



ATTENDANCE, PUNCTUALITY AND DEPENDABILITY

Because New Haven depends heavily upon its employees, it is important that you attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, you are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time. Employees also are expected to remain at work for their entire work schedule, except for when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided. Those that have direct supervision of our youth must always be aware that the resident youth's safety is your primary responsibility. Under no circumstances can you leave "our kids" unsupervised.

You must notify supervisors of absences as far in advance as possible; however, if you provide direct service to our youth you are asked to call not later than four (4) hours before your scheduled starting time (except under all but the most extenuating circumstances) to allow time for coverage, whenever it is necessary for you to be late or absent. If you work an overnight shift, every effort should be made to call your supervisor at least six hours (6) before the start of your shift. This policy applies for each day of your absence. In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation and the expected duration of the absence(s).

A careful record of absenteeism and lateness is kept by your supervisor and becomes part of your personnel record. Unscheduled, unexcused absences and/or lateness, to the extent permitted by law, lessen an employee's chances for advancement and may result in dismissal. If you fail to notify your supervisor (or any on-call supervisor), New Haven may question if your absence is to be a voluntarily resignation.. If you fail to report for work without any notification to your supervisor and your absence continues for a period of three days, New Haven will consider that you have abandoned your employment.



STANDARDS OF CONDUCT

New Haven's first priority and is the health and safety of our resident youth. Always! If your responsibilities include direct care to our youth, supervision of these youth is also your primary responsibility. How you do that as well as how you conduct yourself personally while at work are closely tied to the health and safety of our residents as well as other employees. So, it is critical that you understand our policies and procedures. We have identified some examples of conduct that is prohibited and will not be tolerated by New Haven. We want you to understand your responsibilities and what is expected of you above and beyond doing your work assignment. Please read these policies fully. Again, this list of prohibited conduct is illustrative only - other types of conduct that threaten security, personal safety, employee welfare and/or our operations also may be prohibited. Nothing herein is intended to change the "at will" relationship between you and New Haven.

Examples of Prohibited Conduct are:

- *Any and all forms of child abuse, neglect, or endangerment.*
- *Carrying firearms or any other dangerous weapons on New Haven premises at any time;*
- *Being under the influence of alcohol or any illegal substance while on the work site, or providing any other staff member or resident with same.*
- *Engaging in criminal conduct whether or not related to job performance;*
- *Provoking a fight or fighting during working hours or on New Haven property;*
- *Violating any safety, health, security or New Haven policy, rule, or procedure;*
- *Committing a fraudulent act or a breach of trust under any circumstances; and*
- *Committing of or involvement in any act conduct which may be construed to be of unlawful harassment, discrimination and retaliation whether or not the conduct is in the workplace or in any work-related setting outside of the workplace (such as business-related social events) .*
- *Willingly failing to report any staff member committing violations that may pose a risk to the safety of our youth, employees, and/or the integrity of our programs.*
- *Disclosing HIPPA protected, confidential information regarding a child.*
- *Participating in disruptive horseplay or practical jokes on New Haven time or premises;*
- *Causing, creating, or participating in a disruption of any kind during working hours on our property;*
- *Theft or deliberate or careless damage or destruction of any New Haven property, or the property of any employee or customer we serve;*
- *Negligent or reckless operation of an agency vehicle. (This may also apply to the use of your personal vehicle if on company time or under our direction.)*
- *Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management;*
- *Using abusive language at any time on New Haven premises;*
- *Failing to report to work as scheduled without notification and/or without adequate explanation;*
- *Failure to properly supervise youth under your care (note that you may have to stay on-duty until relieved, regardless of whether or not your shift is over, if your replacement has not arrived) – under no circumstances can youth be left unsupervised!;*
- *Failing to obtain permission to leave work during normal working hours and/or to observe your work schedule;*
- *Sleeping (or giving the illusion of sleeping) or malingering on the job;*
- *Falsifying employment records, employment information, or other New Haven records of yourself or another employee (including recording or work time);*

Other unacceptable standards of behavior include:

- *Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working;*
- *Removing or borrowing New Haven property without prior authorization;*
- *Unauthorized use of New Haven equipment, time, materials, or facilities.*

This statement of prohibited conduct does not alter the New Haven's policy of at-will employment. Either you or New Haven remain free to terminate the employment relationship at any time, with or without reason or advance notice.



MAINTAINING PROFESSIONAL BOUNDARIES

Maintaining both appropriate boundaries and/or a professional relationship between yourselves, as a New Haven employee, and our youth is extremely essential at all times. It is our policy to maintain these boundaries with all youth who are placed in our program, both during their stay in treatment and afterwards. The below procedures will help you understand some of these boundary issues. All direct care staff receive specific training regarding their role(s) and responsibilities as they pertain to ethics, appropriate communications, professional boundaries and practices, as well as program implementation and reporting issues. In addition, we ask that you continually monitor your relationship with our youth and work closely with your supervisor to be sure that you facilitate relationships that are caring, yet professional and appropriate.

Below are some descriptions of behavior that are considered inappropriate between staff and our children and, if practiced, could be cause for disciplinary action.

INAPPROPRIATE BEHAVIOR:

- Engaging in any type of contact or behavior that could be construed as sexual or as a dual (i.e., professional & personal) relationship.
- Engaging in any abusive behavior (physical or verbal) or any communication behaviors (including non-verbal) that are demeaning, insulting, sexist, racist, discriminatory or in anyway abusive and/or undermine the goals of treatment.
- Intentionally revealing personal and/or contact information of your own, other staff members, family and/or friends (i.e. phone, fax, pager numbers, addresses or locations, electronic correspondence, etc.).
- Spending an overnight (or allowing someone else to) in the presence of residents when other than part of one's approved job responsibilities either within or outside of our facility.
- Transmitting and writing unapproved and/or not job related correspondence, on behalf of residents.
- Engaging in behavior prohibited by conduct defined as unacceptable in New Haven policies and practices and/or construed to be unacceptable by most reasonable persons responsible for the care and supervision of children.

Behavior to be avoided (whether the child is a current resident and/or discharged from New Haven and under 18 years of age and whether or not you are an employee of New Haven*):

- Avoid physical contact if not directly related to treatment goals.
- Do not use your own money (or represent another staff has) to buy residents gifts and/or necessities.
- Avoid interactions/contacts with residents, their family/friends that are not work related and/or outside your normal responsibilities when you are not working or when the resident is on pass (i.e. calling, writing, face to face)
- Any other expressions of favoritism or inequity towards particular residents.

***If contacted by a former resident, retrieve their contact information, let the youth know their call will be responded to, and contact your department director for advice and counsel. At no time should staff have contact with a former youth.**



CONFIDENTIALITY (RESIDENT INFORMATION)

The Health Insurance Portability and Accountability Act (HIPAA), passed in 1996, regulates both the use and disclosure of a person's Protected Health Information (called PHI). This applies to us in that any information related to the health condition and/or treatment we collect on our youth (patients), whether it be written on paper, electronic (on a computer) or spoken orally. All such information needs to be well protected. The parent/guardian for all children treated in our residential, day services program, or in our clinical program will receive a Notice of Privacy Practices explaining under what circumstances we will release information and to whom.

Each employee (and volunteer) is responsible for safeguarding the confidential information obtained during employment. In the course of your work, you may have access to confidential information regarding New Haven, our youth, suppliers, customers, donors, or perhaps even fellow employees (see section under Standards of Conduct regarding employee protected information). You have the responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties.

In order to implement New Haven's policy regarding the confidentiality of resident information, the following should be observed:

- All New Haven personnel and volunteers will refrain from discussing the affairs of our clients with anyone other than those persons within New Haven who have a "need to know" (and with authorization by your supervisor) in order to be able to serve the needs of our youth. Do not discuss a child's case in front of other children, in front of outside guest, nor with your personal friends or family. Exercise care at all times.
- Conversations in public areas should be limited to matters that do not pertain to information of a sensitive or confidential nature and should be conducted without the use of the resident's names or any other means by which our youth might be identified.
- Secure PHI should be under lock and key when not being used. Assure you are protecting the data in your work space when accessing for your use (turn over, minimize your screen, or cover when other's enter your office). Keep your computer password confidential and lock when not in use.
- Use electronic data, including phones, discreetly. Assure that information faxed or emailed on behalf of a resident is not open to viewing by others, is covered by an appropriate fax sheet with a confidentiality statement included, and is addressed accurately. Use initials rather than names whenever possible.
- Any New Haven employee or volunteer having a discussion with someone who is not an employee must not presume that he or she is entitled to any or all of the information in your possession. Again, only individuals who have a need to know should be told about the particulars of your work at New Haven.
- Computers or files leaving New Haven premises must be protected at all times and/or under the direct control of a New Haven employee. Do not leave records in a vehicle and do dispose of PHI other than in New Haven receptacles contracted for shredding.
- Never disclose health information, in any form without authorization from Medical Records, the Program Specialist assigned to that youth, or the Program Director. It is protected information! While social workers may have a right to access information regarding certain youth, you must first notify the appropriate Program Specialist so that all disclosed records and/or correspondence is properly documented according to the privacy rule.
- When disclosing Suspected Child Abuse Reports, notify both the appropriate case manager and the Program Director. Although these reports do not require authorization to disclose, our policy requires that our internal management is apprised of the situation when it is being investigated and reported.
- If you don't know if you can disclose information, don't disclose it. Seek direction from the appropriate Program Specialist and/or refer the party to the Director in charge of Program, as necessary. If you have any questions related to PHI or HIPAA you may contact our HIPAA Officer (Clinical Director and/or designee).

Remember, good judgment and care must be exercised at all times to avoid unauthorized or improper disclosures of personal and confidential information



CONFLICTS OF INTEREST

You must avoid situations involving an actual or potential conflict of interest. Self dealings or involvement with a outside contractor, regulatory connection, and/or subordinate employee of New Haven, which impairs an employee's ability to exercise good judgment on our behalf, also creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems. As we have additionally referenced in our section on "Professional Boundaries" section, personal and/or romantic interest with any of our youth is clearly in conflict with New Haven practices, procedures, as well as licensing standards - at any time.

If you believe you may become involved in any of the types of relationships or situation described in this policy, you should disclose the relevant circumstances to your supervisor, or any other appropriate director, for a determination about whether a potential or actual conflict exists. If we determine that there is an actual or potential conflict, we may take whatever corrective action appears appropriate according to the circumstances.



OTHER EMPLOYMENT & OFF DUTY CONDUCT

CONDUCT: While New Haven does not desire to interfere with your personal life nor outside career objectives, certain types of off-duty conduct may interfere with our legitimate business interests. Therefore, please adhere to the following:

- It is always expected that you conduct yourself in a manner that does not adversely affect us or our own integrity, reputation or credibility.
- Should you become involved in any activity that is considered illegal conduct, an immediate disclosure is required. An administrative leave may be required to conduct an appropriate review to determine if the conduct conflicts with our program objectives to the youth we serve or affects our ability to retain your clearance to work.
- In addition, any immoral off-duty conduct (whether legal or not) that adversely affects our legitimate business interests or your ability to perform your job will not be tolerated.

OUTSIDE EMPLOYMENT: We understand that you may feel the need to hold other employment outside of your New Haven responsibilities. While employed by us, we would hope that your primary energies are devoted to your job here. We also recognize that you may desire other employment or have additional career goals/interests. We need to work together with you on these objectives. Keep the following information in mind:

1. *Secondary jobs must not conflict your work schedule, duties, and responsibilities at New Haven (including accommodating scheduling issue and meeting requirements) ;*
2. *Should not impair or have a detrimental effect your work performance with New Haven;*
3. *Should not require you to conduct work or related activities on New Haven property during your working hours or use our facilities and/or equipment; and*
4. *Should not directly or indirectly compete with our business or our interests.*

At no time should your outside employment involve the use of New Haven's equipment, supplies, employees, youth, or facilities (unless, in usual situations, with the written approval of our Executive Director). New Haven will not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of your additional employment.



OFF-DUTY USE OF FACILITIES

Non-exempt employees should not remain at a facility or on campus (i.e. our premises) or make use of our facilities for any reason while not on duty without the approval of your supervisor. All employees are prohibited from using our premises and/or working with our youth (including our houses, our main campus, your offices, and/or our equipment) for personal use or when not being paid by New Haven without the prior approval of your Department Director.

BUSINESS CONDUCT AND ETHICS

No employee may accept or solicit gifts, lavish entertainment or other benefits or gratuities from any of our youth, parents, vendors, suppliers, or other person doing business with New Haven because doing so may give the appearance of influencing business decisions, transactions, or service. Please discuss such situations with your immediate supervisor if anyone offers you a gift and/or reimbursement of any kind, including business expenses.



SMOKING in the WORKPLACE

New Haven strives to provide a healthful, safe, and comfortable working environment for all employees, youth, families, and visitors. Also due to the population we serve and potential issues with drug addiction, we do not allow employees to smoke while providing care and/or supervision to our youth. Smoking by employees and visitors is therefore prohibited throughout all facilities and on campus. Employees and visitors who wish to smoke must either leave the grounds and use only designated areas outside our grounds which have appropriate smoking waste disposal receptacles.

If you are a smoker, you are permitted to leave the facility to smoke only during scheduled break times if you are not responsible for the care and supervision of our youth. In fairness to all employees, individuals who smoke are expected to comply with existing company policy regarding break times. Supervisors and managers will be held accountable for fairly applying all company policies including those on breaks and rest periods.

EMPLOYEE APPEARANCE

You should wear clothing appropriate for our business and the type of work performed. For those working with our youth, safety and comfort govern the standards of dress, allowing you to be able to intervene appropriately, if necessary. Clothing should be neat, clean and tasteful. Avoid clothing that can create a safety hazard and/or that may be out of place in an environment that deals with sensitive and at-risk youth. Remember that you are a representative of New Haven and an example to our youth.

Exempt employees engaged in supervisory responsibilities and/or having customer service contact with the public and/or outside agencies should dress in appropriate business attire consistent with the business necessity to present a professional appearance to the public.

Department managers may issue more specific guidelines appropriate to the customers their employees serve. Know that if you report to work in clothing that is distracting or unsafe, you may be asked to clock out and return in more acceptable attire.

CASUAL DAY

New Haven observes a casual dress day on Fridays. This policy invites employees to leave their business attire at home and wear casual attire to the office. Employees who do participate in a casual dress day still are expected to report to work properly groomed. There may be times when more customary business attire would be appropriate, for example, when hosting meetings, when you meet with a parent, social worker, benefactor, vendor or are representing the company at an outside community function.

Acceptable casual dress excludes ripped or torn clothing, (We ask that you NOT WEAR shorts, bib overalls, halter tops, beachwear, work-out attire, tank tops, T-shirts decorated with inappropriate, disparaging, promotional symbols/jargon or ones that are disparaging, spandex or other form-fitting pants, or sexually provocative, offensive or revealing clothes. In addition, we ask that you not wear flip-flops or slippers (closed-toed shoes are required if you are potentially responsible for providing direct care to youth). Again, supervisors may issue more specific guidelines concerning any exceptions to this policy.

Managers and supervisors are responsible for interpreting and enforcing dress and grooming standards in their areas of responsibility. This includes counseling employees whose appearance is inappropriate. Reasonable accommodation will be made for employees' religious beliefs and disabilities whenever possible. Questions or complaints that cannot be handled to an employee's satisfaction by his or her supervisor or manager should be taken to the Human Resources department.



EMPLOYER PROPERTY

We reserve the right to inspect all New Haven premises, offices, equipment, and properties, and all items brought or stored on New Haven property to ensure compliance with our rules and regulations. Such inspections may be made of New Haven equipment such as desks, computer/computer related equipment, vehicles, cell phones, pagers, lockers, and/or house decorations/electronics/games, etc. and all personal items, such as handbags, purses and wallets brought onto New Haven property. Such inspections may be undertaken at any time, without prior notice. All are New Haven property and must be well maintained and handled as appropriate to its intended usage.

When you are given New Haven property, that property will be assigned to you and remains under your control. We ask and expect that you assure that information maintained on or within our property remains secure and that you keep things clean and in good working condition. We expect you to use New Haven property for work-related purposes unless permission has been granted by your Department Director. This includes voice mail and/or electronic mail (see further sections on e-mail usage). Prior authorization to remove Company property from the premises is required. (See property disposition upon separation for further information.) Please note that all information transmitted through and stored upon New Haven computers, voicemails, electronic mail and telephone systems is the property of New Haven and is subject to inspection and control by New Haven. Thus, no employee should maintain an expectation that any personal information or items transmitted over, stored upon, or brought to any New Haven property or operating systems will be private or confidential.

KEYS

Keys will be assigned and provided to many of you for your offices, access to buildings, and/or one or more facilities. Please assure that they are kept under your control at all times when at New Haven and secure when you are away from our campus. Do not duplicate keys or transfer keys to another employee without permission of a representative in the administrative office. Should you leave New Haven's employment, you will need to return these keys to HR in your exit interview. We must assure that our houses and offices remain under control of active employees only and that confidential information on our youth is restricted. Please alert us immediately if you should ever find or lose keys as the safety and security of our residents and confidential records could be at risk.

PERSONAL ITEMS

For security reasons, employees should not leave personal belongings of value in the workplace. It is also important that you are aware that any personal items, brought to the workplace, are also subject to inspection and search, with or without notice, and again, with or without your prior consent. Should you ever feel the need to place a lock on any rooms, storage, or lockers on our premises you must furnish us with a copy of the key or the combination to the lock. Unauthorized use of a personal lock by any employee may result in losing the right to lock up personal belongings. If you terminate employment with us, your personal items should be removed at the time you leave New Haven. If you leave items in the workplace and do not claim them when you leave, they may be subject to disposal by us. (See section under Separation of Employment).



SOLICITATION AND DISTRIBUTION OF LITERATURE

In order to ensure efficient operation of the New Haven's business and to prevent disruption to all employees, we have established control of solicitations and distribution of literature on our property by any means. This relates to solicitation, distribution of written material (whether by postings, emailing, or mailers), as well as entry onto the premises and work areas. We expect everyone to comply with these rules. If you are in doubt about the application of these rules, please talk with your supervisor or come to Human Resources.

- Do not solicit or promote support for any cause or organization during your working time or during the working time of any employee or employees at whom such activity is directed.
- Do not distribute or circulate any written or printed material in work areas at any time, or during your working time or during the working time of the employee or employees at whom such activity is directed.

Under no circumstances will we allow non-employees to solicit or to distribute written material for any purpose on New Haven property. Requests for such practices should be forward to Human Resources and/or the Chief Executive Officer.

BULLETIN BOARDS

New Haven maintains bulletin boards in several locations, presently being locations in each residential house, in the Training Room, in the school, and in the Accounting office. In addition to providing you with your Federal and State employment posters, these bulletin boards are also used to provide information to employees concerning New Haven events, job openings, required trainings, procedures and work related items of interest to employees.

Please do not post items on Company bulletin boards unless all of the following conditions are met:

1. *You are an employee;*
2. *You have gotten approval from the Executive Director and/or designee to post the item(s)*
3. *You will date the posted items and will assure that it will be removed after 30 days.*

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USE OF ELECTRONIC MEDIA

New Haven uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, and the Internet/Intranet. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of New Haven and are to be used for our business purposes. We may periodically need to assign and/or change “passwords” and personal codes for voice mail, e-mail, and computers. We will keep a record of all passwords and codes used. Some things to keep in mind:

- Don't use electronic communication /media in any way that could be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, or not in the best interest of New Haven.
- If you misuse electronic communications and engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions you will be subject to discipline and/or immediate termination.
- Do not install personal software on our computer systems.
- If you have created electronic communication while an employee here, it becomes and remains our property. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Company's ownership of the electronic information.
- New Haven will override all personal passwords if necessary for any reason.
- We reserve the right to access and review electronic files, messages, mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Company policy or any law occurs.
- You are not permitted to access the electronic communications of other employees or third parties unless directed to do so by New Haven management.
 - Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voice mail communications are required to use these methods in strict compliance with the trade secrets and confidential communication policy established by New Haven. These communications tools should not be used for communicating confidential or sensitive information.

Access to the Internet, web sites, and other types of Company-paid computer access are to be used for New Haven-related business only. Any information about New Haven, its products or services, or other types of information that will appear in the electronic media about the New Haven must be approved by the Department Director before the information is placed on an electronic information resource that is accessible to others.

Questions about access to electronic communications or issues relating to security should be addressed to the Technology Director and/or the Chief Operating Officer.



PHONES & MAIL USE

Personal phone calls should be kept to a minimum and should not interfere with your work nor the safety and supervision of youth. This includes the use of your personal cell phones. (see additional information on cell phones below). You are permitted to make limited local area calls on company telephones for essential personal business but should do so during your breaks and/or when you are not responsible for the care and supervision of youth. Should an emergency arise that requires you to make a call while you are online with a resident(s), you should contact your supervisor for proper coverage of the youth by another appropriate staff. Please use good judgment and limit phone usage to business necessity whenever possible.

CELL PHONES

In the interest of the your safety, the safety of our resident children and other employees, we have established a list of conduct that is important for you to adhere to if you have access to a New Haven cell phone and/or are carrying your own cell phone:

- Cell phone usage for personal business is not allowed while you are providing active supervision to youth.
- If you are provided a New Haven cell phone, personal use is prohibited except in the event of an emergency.
- Personnel cell phones should be turned off or set to vibrate to prevent disruption to the milieu and/or others in the work environment.
- It is recommended that personal cell phones be stored in offices or with your personal belongings to prevent damage or disclosure of personal information.
- Do not use cell phones while driving youth, in a New Haven vehicle. If you need to use a phone while on transport with our youth, safely pull off the road before making/retrieving calls.
- If you are driving on New Haven business and/or Company time (without our youth), use caution when making/receiving calls. A hands-free device is recommended or that you safely pull off the road before conducting Company business.

MAIL

Please do not use New Haven's address for your personal mail nor process your personal mail through our mail process.



COMPANY VEHICLE USAGE

New Haven provides vehicles for your use while on New Haven business. These vehicles should be used to transport our youth to and from campus/facilities, for therapeutic recreational activities or outings, medical/dental appointments, to the resident's home, or other necessary appointments. We expect, of course, that you use considerable care, good judgment, and maintain sound, safe, legal driving practices while driving in a vehicle on behalf of New Haven.

In order to drive any New Haven vehicle and/or to drive on New Haven business, we require that you maintain a current driver's license and provide evidence of and maintain an acceptable driving record. (We will accommodate "non-drivers" as long as the non-driving status does not adversely affect New Haven services and/or your ability to perform your job.) You will receive designation as a driver once this information has been received and reviewed. As a driver, here are some general rules to keep in mind while driving:

- Only drive a New Haven vehicle when authorized to do so. (Note: Non-authorized drivers can NEVER drive for New Haven, either in their vehicles or in ours).
- NEVER use your OWN vehicle to transport our YOUTH.
- Do not allow unauthorized passengers in New Haven vehicles.
- Do not carry more passengers than the rated seating capacity of the vehicle.
- Drive carefully and legally at all times, abiding by all applicable local, state, and federal laws regarding vehicular travel. (Complaints, traffic infractions and/or unsafe practices may suspend your driving privileges and/or jeopardize your employment).
- Exercise care in the use of our vehicles and report any malfunctions and damage, no matter how slight.
- Do not use New Haven vehicles for personal use without written permission. New Haven vehicles may never be used by family members or friends of employees.
- Maintain adequate automobile insurance on your personal vehicle (including but not limited to liability and collision coverage and provide us with verification of that coverage as requested). Operating a vehicle in a manner that violates any law or regulation falls outside the scope of your employment. Therefore, you must assume all responsibility for any traffic or parking ticket you incur.



Damage To Personal Property

Your safety is always a top priority. Yet, because we deal with ED children and their reactions to emotional issues, we have times when even the best de-escalation techniques will not always work as well as intended. Occasionally, some situations produce damage to your personal property. We encourage you to plan ahead – don't wear clothing or jewelry that, if damaged, you will be disappointed or unable to replace. Only bring items to work with you that are necessary for your job function. We cannot assume liability for things, such as your cell phones, that you may bring with you to work.

Notwithstanding the foregoing paragraph, damage to an employee's automobile, clothing, eyeglasses, watches and other personal property by children under care may be compensated by New Haven up to \$500, under the following conditions:

- Your immediate supervisor was informed of the damage as soon as possible, but no later than 48 hours, after the incident.
- Your immediate supervisor provided a written report to the appropriate Program Director within twenty-four (24) hours of the occurrence (we'd recommend that you obtain and keep a copy of this report).
- The incident was witnessed and/or the supervisor has evidence that the damage occurred due to a New Haven incident involving youth.
- Estimates for the cost of reimbursement are provided in a timely fashion (if the item is over \$100, multiple estimates may be required).
- You, as the employee, did not contribute negatively to the incident (i.e., by either being neglectful, careless, or not following proper intervention procedures).

Every effort will be made to evaluate your requests quickly and with your best interests in mind; however, again, we cannot assure you that you will be compensated in all instances, (i.e. incidents that are not verifiable, are costly, and/or are not related to the children under our care.)



EMPLOYEE CONDUCT

YOUR RESPONSIBILITY

It is your duty and the responsibility to be aware of and abide by existing rules and regulations. It is also your responsibility to perform your duties to the best of your ability and to the standards as set forth in your job description or as otherwise established by your supervisor. You are required to maintain training requirements as dictated by New Haven (and in conjunction with Community Care Licensing requirements) and encouraged to take advantage of all learning opportunities available, requesting additional instruction when needed.

SUPERVISOR'S RESPONSIBILITY

The immediate supervisor, and/or each manager / director must approach corrective measures in an objective manner. If the employee's performance of assigned tasks is the issue, the supervisor, manager / director should generally look to see that proper instructions, appropriate orientation and training have been given, and that the employee is aware of the job expectations. Not only single incidents, but patterns of poor performance should be of concern as it is indicative of an overall performance weakness. If misconduct is the issue, the supervisor, manager / director should take steps to make sure that the employee has been made aware of the company's policies and regulations regarding the infraction. If in either case, appropriate instruction or information was not communicated, a plan for such should be immediately developed and reviewed with the employee (except in situations where performance issues are identified as intolerable).



CORRECTION PROCESS

New Haven encourages employees to become and remain productive workers and conform their behavior to standards and expectations of Best Practices, addressing conduct issues such as poor work performance or misconduct. Generally, warnings to employees are used to explain what behavior has been unacceptable. There are two types of warnings, verbal and written.

- A verbal warning is when a supervisor verbally counsels an employee about an issue of concern. A written record of the discussion noting the date, event, and recommended action is usually placed in the employee's file for future reference.
- Written warnings are used for behavior or violations which a supervisor considers serious or where a verbal warning has not helped to change unacceptable behavior. An employee should recognize the nature of the written warning is an indication that performance concerns are serious and that their actions and/or performance is below acceptable standards.

Whenever an employee has been involved in a situation which has not been readily resolved, or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the supervisor, in consultation with Human Resources and their Department Director may place the employee on a Performance Improvement plan. This status will last for a predetermined amount of time, usually not to exceed ninety (90) days, and within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the Performance Improvement period, the employee will either be returned to regular employee status or, if established goals are not met, dismissal may occur.

New Haven reserves the right to administer appropriate disciplinary action for all forms of disruptive and/or inappropriate behavior. Each situation will be dealt with on an individual basis. Although New Haven has established general guidelines to govern the conduct of its employees, no list of rules can include all instances of conduct which could result in discipline and the many examples of inappropriate conduct does not replace sound judgment or common sense behavior. However, some examples of inappropriate conduct are defined elsewhere in this handbook (Under Standards of Conduct) to assist you in understanding the Best Practice behaviors we operate under. New Haven reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including but not limited to demotion, oral and written warning, suspension with or without pay and discharge. (See Sections on Suspension and/or Administrative Leave).

Nothing contained within this policy should be interpreted to affect New Haven's policy of at-will employment. As such, all employees may terminate their employment at any time, without prior notice. Similarly, New Haven may discharge any employee with or without cause or prior notice.

Dismissal is an immediate termination of employee for serious breaches of responsibility, prolonged unsatisfactory performance or misconduct. Dismissal may be imposed by a supervisor or department head after consultation with the Human Resources and/or the Chief Executive Officer.



TELECOMMUNITING

On occasion, New Haven may allow you to work from home on a short term project basis (in lieu of coming to your work location). Prior advance approval of your Department Director is required in all cases. Be aware, however, that at no time may meetings with our youth, parents or placement or contract agencies occur in your home; nor any appointments with any other client representatives in your home. The following requirements are essential to the understanding of you working from your home:

- You must maintain the security of all confidential and/or sensitive information and other proprietary information, as if you were working in the office. All security procedures apply, regardless of whether you are in the workplace or telecommuting.
- You are expected to maintain the same level of performance and services to our youth as you would have been expected to maintain while on our premises.
- You are responsible for any and all costs for non-New Haven equipment associated with this telecommuting opportunity.

We, New Haven, retain the right to require you to report to the office to work and/or the right to terminate your telecommuting privileges at any time.



GRIEVANCES / COMPLAINTS

It is New Haven's purpose to provide an effective way for employees to bring problems concerning their well being at work to the attention of management. If you believe a work condition, problem, or treatment is unjust, inequitable, a hindrance to the effective operation of our program, we encourage you to communicate your ideas and feelings. Therefore, an informal grievance procedure has been established for the benefit and use of the employees and to provide a prompt response to your issue.

1. Initially, discuss the misunderstandings or conflicts with your supervisor before serious problems develop. To insure that the facts are as accurate as possible, this should be done when an incident occurs or as soon as possible after a problem arises. When a situation persists that the employee believes is detrimental to himself/herself or the agency, the employee should follow the procedure described herein for bringing the complaint to management's attention. The supervisor will investigate and endeavor to reach a mutually satisfactory solution in accordance with policies of New Haven. If the employee does not believe a discussion with the supervisor is appropriate, the employee should proceed directly to Step 2.
2. If the problem is not resolved after discussion with the supervisor or if the employee thinks a discussion with the supervisor is inappropriate, the employee is then encouraged to request a meeting with Human Resources to file a Grievance Review Request. To insure that the facts are as accurate as possible, the form should be forwarded to HR within 10 working days after an incident or problem has occurred. HR will contact the employee within two working days to arrange a meeting to discuss the grievance. The purpose of this discussion is to allow us to clarify the grievance and to assist you in putting it in writing.
3. The grievance will then be presented and discussed with the appropriate Department Head (you may request a personal meeting to discuss as well) for investigation and for a satisfactory solution within the policies of New Haven. A decision will be communicated within 5 working days after receipt of the folder, unless impossible due to investigations (at which point you will be contacted as to the delay.).
4. If you are still not satisfied, you may contact HR, again within 5 working days after receiving the decision in Step 3, indicating you wish to proceed to the Step 4. The Chief Operating Officer and/or the Chief Executive Officer will study the matter and attempt to arrive at a mutually agreeable solution (in accordance with New Haven policies). If so request, you may arrange a personal interview to discuss the problem. The decision of the Chief Executive Officer/Executive Director, will be made and forwarded in writing to you within 5 working days after the matter comes to their attention. Their decision is final. Copies of the final decision will be distributed to you, to appropriate supervisory management, and a copy will be maintained in an HR Grievance File.