CarePlus employees will be reimbursed for expenses incurred for CarePlus official business. Expenses incurred must be approved by the employee's immediate supervisor. Employees are to complete a business travel expense form and attach receipts for all expenses noted on the form.

Incomplete or illegible forms will not be processed by the Payroll Department, they will be returned to the employee and processed once they are legible. If receipts are missing, the amount being requested will not be paid.

A properly completed and authorized form must be submitted to the Payroll Department within 45 days after the expenditure of personal funds occurred. In order to operate within the Agency's fiscal year (July 1st to June 30th), **expenses incurred in the month of June** must be submitted for payment 45 days from incurring the expense. If the forms are not submitted by the deadline provided above, they will not be eligible for reimbursement.

COMPENSATORY (COMP.) PAY

Compensatory time (non-mandatory time) is time not requested by management, must be approved by the employee's immediate supervisor or program director. Such time, if worked, shall be compensated by compensatory time at the rate of straight time. Compensatory time must be taken or paid in the week it is earned.

DIRECT DEPOSIT/PAPER PAY CHECKS

Direct Deposit

Employees are to complete a direct deposit request form that can be obtained by accessing the Human Resources Information System (HRIS) or by contacting the Payroll Department. The Payroll Department will not process verbal requests for direct deposit. Stating or ending direct deposit must be requested in writing by completing a direct deposit form. Prior to enrolling in the direct deposit feature, an employee, regardless of when hired or rehired, shall be paid by paper check. Direct deposit is automatically cancelled upon an employee's notice of separation from employment. The employee's last pay will be generated as a paper pay check.

Paper pay check

Employees receiving their pay by paper check shall be required to provide the Payroll Department with a valid mailing address. Paper checks shall be mailed to the employee's address on record. Paper pay checks shall have a designated pay date and shall be dated the date of the employee's pay date. No post dated paper checks shall be mailed or distributed prior to the designated payday. Employees requesting their pay check to be sent interoffice mail must notify Payroll in writing. Employees picking up their pay checks must notify Payroll at least three (3) business days before the pay date. Paychecks will not be released to anyone without the employee's written and signed consent.

EMPLOYEE IDENTIFICATION BADGES

CarePlus employees will be issued a badge that will provide photo identification and record attendance.

The badge is to enable employees to show that they are employees of CarePlus when dealing with external agencies or persons while conducting CarePlus business in the community. Employees must wear their badges at all times while they are working.

Employees will also utilize their ID badges to record their time and attendance in a data collection device (time-clock) by clocking in or out at the beginning and end of their workday. Employees may also record their time and attendance by entering their time via the internet.

An employee whose ID badge is lost or stolen should immediately report the loss to his or her supervisor and contact the Human Resources Department to obtain a replacement badge.

Each employee is responsible for his or her own badge. Agency policy prohibits employees from clocking in or out for other employees. Agency policy prohibits employees from giving their badges to someone else to clock in or out for them.

ID badges are the property of CarePlus and must be returned to the Human Resources Department at the end of employment with CarePlus.

GARNISHMENTS

In case of a court order, the Agency is obligated to comply with such an order and when received the order will be processed by the Payroll Department. A garnishment is a court order requiring the Agency to deduct a specific amount of money from each paycheck until a sum determined by the court has been achieved. We encourage employees to take only those obligations that they can meet and make private arrangements with creditors to avoid garnishments. In cases of garnishments, the Agency is not obligated to notify the employee that such order has been received or when it will be processed by the Payroll Department.

OVERTIME PAY

There may be occasions when it will be necessary for employees to work extra hours, and it is expected that employees will comply with requests to work beyond normal work hours.

Except for "exempt" employees, all employees authorized overtime, (i.e. overtime hours required by management which is in excess of the regularly scheduled work day) shall be paid at the rate of time and one-half the employee's regular rate of pay.

Except for "exempt" employees, all employees who work over forty (40) hours in one work week shall be paid at the rate of time and one-half the employee's regular rate of pay for the additional hours.

Unpaid absences shall not be considered as time worked.

For additional information on this matter, union employees may refer to their Collective Bargaining Agreement.

PAYMENT OF SALARY

All employees are paid by check every 2 weeks. If the regular payday falls on a holiday payment will be made on the proceeding workday. Deductions will be made from gross salary for State and Federal payroll taxes, other legal obligations and authorized voluntary deductions by employees for health insurance, annuities and Cafeteria/Flexible and Dependent Care Plan.

TIMEKEEPING

Employees are responsible for accurately recording their hours worked in the time collection system or timesheets. Any corrections or additions which are needed must be approved by a supervisor.

Employees are prohibited from signing or making an entry on or altering the time record of another employee, or allowing this to be done to their own record by an employee other than their supervisor. Violation of this requirement may result in disciplinary action up to and including termination from employment.

Each absence or tardiness occurrence of lateness, regardless of the number of minutes involved, will become part of the employee's attendance/tardiness record. Excessive tardiness will not be tolerated. Violation of this requirement may lead to disciplinary action, up to and including termination from employment.

WORK SCHEDULES

The normal schedule of working hours of regular full-time employees consists of 5 days, 7 or 8 hours per day and 35 or 40 hours per week. Supervisors will inform their employees about the starting and stopping times of the workday and of the break/meal period. Work schedules are subject to change, depending on Agency requirements.

WORK CONDITIONS AND HOURS

AGENCY PROPERTY AND EQUIPMENT ()**

All property, equipment and funds of CarePlus that are entrusted to the care and use of its employees, students, volunteers and vendors remain the property of the Agency. All such persons are responsible for exercising reasonable care in their use. Those who fail to exercise reasonable care in safeguarding CarePlus property, equipment or funds may be held liable for subsequent loss, damage or theft. Individuals must return all Agency property before going on a leave of absence or terminating their employment, student placement, volunteering or services. The use of office equipment (i.e. copy machines, faxes, etc.) for personal use is prohibited by CAREPLUS. When such use occurs, the user will be billed for the use, payable ten days from usage.

BREAK/MEAL PERIOD - Union

Break/meal period will be for a maximum of 30 minutes as per Agency-wide practices. Break/meal period should be taken approximately in the middle of an employee's shift with the exception of PESP employees where it is understood that they will not take meal breaks when work requirements prevent it.

Break/meal period may not be combined, used in conjunction with or saved for use at the end of the day.

Unless there is an issue where employees are abusing the 30 minutes time limit, employees are not required to clock in/out when they take their break/meal period. Employees who are unable to take their break/meal period must notify management so that the situation can be remedied.

No break/meal period need be taken when an employee's total daily work time is less than five (5) hours.

During a break/meal period, employees are relieved from duty. If employees choose to take their break/meal period by staying at their desk, they are still subject to the same 30 minutes meal time limit.

COMPUTER INFORMATION ()**

Individuals who require assistance with computer subjects (i.e. passwords to access particular programs, log-in procedures, printer location, troubleshooting problems with passwords, programs, printers, hard drives, etc.) should communicate with the IT Department.

CarePlus is constantly working on, upgrading and reviewing the data system, removing and installing information on our network for the purposes of efficiency needed to conduct business. Misuse of the Internet and Microsoft Outlook can hinder the installation and running of these applications. Therefore, it is important for all computer users to understand that using the system for their own personal use has a direct effect on the overall Agency computer system. Although non-related work items can be deleted, they are still stored in the Agency's system and be subject to the CAREPLUS auditing process.

It has not been the practice of the Agency to watch individuals use of the system on a daily basis; however, we reserve the right to periodically monitor your Agency issued computer, cell phone and blackberry use (or any other electronic Agency equipment). If during an IT audit or routine review of an individual's computer or other Agency issued electronic devices, an individual is found to be in violation of the Electronic Communication Policy,

the individual's (when applicable) immediate supervisor will be notified and further disciplinary action may be taken as outlined herein up to and including termination from employment, termination of services, volunteering or student placement.

For detailed information on this matter, refer to the Agency's Information Management (IM) Manual located in Checkpoint in the "Company" section under "Electronic Forms".

CONFIDENTIALITY ()**

CarePlus has a legal and ethical responsibility to safeguard the privacy of all clients and to protect the confidentiality of their health information. Additionally, CarePlus must assure the confidentiality of all of its medical, human resources, payroll, fiscal, research, computer systems and management information (collectively "Confidential Information").

In the course of employment/assignment at CarePlus, employees, students and volunteers understand that they may come into the possession of Confidential Information.

Employees, students and volunteers must comply with the following in order to receive authorization (when applicable) for accessing any CarePlus Confidential Information. Employees, students, volunteers and vendors:

- Will not disclose or discuss any Confidential Information with others, including friends or family, who do not have a need to know it. In addition, it is understood that personal access code, user ID(s), and password(s) used to access computer systems are also an integral aspect of this Confidential Information
- Will not access or view any Confidential Information, or utilize equipment, other than what is required to do their job/assignment
- Will not discuss Confidential Information where others can overhear the conversation (for example, in hallways, in the cafeteria, on public transportation, at restaurants, on elevators, on the shuttle bus, and at social events). It is not acceptable to discuss Confidential Information in public areas even if a client's name is not used. Such a discussion may raise doubts among clients and visitors about our respect for their privacy
- Will not inquiry regarding Confidential Information for other personnel who do not have proper authorization to access such Confidential Information
- Will not willingly inform another person of their computer password or knowingly use another person's computer password instead of their own for any reason
- Will not make any unauthorized transmissions, inquiries, modifications, or purging of Confidential Information in CarePlus' computer system. Such unauthorized transmissions include, but are not limited to; removing and/or transferring Confidential Information from CarePlus' computer system to unauthorized locations (for instance, home)
- Will log off any computer terminal prior to leaving it unattended
- Will comply with any security or privacy policy promulgated by CarePlus to protect the security and privacy of Confidential Information
- Will immediately report to their supervisor any activities, by any person, including themselves, that is a Confidentiality violation or of any CarePlus information security or privacy policy

- Upon termination of employment, volunteer assignment or student placement will immediately return any documents or other media containing Confidential Information to CarePlus
- Agree that their obligations will continue after the termination of their employment or assignment or student placement or contracted services
- Understand that all computer access activity is subject to audit

CONFIDENTIALITY and PASSWORD ()**

Passwords are an important aspect of computer security. A poorly chosen password may result in unauthorized access and/or use of CarePlus resources. All users, including contractors and vendors who are given access to the Agency's systems, are responsible for taking the appropriate steps, as outlined in the IM Manual located in Checkpoint in the "Company" section under "Electronic Forms".

DISASTER PLAN ()**

It is not the policy of CarePlus to place any employee, volunteer or student at risk or place anyone in an unsecured situation. CarePlus has developed emergency procedures for Disturbances, Evacuations, Environmental Failure, Bomb Threats, Hostage Situations and Telephone emergencies. Please refer to the Agency's Policies and Procedures Manual located in the Board Room at the main facility for specific procedures.

ELECTRONIC COMMUNICATIONS ()**

CarePlus encourages the use of electronic communication and associated services (including but not limited to i.e. computers, e-mail, telephones, fax machines, external electronic bulletin boards, on-line services, lap tops, cell phones, the Internet and World Wide Web) because it is believed that they make communication more efficient and effective, and because they are valuable sources of information. However, electronic media and services provided by CarePlus are to facilitate CarePlus business.

The Agency has a vested interest in ensuring that its electronic equipment (i.e. computers, telephones, cell phones, blackberries and laptops), as well as its business communication tools (i.e. voicemail, email, fax and Internet) are used during working hours for business purposes, and that employees are not engaging in illegal and/or inappropriate activities in the workplace.

The Agency's Electronic Communication expectations apply to all employees, clinical and non-clinical, and has been implemented for the protection of CarePlus, its clients and staff. Vendors of CarePlus required to use our electronic equipment must also comply with the Agency's Electronic Communication Policy and Procedures which is consistent with and is incorporated into Chapter 10 of the CarePlus New Jersey Information Management Policies and Procedures.

Voice mail, email, and Internet usage assigned to an employee's computer, telephone extensions, cell phone and blackberry are solely for the purpose of conducting CarePlus business. Some job responsibilities at the Agency require access to the Internet and the use of software in addition to the Microsoft Office suite of products. Only people appropriately authorized, for Agency purposes, may use the Internet or access additional software.

For additional information on this matter, refer to the Agency's Information Management (IM) Manual located in Checkpoint in the "Company" section under "Electronic Forms" or the Electronic Communications Policy maintained on the Agency's Home Page, in the IT section.

EMPLOYEE RIGHTS

CarePlus recognizes that on occasion employees may find that their personal, cultural, or religious values are in conflict with those of clients and that such a conflict may interrupt or render care ineffective. In these instances, employees may request that they not be assigned to work with a particular client, or to be re-assigned if they are already providing care.

Such requests may be granted following a supervisory review of the circumstances and the availability of alternative staff providers.

If the immediate supervisor's decision is not acceptable to the employee, the employee may have the matter reviewed by their Program Manager or Program Director. If still not satisfied, the employee the program's VP.

HIV IN THE WORKPLACE

The Agency expects that all employees will be sensitive to the problems and concerns of co-workers who may be critically ill and that all individuals will be treated with dignity and respect.

The Agency has an obligation to provide a safe work environment for its employees. At the same time, it is recognized that employees who are HIV positive or have other illness, have a right to pursue activities which their conditions allow, including continuing to work for as long as they are able to perform the essential duties of their jobs in a satisfactory manner, and without posing a safety or health hazard to themselves or others.

It is recognized that contracting HIV is an extremely serious medical condition and that many people have deep concerns about this disease.

HIV is transmitted through sexual contact with an infected person, or through sharing contaminated needles or syringes, or by direct infusion of infected blood or blood products.

Medical experts agree that there is no known risk of HIV transmission between an infected employee and other employees through either casual or close contact that occurs during normal work activities.

To date, there is no medical reason justifying an employee to refuse to work with someone who is infected with HIV or who has AIDS, by reason of that fact alone.

KEYS

In case of transfer or promotion to another department, resignation, termination or lay-off employees will return all keys and property belonging to CAREPLUS to their immediate supervisor or the HR Department. Failure to comply with this policy may lead to disciplinary action or delay in payment of pro-rated vacation. If keys need to be replaced or duplicated, employees must contact their immediate supervisor, who will contact the Facilities Management.

LOST AND FOUND ()**

Lost articles, which are found within the main facility or at the off-site locations, should be taken or forwarded to Facility Management.

MEDICAL EMERGENCY ()**

In the course of providing psychiatric care, medical emergencies may arise. *Medical Emergencies* always take precedence over psychiatric problems. Employees, students or volunteers who believe that a client or other employee is experiencing a medical emergency, are to call 911, contact their supervisor immediately and follow the Medical Emergency Policy and Procedure. Refer to the Medical Emergency Procedures in the Policy and Procedures Manual. A copy of this procedure can be obtained by contacting the Human Resources Department.

PARAMETERS OF THE CLIENT/EMPLOYEE RELATIONSHIP ()**

Employees, students and volunteers are expected to comply with the Agency's Parameters of the Client/Employee Relationship established by CarePlus as specific guidelines for governing the client/employee (student/volunteer) professional relationship. For additional information regarding these guidelines contact the Human Resources Department.

PAST, PRESENT OR FUTURE CLIENT KNOWLEDGE ()**

Employees, students, volunteers and vendors of CarePlus, will be held responsible for *immediately notifying* their supervisor and the Human Resources Department *when one or all of the following occurs*:

- They have knowledge of family members, relatives, acquaintances or friends who *are enrolled* in services at CarePlus
- They have knowledge of family members, relatives, acquaintances or friends who *were enrolled* in services at CarePlus
- When at any period in the future they are acquainted with or when they have knowledge of family members, relatives, acquaintances or friends who *will be enrolling* in services at CarePlus.
- Employees, students, volunteers and vendors must refrain from reviewing any documentation regarding any individuals covered above. If an emergency situation occurs which brings them into contact at CarePlus with individuals covered above, they must contact a supervisor immediately and inform him or her regarding the nature of the interaction and the prior relationship

PERSONAL PROPERTY

CarePlus is not responsible for employees' personal property. Employees are to secure their personal belongings in a locked area or keep valuables in their possession at all times. If employees do not have access to a locked cabinet, the immediate supervisor should be contacted. The cabinet key should be in the employee's possession at all times.

PHONE CALLS (CELL PHONE AND PERSONAL CALLS)

Personal Cell Phones Usage

Employees may carry and use personal cell phones while at work on a sporadic basis. Incoming and outgoing cellular calls that cause disruptions or interfere with the employee's normal workflow are not acceptable.

Personal cell phones use for Agency business is discouraged.

Personal Phone Calls

Employees should not hesitate to use the telephone as necessary to perform their job responsibilities. In order for employees to perform their job duties with the least amount of interruption, making or receiving personal telephone calls during working hours is discouraged. At times employees need to make or receive personal calls. These calls should be brief and should not take place in the presence of clients. CAREPLUS has put into place a call monitoring system which will gather data regarding incoming and outgoing telephone calls, the date in which the call was placed or received, the number being called and most importantly the duration of each call. Employees identified by the system as placing excessive non-business related calls, will be responsible for reimbursing CarePlus.

If an employee is operating an Agency vehicle and receives a call, the employee may answer, but shall ask the caller to hold, put the phone down and pull to the side of the roadway, into a parking lot or other safe location to respond to the call. Failure to follow this policy may result in disciplinary action up to and including termination from employment

PROMOTIONS AND TRANSFERS – Non-Union

It is the Agency's practice to "grow our own", meaning that the Agency encourages and takes pride in promoting employees to management positions. Interested employees are to contact the Human Resources Department or refer to the Appendix document.

PROMOTIONS AND TRANSFERS - Union

Promotion

When a promotional vacancy occurs for union employees, CAREPLUS shall post a notice of said vacancy on the bulletin boards.

Any employee who is promoted shall serve one-half (1/2) of the probationary period on the new job as in the case of a new hire, except in those instances where the employee is making a significant change in job duties in which case he/she shall serve the full probationary period.

If the employee is removed from the new job during the probationary period, he/she will be returned to his/her former job without loss of seniority or other benefits, except if the employee is discharged in which case his/her rights shall be subject to Article XXIII of the Collective Bargaining Agreement.

Transfer

When a transfer occurs other than a promotion, a union employee with a satisfactory work record and with at least one (1) year of service in his/her present job may request, in writing, a transfer, provided that said employee

has the necessary qualifications to perform the job and provided further that such transfer will not unreasonably reduce the operational efficiency of any department.

For additional information on this matter, union employees may refer to their Collective Bargaining Agreement.

SAFETY ()**

Safety is every ones responsibility at CAREPLUS. Employees, student, volunteers, guests and vendors are expected to follow the NJ Motor Vehicle Commission (MVC) law and CAREPLUS safety guidelines and procedures to assure their actions and/or behaviors positively affect our safety.

SAFETY – FIRE ()**

CAREPLUS expects all employees, volunteers and students to know and understand the following:

Fire Safety Information:

R= Rescue people in immediate danger

A= pull Alarm (call the operator, confirm location)

C= Close all doors

E= Extinguish (use good judgment when deciding to fight a fire)

Fire Extinguisher Information:

P=Pull the pin (plastic or metal seal will break)

A=Aim the extinguisher nozzle at the base of the fire

S=Squeeze the operating lever and handle together

S=Sweep the nozzle back and forth

When a fire alarm is sounded employees, volunteers, students, clients and visitors are to immediately evacuate the building by the nearest means of egress. Individuals (i.e. employees, volunteers and students) who do not leave the building when a fire alarm is sounded (unless otherwise directed) will be in direct violation of the CarePlus' Fire Safety procedure.

To provide for the safety of all individuals the following guidelines are to be followed:

- Report any unsafe conditions (i.e. fires or safety hazards) to your supervisor, the Safety Officer or Administrator at once
- Familiarize yourself with your location's evacuation map
- Read CAREPLUS's evacuation policy. Know at least two ways out of the building
- Know the location of the fire alarm pull boxes
- Know the location and type of fire extinguishers in your work area
- Report foreign materials on floors or remove at once

- Report defective or damaged equipment immediately and tag it “out of order”
- Do not engage in horseplay
- Do not leave materials in a hallway
- Avoid climbing on storage rooms shelving – do not use crates boxes, chairs or similar substitutes for ladders
- Keep work areas orderly to help avoid extra stress on the job as well as slips and falls
- Prevent spillage of liquids on floors
- Do not take independent action if you are unsure, report to your supervisor

SCHEDULING TIME OFF REQUEST – Union and Non-Union

For union employees: Time-off requests will be granted provided the staffing requirements of the program are met. Requests for vacation time off should be submitted in writing on the Request for Time Off form provided for this purpose. Requests for personal time off should be submitted in writing on the Request for Time Off form at least five (5) business days in advance except in case of emergency. In emergency situations the Program Director or immediate supervisor may grant the time off. Unless otherwise instructed, Time-Off Requests forms are to be submitted to the employee’s immediate supervisor for approval or denial of the request.

Management or management confidential employees, refer to the Appendix document.

SECURITY ()**

Security regarding employees, clients, students, volunteers, vendors, visitors and property is everyone’s concern. Individuals who need to be in the facilities at other than normal operating hours must follow the procedures listed below.

For the main facility or a facility with a reception area: Upon entering the building, individuals are required to “check-in” with the Receptionist. Employees are to meet clients, visitors and vendors in the waiting area and to escort them to the appropriate area. After the completion of the visit, employees will escort clients and vendors back to the waiting area.

Facilities without a reception area: In case of emergencies, access to the building is available only by contacting the supervisor or the Facilities Management. Otherwise, persons except specifically authorized employees or contractors are prohibited from entering the location at other than normal operating hours.

For security reasons, employees are advised to keep personal items, such as purses, wallets or other valuables, in a locked storage area.

Off-duty employees are not to enter or remain in any building or other work area for other than work related reasons.

For additional information on this matter, refer to the Agency’s Information Management (IM) Manual located in Checkpoint in the “Company” section under “Electronic Forms”.

SECURITY and CONFIDENTIALITY ()**

CarePlus is a private, non-profit, community-based Agency providing mental health and substance abuse treatment. A “therapeutic relationship” exists between the client and the Agency, therefore, all Agency staff are considered bound by that relationship. This includes regular full time and part time staff, volunteers, students, vendors and subcontractors.

Any reference or directive in this document to “staff” or “employees” regarding the security and confidentiality of information also includes volunteers, students, vendors and subcontractors who are providing care and/or services to any CarePlus client.

All Agency staff is required by law and by practice standards to protect our clients’ right to privacy. All identifiable client information whether it is verbal or written, stored on hardcopy or electronically is to be considered protected. This includes a client’s name, address, social security number, condition, date of treatment, etc.

Electronically stored client information is secured physically, electronically and administratively. In addition, CarePlus assures the confidentiality of all of its Medical Records, Human Resources, Payroll, Fiscal, Research, Information Systems and Management information is collectively known as “Confidential Information”.

For additional information on this matter, refer to the Agency’s Information Management (IM) Manual located in Checkpoint in the “Company” section under “Electronic Forms”.

SECURITY and HIPAA ()**

Put simply any user of electronically stored Protected Health Information is required to comply with all CarePlus policies to make sure that a situation is not created where information is seen by someone who should not have access to it, is corrupted or is rendered unavailable.

Individuals who have any questions regarding Security and HIPAA are to contact their supervisor or the Privacy Officer.

The Agency’s Privacy Officer and/or security contact designee needs to know whether security policies and procedures are being violated or whether employees have noticed something unusual that they think may represent a security problem.

For additional information on this matter, contact the Privacy Officer.

SMOKING ()**

CarePlus is required by law to provide a safe and healthy workplace. In particular, there is an obligation to protect non-smokers from the harmful effects of tobacco smoke.

Accordingly, it is CarePlus policy that smoking or carrying a lighted cigarette, cigar or tobacco pipe is prohibited anywhere within the main facility, or any other facility or department of CarePlus.

SOCIAL SECURITY NUMBERS

The Agency uses a Social Security Number (SSN) as authorized by state and federal law. Reasonable precautions are taken to prevent the disclosure or misuse of a SSN, including, but not limited to, ensuring that SSNs are not publicly displayed or published.

At the time of hire and/or Agency orientation, employees are required to present their original social security card to be utilized for payroll and benefit identification purposes.

Changes affecting an employee's social security card must be immediately reported to the Human Resources Department with accompanying proof (i.e. original revised social security card, letter from the Social Security Administration).

TRAINING - MANDATORY

Refers to training by internal or external experts that provide knowledge to all employees on various procedural issues required by the department's training regulations and/or Agency governing bodies. An example of an Agency mandatory training is Agency Orientation.

VIOLENCE IN THE WORKPLACE ()**

CarePlus prohibits violence in the workplace. Violence can take many forms, including hostile or threatening language, assault, stalking or any conduct that causes physical or mental harm. Everyone shares the responsibility to achieve and maintain a safe workplace.

Individuals who witness violence in the workplace should immediately report it to their supervisor. If it is uncomfortable to bring the matter to the supervisor, or if the supervisor is thought to be involved in the workplace violence; contact Senior Executive Management, the program's VP, the Associate VP of Human Resources or the Safety Officer. The Agency will treat the matter confidentiality, to the extent possible under the circumstances. Please note that individuals do not need to be the actual target of the violent conduct to bring the matter to the attention of management.

Individuals may voluntarily disclose the existence of a protective or restraining order. However, in cases where a co-worker, or any other person who has a relationship with the Agency, including but not limited to a vendor, student, volunteer or client, is subject to such an order, or where a protective or restraining order lists the workplace as a protected area, said individual is required to provide the Agency with a copy of such order. It is the Agency's authority or discretion to make any and all employment decisions, including decisions about discipline, discharge or other corrective action concerning the individual's conduct that the Agency deems unacceptable, regardless of whether that conduct is violent.

In determining if violence in the workplace occurred, the totality of the circumstances, including the nature of the conduct and the context within which the conduct occurred will be considered. Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment.

VISITORS IN THE WORKPLACE

Employees should avoid receiving visitors while at work, except in an emergency or if approved by their manager.

WEAPONS ()**

CarePlus strives to provide a safe and non-violent working environment for all personnel. No one (i.e. employees, students, volunteers, vendors, visitors, or clients) are not allowed to have weapons in their possession while on the premises. Weapons may not be stored at any CAREPLUS location. Employees, students, volunteers, vendors, visitors, or clients may not refuse to submit to a search of person or property for weapons possession when requested by management.

LEAVE OF ABSENCE

AGENCY LEAVE

CarePlus employees who become unable to work because of disability (injury or sickness) or other circumstances may be placed on an unpaid or paid Agency leave-of-absence status. A paid or unpaid leave of absence (other than a leave covered by the Family Leave Act) may be granted at the discretion of CarePlus. Whether a leave will be granted will depend upon such factors as the employee's record (i.e. length of service, attendance, job performance, program needs etc.), the nature of the disability, the need to make accommodation to it, the anticipated duration of the leave, workforce requirements, and whether any other accommodation is just as effective. Employees with less than one (1) year of employment are not eligible for unpaid leave unless it is approved by the President/CEO. However, the Agency will comply with all applicable requirements of the American with Disability Act and NJ Law against Discrimination.

Employees who incur a disability and need to apply for a leave of absence must immediately contact their supervisor and the Human Resources Department. "Disability" means a serious health condition (as defined in regulations, and including either occupational or non-occupational disability) which makes the employee unable to perform essential job functions.

An employee who engages in employment with another employer during the leave of absence or who overstays the period of leave of absence will be subject to discipline or termination from employment.

LEAVE OF ABSENCES - Union

Union employees that are interested in obtaining information on the following leave of absences Union Business, Child Care or Educational are to refer to their Collective Bargaining Agreement.

FAMILY LEAVE – FMLA or FLA

CarePlus is in compliance with the Federal (FMLA) Medical/Family Act and the State of New Jersey's (FLA) Family Leave Act. Employees who feel they are eligible for a Family/Medical (FMLA or FLA) leave must contact their supervisor and the Human Resources Department who will provide all the necessary information.

Employees must meet the following conditions to be eligible for FMLA leave under the Federal law, prior to the commencement of the leave: the employee must have been employed by the Agency for at least 12 months, have had at least 1250 hours of service during the 12 months immediately preceding the leave, and work at a job site within 75 miles of 50 or more employees.

Employees must meet the following conditions to be eligible for FLA leave under the **State law**, prior to the commencement of the leave: the employee must have worked in New Jersey and for the Agency for at least 12 months and worked at least 1,000 base hours during the 12 months immediately preceding the leave.

MILITARY LEAVE

Leave of absences for the performance of duty with the U.S. Armed Forces or with a reserve component thereof shall be granted in accordance with applicable law.

An employee who voluntarily or involuntarily leaves a position (other than a temporary position) for the purpose of performing military duty or training is entitled to a leave of absence and restoration to that position or one of like seniority, status and pay. The accommodations provided will remain in force unless he/she is no longer qualified for such position or if he/she fails to make application for re-employment in a timely fashion following completion of military service. CarePlus will comply with all legal obligations with respect to restoring the employment and benefits to employees who have left CarePlus to enter military service.

PAID OR UNPAID LEAVE

Leave of absences not pertaining to FMLA and FLA are classified as "Agency (paid or unpaid) Leave". Agency paid or unpaid leave of absences may be granted or denied subject to the Agency's programmatic needs and discretion.

Paid Leave

Leave that is paid using an employee's accrued paid time-off and it can be subsidized via the following insurances Temporary Disability or Worker's Compensation:

- Medical Benefits - Employees are expected to pay their portion of the health insurance premiums while on a paid leave of absence to CarePlus
- Time-Off Benefits- Employees are expected to utilize their unused earned accrued time. Paid leaves such as vacation, sick and holiday time or PTO must be used as part of but not an extension of a leave
- Voluntary Deductions - All voluntary deductions (i.e. Flexible Spending Plan, annuities, credit union, etc.) will not be suspended unless the employee notifies the Human Resources Department in writing

Unpaid Leave

Employees who are on unpaid leave will not be entitled to continue accruing paid time off benefits. This includes employees who are receiving income replacement benefits such as short-term disability, long-term disability or workers' compensation.

- Longevity Bonus (Union employees only)-An unpaid leave of absence of ten days or greater will affect the employees' Longevity Bonus payment amount

- Medical Benefits -Employees will be eligible to continue health insurance benefits under COBRA, with the exception of Long Term Disability (LTD) and Life Insurance which are not subject to the requirements of COBRA. Employees who return to work from an unpaid leave-of-absence will become eligible for benefits on the 1st of the month following their return to work
- Time Off Benefits -Employees will not accrue paid time off such as holiday, vacation, personal or sick time or PTO
- Seniority/Length of Service (Union employees only) - The period of unpaid leave will not be credited towards the calculation of an employee's seniority (union) or length of service

EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

DISCHARGE FROM EMPLOYMENT

Employees may be suspended without pay and/or dismissed from employment for a serious breach of CarePlus' policy or misconduct. The types of conduct that may lead to immediate discharge include but are not limited to: violation of Agency's policies and procedures, mistreatment of a client, a violent act against a staff member, client, visitor or vendor, professional negligence, discussing confidential information, insubordination, falsification of records, stealing, alcohol or drug abuse on the job, swiping-in or out for another employee, or providing one's own ID/Time and Attendance card for another employee to swipe-in or out, conviction of a crime and for carrying firearms or other dangerous weapons on CarePlus premises.

DISCIPLINE – non-union

The goal of progressive discipline is twofold. First of all, it protects the Agency and its supervisory personnel from claims of employment discrimination by consistent application of uniform personnel policies with appropriate documentation. Second, it provides employees with notice when performance standards are not met or when standards of conduct are violated. Additionally, corrective progressive discipline advises the employee of the action needed to improve the deficiency and a time table for improvement.

The use of progressive discipline is determined by CarePlus in its discretion due to the employee's at-will employment. The "At-Will Employment", which means regardless of anything contained in the handbook and regardless of any custom or practice, the Agency makes no promises and remains free to change policies, benefits, and all other working conditions without having to consult anyone or obtain anyone's agreement. Just as any employees have the right to terminate their employment for any reason, the Agency retains the absolute power to discharge anyone at any time, with or without cause, and without prior notice.

In the event the progressive discipline is imposed, it may consist of a First Written Warning and/or a Final Written Warning and/or Suspension (with or without pay) and/or Discharge from employment. The disciplinary document will be signed or initialed by all parties present at the time it is presented to the employee.

The disciplinary action(s) described above are not inclusive. In some instances, disciplinary action may take alternative forms. Unless otherwise required by law, CarePlus is not required to follow a system of progressive discipline.

The Human Resources Department will retain progressive discipline documents in the employee's personnel file and unless otherwise directed by the program's VP, the documents will remain in the employee's personnel file for the length of the employee's employment.

DISCIPLINE - union

In the administration of discipline, management's objective and concern is to be constructive. Disciplinary actions are taken for the purpose of correcting a deficiency and helping to make a more valuable employee. Ordinarily, CarePlus will apply corrective discipline if an employee engages in misconduct, fails to meet the Agency's requirements of performance and/or violates any of the Agency's policies and procedures. However, this depends upon all of the circumstances, and discipline may or may not be imposed, as determined by CarePlus in its discretion. If discipline is imposed, it may consist of one or more warnings or reprimands either oral or written, and one or more disciplinary suspensions (paid or unpaid).

The disciplinary action(s) described below are not inclusive. In some instances, disciplinary action may take alternative forms. Unless otherwise required by the Collective Bargaining Agreement or by law, CarePlus is not required to follow a system of progressive discipline.

In the event a formal disciplinary action is presented to an employee 1) union representation is necessary unless the employee waives his/her rights to union representation by signing a Union Representation Waiver Form, 2) it is the employee's responsibility to contact and provide union representation within 2 days of being informed, and 3) the disciplinary document will be signed or initialed by all parties present at the time it is presented to the employee.

Depending upon the seriousness of the action, CarePlus may take disciplinary action in any of the forms described below:

- **Oral Warnings** (also known as a Verbal Warning) are not maintained in the employee's personnel file unless the issue becomes a final written warning. Oral warnings will be expunged from the Oral Warning file by the Human Resources Department after 12 months from date issued
- **Written Warnings** (also known as a Final Written Warning) are maintained in the employee's personnel file. Final Written Warnings will be expunged from the employee's personnel file by the Human Resources Department after 24 months from date issued
- **Suspensions** may be with or without pay will have a fact-finding interview completed. The employee will be informed of the interview's outcome. Suspension fact-finding and all other related paperwork will be placed in employee's Personnel file
- **Discharge** from employment

DRESS CODE ()**

Employees, students and volunteers are expected to dress appropriately while at work. These guidelines have been developed to promote and maintain a professional and safe working environment.

Employees, students and volunteers are to dress in an appropriate and professional manner that corresponds with the nature of their work, the business they will be conducting, and the circumstances in which they are representing CarePlus. Consideration must be given to:

- **Professionalism** – Individuals are required to wear professional or business casual attire while at work. Appearances play a large part in gaining the respect and confidence of clients and those around you
- **Safety** - Jewelry and personal accessories are to be worn sparingly and should be close fitting and not 'dangle' in order to lessen safety hazards. Individuals should consider that in certain situations, items such as neckties, necklaces, piercings, and dangling jewelry that can easily be grabbed and result in injury to them
- **Mobility** - When the position requires any degree of activity or freedom of motion, attire should be practical and accommodate this
- **Non-Provocative Attire** - Provocative clothing such as tight jeans, skirts, shirts and dresses, low cut or high slit styles are not appropriate. Crisis program employees, students and volunteers should portray a neutral image

No dress code can cover every situation, so individuals should use these guidelines as a basis for deciding on their choice of clothing to wear to work. If you have questions on what is acceptable, please ask your manager. The individual's manager has the authority to decide what is acceptable.

Individuals who violate the dress code may be subject to one or all of the following: an individual may, if appropriate, be asked to remove the item, may be sent home to change attire, and/or (if it is an employee) may receive a disciplinary action. Progressive disciplinary action will be applied if dress code violations continue.

Any work missed because of failure to comply with the dress code will not be compensated.

DRUG-FREE AND ALCOHOL-FREE USE ()**

The Agency has a vital interest in providing safe and healthy working conditions for its employees, students and volunteers in maintaining optimum levels of outcome. CarePlus is committed to maintaining a workplace free from the influence of drugs and alcohol.

The use of illegal drugs is inconsistent with the law-abiding behavior expected of all persons. Employees who use illegal drugs or abuse alcohol tend to be less productive, less stable and less likely to maintain attendance. Such employees may pose a risk to the health and safety of themselves, their co-workers and clients. This is particularly true in the case of drug use, whether it occurs on duty or off duty because many drugs can affect behavior long after having been used. The following are violations of the Agency's Drug and Alcohol Policy:

- Unauthorized use or possession of an illegal drug, controlled substance, or alcohol on Agency premises, in an Agency-supplied vehicle or during work hours (including breaks or meal periods)
- The sale or attempted sale, distribution or manufacture of an illegal drug on or off the Agency premises.
- Reporting to work or being at work while under the influence of alcohol or illegal drugs
- Storing alcohol or any illegal drug or controlled substance whose use is unauthorized, or drug paraphernalia, in a locker, desk, automobile or other repository on Agency premises

- Refusal to submit to a search of person or property for drug or alcohol possession when requested by management

Failure to adhere to the requirements of any drug or alcohol treatment counseling program in which the individual is enrolled.

Assistance in Overcoming Drug and/or Alcohol Problems:

The early recognition and treatment of alcohol and drug use is important for successful rehabilitation and for reduction in personal, family, workplace and social disruption. The Agency encourages the earliest possible diagnosis and treatment for alcohol or drug use and whenever feasible will assist employees in overcoming drug or alcohol problems. However, the decision to seek diagnosis and accept treatment is primarily the individual employee’s responsibility. Employees who voluntarily request assistance may do so without jeopardizing their continued employment, provided their request is made in a timely fashion, and provided they strictly adhere to the terms of their treatment and counseling program. This program will require, at a minimum, the immediate cessation of any use of alcohol or drugs.

NON-HARASSMENT/NON-DISCRIMINATION ()**

CarePlus is committed to providing *anyone* (i.e. employees, supervisors, co-workers, vendors, clients, students and/or volunteers) with a work environment free from prohibited discrimination or harassment. Under CAREPLUS expectations forms of employment discrimination or harassment based upon the following protected categories are prohibited and will not be tolerated: race, creed, color, national origin, nationality, ancestry, age, sex/gender (including pregnancy), marital status, civil union status, domestic partnership status, familial status, religion, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, genetic information, liability for service in the Armed Forces of the United States, or disability. To achieve the goal of maintaining a work environment free from discrimination and harassment, CAREPLUS strictly prohibits the conduct that is described in the Agency’s Non-Harassment/Non-Discrimination policy. In summary:

- ***Employment Discrimination*** - In accordance with federal and state laws and CAREPLUS policy, no employee or prospective employee may be discriminated against on the basis of age, race, color, creed, religion, disability, sex, sexual orientation, marital status, relationship to other employees, ancestry, national origin
- ***Harassment*** - Harassment based on sex, race, religion, color, creed, disability, sexual orientation, national origin, ancestry, age or any other prohibited basis defined by federal or state law or CAREPLUS policy is a form of discrimination
- ***Sexual Harassment*** - Sexual Harassment is a form of sex discrimination prohibited under federal and state laws as well as CarePlus policy. Sexual harassment includes unsolicited and unwelcomed sexual advances, remarks, requests for sexual favors or any other conduct of a sexual nature when: (1) submission to the conduct is made, either implicitly or explicitly, a condition of employment; (2) submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee; or (3) the harassment has the purpose or effect of unreasonably interfering with the employee’s work performance or creating an environment that is intimidating, hostile or offensive to the employee

It is the policy of CarePlus to provide a work environment free from harassment or discrimination. **CarePlus has zero tolerance for individuals who harass or discriminate and will promptly investigate and resolve all alleged complaints and take appropriate disciplinary action against employees who violate this policy.** Vendors in violation of this policy will risk termination of contacts. This means that the Agency reserves the right to take either disciplinary action, if appropriate, or other corrective action, to address any unacceptable conduct that violates the Agency's Non-Harassment/Non-Discrimination policy, regardless of whether the conduct satisfies the legal definition of harassment or discrimination.

Prohibited discrimination/harassment undermines the integrity of CarePlus, the employment relationship, compromises equal employment opportunity, debilitates morale and interferes with work productivity. Thus, non-harassment/non-discrimination applies to all employees, applicants for employment, students and/or volunteers at CarePlus.

Any employee, applicant for employment, student or volunteer has the right and are strongly encouraged to immediately report suspected violations of CarePlus' Non-Harassment/Non-Discrimination policy to his/her immediate supervisor or program director. Reports/complaints of harassment and discrimination may also be made directly to any Senior Vice President, Vice President, Agency Compliance Officer or Associate Vice President of Human Resources. CarePlus has a non-retaliation policy that will be enforced regarding any individual's report or complaint of harassment and/or discrimination.

Any individual with questions regarding CarePlus' Policy Prohibiting Harassment and/or Discrimination should contact the Associate Vice President of Human Resources or refer to the Agency's Non-Harassment/Non-Discrimination policy or refer to the Code of Conduct Handbook both are located in Checkpoint in the "Company" section under "Electronic Forms".

Everyone must exercise his/her own good judgment to avoid any conduct that may be perceived by others as harassing or discriminatory.

RESIGNATION – Non-Union

Management personnel (with employment agreement) – who resign and who have provided written notification as stipulated in their employment agreement will receive their prorated earned and unused PTO pay. Employees who do not provide such notification will not receive pro-rated accrued and unused PTO pay.

Management (without an employee agreement), Non-Management and Non-Union personnel – Clinical personnel who resign must give advance notice equal to 22 working days or 4 ½ weeks. Non-clinical personnel who resign must give advance notice equal to 15 working days or 3 weeks. Personnel who do not provide such notification will not receive pro-rated accrued and unused PTO pay.

Employees who do not work during the required notice due to an illness, are required to present medical certification in order to receive pay from their accrued and unused PTO or shall forfeit one day's payment for each day not worked.

Employees, who do not work during the required notice, shall forfeit one day's payment for each day not worked.

RESIGNATION – Union

Pursuant to the Collective Bargaining Agreement, union employees who give written notice of resignation to their manager, as provided *below*, or whose employment is terminated, shall be entitled to receive payment for unused vacation time accrued on the effective date of the resignation. If required notice is not given as provided below, provided it was possible, the employee shall forfeit one day's payment for each day the notice is late.

Proper Required Notice:

- 10 working days for non-clinical employees and 20 working days for clinical employees. Full-time employees working 35/40 hours in less than 5 working days or part-time employees working compressed shifts (do not work consecutive days) require notice of 10 (non-clinical) or 20 (clinical) calendar days
- Employees who do not work during the required notice due to an illness, are required to present medical certification in order to receive pay from their accrued vacation or shall forfeit one day's payment for each day not worked
- Employees, who do not work during the required notice, shall forfeit one day's payment for each day not worked

STUDENT PLACEMENT AND VOLUNTEERS ()**

STUDENT PLACEMENT ()**

There are two (2) types of student placements, one type is for employees and the other type is for non-employees. No matter the type of placement, students are assessed as per their learning institution's requirements and their program's policy and procedure regarding student placements.

Student Placement – Employees

Current employees of CarePlus may, *upon approval*, participate in placement programs while continuing in their regular employment with the Agency. The placement's purpose is to enable the employee to upgrade his or her knowledge and skills and to prepare for promotion or a new position in the mental health field.

There are a limited number of placements. If the employee is accepted for the placement, he/she must complete a Student Placement (for Employee) Application. Applications for placements should be made through the Human Resources Department. It is the employee's responsibility to inform *both* his/her manager as well as the manager that would supervise the employee as a student. Authorization from both managers shall be required for a placement to be granted. Placements may be terminated, delayed or refused if the employee does not contact both managers.

Hours scheduled for placement requirements shall be in addition to the hours scheduled for the employee's regular employment. No payment shall be provided for work performed as part of the placement requirement. Placement hours shall not conflict with the employee's regular duties, responsibilities, meetings, or supervision.

Student Placement – Non-Employees(**)

CarePlus cooperates and participates in student placement programs with accredited colleges and universities in the area. The purpose of these placements are to provide training and experience to persons preparing for professions or work in the mental health field.

Interested students are to contact the Human Resources Department. To determine appropriate placement, students requesting placement shall be interviewed by the program manager or designated representative. If the student is accepted and meets all necessary requirements, he/she must complete a *Student Placement Application*. The potential student will receive information on all paperwork required by Human Resources and is required to attend Agency Orientation.

VOLUNTEERS ()**

Whenever needed or deemed appropriate, CarePlus may utilize the service or assistance of volunteers. Employees who are aware of individuals interested in volunteering with the Agency can direct them to the Human Resources Department who will process their request. Individuals will be interviewed by the manager of the program the individual has expressed an interest in volunteering to determine appropriate placement.

If the individual is accepted, he/she must immediately contact the Human Resources Department in order to complete a *Volunteer Application* form. The potential volunteer will receive information on all paperwork required by Human Resources and is required to attend Agency Orientation. Volunteers are assessed as per their program's policies and procedures.

Students and volunteers are issued an Agency ID Badge for the duration of their student placement or volunteering role. The ID Badge is Agency property and it must be returned to the Human Resources Department on the student's or volunteer's last day at the Agency.

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