

ANNIVERSARY AND EVALUATION DATES

Your anniversary date refers to the 12-month anniversary of your first day of employment with New Haven. We also refer to this as your hire date in that this was when you first started on the payroll. For purposes of computing benefits and conditions of employment, however, your “official” anniversary date, (unless you were hired on the first), is the first day of payroll period following your hire date.

An evaluation date is used for performance reviews. Initially, this period measures performance from your first day of employment to some later time. It may remain the same as your “official” anniversary date or it may change. These adjustments may be due to a change in your status or your position, your failure to satisfactorily complete your introductory period in the time anticipated, a break in service, and/or performance concerns. (See Compensation Practices for further information).

EMPLOYEE REFERRALS

The Employee Referral Reward Program is designed to encourage you to refer friends and acquaintances as applicants for employment to fill selected job openings. We recognize that those who work for us are often the best source for successful hires! If you refer a successful candidate to us, you, or any employee other than directors and those individuals who are normally responsible for recruiting and hiring, will be paid a cash award for each applicant you refer to New Haven under the following conditions:

- The referred applicant completes 6 months of continuous, satisfactory service.
- Your name (as the referring staff member) is on the applicant’s application for employment.
- You have submitted a request for an “Employee Referral Bonus” in writing to the Human Resources Department.
- The referring employee must still be classified an active employee to be eligible for receiving a cash award. Employees on approved leaves may request reimbursement upon their return from leave.

Awards will be approved and processed within the next appropriate payroll period following receipt of the approved referral reward request.

INTERNAL RECRUITMENT/TRANSFERS

TEMPORARY TRANSFERS

Employees who request a temporary transfer for medical and/or family medical leave reasons will be considered for that transfer if a position exists at the time the transfer is requested and the employee is qualified to perform the job. The employee will be paid in accordance with the responsibilities and duties of the temporary job

INTERNAL TRANSFER OPPORTUNITIES

We have a system to provide you the opportunity to make lateral moves as well as have access to promotional opportunities within the organization. We view transfers as a privilege. Any employee who has maintained an acceptable level of performance/attendance, and who has been in their current assignment for six months or more, may request a transfer. We will make every effort to consider your preferences for both location and type of work, taking into consideration both the needs of New Haven and your experience, performance, and preparedness for the position. New Haven reserves the right to transfer you from one facility, department, or function to another when, in the opinion of management, the transfer is necessary or beneficial to New Haven's operation.

Whenever we have an internal job opening for which you believe you are eligible and would be a good candidate, please inform your current supervisor that you have an interest in the position and complete a written "Request for Consideration". This request should reflect any skills and experience you have acquired since you began at New Haven, and a statement as to why you are interested in the new position. Your supervisor will forward your request to Human Resources along with their comments. Your request will be reviewed and any interviews, if appropriate, will be scheduled. The selected candidate will be contacted as soon as a decision is reached; however, you may at any time discuss with your supervisor and/or the HR Director, the status of your request and receive feedback regarding your candidacy for the opening.

EMPLOYMENT CLASSIFICATIONS & STATUS

CLASSIFICATIONS

To help you understand your employment status and benefit eligibility, the following is an explanation of our employment classifications.

Employees may be designated as either non-exempt or exempt from federal and state wage and hour laws.

- Non-Exempt Employees – If you are a Non-exempt employee, you are entitled to overtime pay under the specific provisions of federal and state laws.
- Exempt Employees – If you are an Exempt employee, you are excluded from federal and state wage and hour laws regarding overtime pay.
- Directors – These are exempt employees who are designated as officials of New Haven.

(Physicians, psychologists, independent contractors, or other professional persons engaged on a fee basis for the performance of a specific service are not considered employees.)

STATUS

If you are hired to work on a regularly scheduled basis you will be considered a “regular employee”. Regular employees may be classified as full-time or part-time depending on their hours worked and their assignment. All employees who are hired to work on a regularly scheduled basis will become eligible for fringe benefits as defined by company policy. See the Benefits Section for details. All employees receive statutory benefits, those benefits mandated by state or Federal laws.

REGULAR FULL-TIME EMPLOYEES:

- A. Program employees who provide direct care, facility support, or services to youth and regularly work or are assigned and ready, willing, and able to work the scheduled hours of a complete shifts, or approved modifications thereof*, regardless of the hours worked or;
- B. Administrative employees who are regularly scheduled for 40 hours per week for a period of indefinite duration.

*Approved shift modifications are of a short term nature and/or have offsetting regularly scheduled hours. These modifications require written approval of Human Resources with documentation maintained in the employees HR files. Modifications are subject to cancellation based on New Haven need and/or schedule hardships.

PART-TIME EMPLOYEES:

- A. Program employees who are regularly available to work fewer than 40 hours per week, but not fewer than 20 hours;
- B. Administrative employees are those who are regularly scheduled for and do work fewer than 40 hours per week, but not fewer than 20 hours.

Regular part-time employees may be eligible for selected benefits on a discounted and/or prorated basis. See Part Time Schedule of Benefits under Benefits Section

TEMPORARY EMPLOYEES

- A. Those employees who are on short-term assignments;
(Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended.)
- B. Those employees regularly scheduled and work less than 20 hours per week.
- C. Those employees who are assigned on an intermittent (irregular) or “as needed” basis (on-call). Therapeutic Behavioral Specialists (TBS coaches) normally fall under this category.

Temporary employees are not eligible for employee benefits except those mandated by applicable law. Intermittent employees who have not been scheduled and/or available for work within any 90-day period may be voluntarily terminated from the payroll system unless employment extensions have been approved by a department director.

INACTIVE EMPLOYEES

Inactive employees are all those employees who remain affiliated with New Haven but are not currently scheduled or required to work. This definition includes employees who are on leave of absence. Employees who are on any type of leave of absence, work-related or non-work-related, that exceeds one payroll cycle will be placed on inactive status. During the time the employee is on inactive status, benefits such as PTO and sick time will not be earned, and seniority will not continue to accrue. See the Leave of Absence section for additional information on related information regarding Healthcare and contributory benefits.

TEMPORARY CONTRACT WORKERS

Under certain circumstances it may become necessary to hire temporary personnel for a specified period of time and/or on a contracted basis for a specified project or function. Please remember that temporary workers are not employees of New Haven and may not be party to all the terms and conditions of employment stated in this handbook, and they may not have access to certain confidential or proprietary information. They are paid strictly for time worked and are not entitled to any other benefits of employment with New Haven. All considerations for temporary workers must be requested in advance by your Department Director and coordinated with Human Resources. All temporary workers are subject to the same criminal record clearances and licensing standards as regular, active employees of New Haven.

All contracted workers may only be considered and approved by the Executive Director of New Haven and/or designee.

NON-EMPLOYEE POLICIES

New Haven welcomes visitors, guests, and volunteers to our facilities on site to learn about our program and/or to provide support and assistance. They cannot be permitted, however, without appropriate safeguards and without consideration as to the confidentiality and safety of our youth.

Non-employees are classified as one of the following:

- **VISITORS** – one who is visiting a youth because of a previously known relationship (i.e. parent, relative, pastor, social workers, probation officers, etc.) A representative from the clinical staff must approve all visits in advance and convey the protocol / conditions surrounding the visit.
- **GUESTS** – one who is visiting New Haven for a short period of time, usually less than 2 hours at a time, (i.e. a student or professional providing services for an isolated experience). Guests must be approved in advance and may never be in contact with youth unescorted by staff. All guests must register at the administration office or in an alternative site if administration is closed (determined when the guest relationship is approved). Badges will be provided to identify guests while they are on New Haven premises and returned when they vacate our property.
- **VOLUNTEERS** – A volunteer is a non-employee who has been approved to provide services to our youth and / or New Haven for a specific period of time. Volunteers will be required to pass all the same employee clearance requirements (fingerprinting and TB testing) prior to being allowed to provide services to any of our youth. Volunteers will also be properly identified with an ID Badge, will be required to sign in and out of our premises, and will be assigned to a coordinator. Volunteer's are NOT employees and are, therefore, not charged with any of the responsibilities associated with care and supervision of our youth. See below addendum for more comments regarding Volunteers.
- **OTHERS** – All other individuals should be directed to Administration. Job Applicants should be directed to Human Resources and vendors/guests to Administration to be properly identified and escorted by staff. See sections following regarding Children and/or Pets.

VOLUNTEER ADDENDUM:

It is in the best interests of New Haven to utilize individuals from the community who are willing to devote their time and talents for the betterment of our youth. We therefore welcome volunteers when it is determined that they can be integrated, safely and effectively, within our community.

In some cases volunteers are students who are earning coursework credit for their experience supporting our efforts. We want the experience to be both informative and meaningful. As indicated above, however, since volunteers are NOT employees, they are not allowed to participate in behavioral interventions of our youth nor should they provide supervision/care of youth or be considered available for meeting any staff ratio requirements. Note also that while volunteers agree to the confidentiality requirements of employees, information regarding details of our youth's history and/or personal information should remain protected. Please redirect any volunteer to trained supervisors and/or lead personnel in any situations where their involvement could be misunderstood to be that of an employee.

Should individuals contact you about volunteering their services to our organization, please contact Human Resources or Administration for procedures and approvals.

CHILDREN

The presence of children is NEVER allowed in our residential facilities or with those working who are providing direct care to youth. The presence of young children in our administration workplace and/or on campus with the employee parent during the employee's workday is also inappropriate and is to be avoided to assure the safety of the child as well as to avoid disruptions to your job duties and your co-workers, reduce property liability, and help maintain a professional work environment. Should a child ever be brought to the workplace in short term, unavoidable situations, they will be the responsibility of the employee parent and must be accompanied and be under the direct supervision of the employee parent at all times.

PETS

The presence of animals in the workplace is also discouraged (with the exception of an accommodating service animals and/or therapy dogs, when/if required). Our focus and efforts are to provide a safe program and positive work environment for all of our employees and resident customers. While animals can be a positive association in our lives and may have therapeutic value to our youth, they also require attention, supervision, and waste management. The safety of the animal in this environment is a potential risk as well. For the safety and comfort of everyone, please leave your pets at home unless specifically approved for a New Haven activity.

EMPLOYEE RELATIONSHIPS

New Haven may refuse to hire relatives of present employees if doing so could result in actual or potential problems in supervision, security, safety, or morale, or if doing so could create potential conflicts of interest. For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. Therefore, this may also apply to individuals with whom employees reside and/or to other covered situations involving actual or potential conflicts of interest.

If employees in a direct supervisory relationship become romantically and/or sexually involved with one another, New Haven reserves the right to reassign one of the employees to another position for which he/she is qualified. If two employees marry or become related, causing actual or potential problems such as those described above, only one of the employees will be retained with New Haven unless reasonable accommodations can be made to eliminate the actual or potential problems. The employees may have 30 days to decide which relative will stay with us. If this decision is not made within the time allowed, the Executive Director and/or designee will make the decision, taking the employment history and job performance of both employees into account.

REHIRES

Should you voluntarily leave New Haven for any reason, you may be eligible to be rehired depending on the circumstances surrounding your termination. You will be considered for rehire only if you have left New Haven in good standing at the time of your termination.

We will require you to complete a new application if you have been gone for more than 180 days. Because of your work experience with us, it is usually easy to determine your qualifications and past performance, but we will want you to update us on any education or experiences that you have acquired during your absence from us. We will take all time since you last worked for us, well as a thorough understanding of the circumstances surrounding your termination, into account in determining if we will rehire you. Human Resources will investigate this information and obtain appropriate approval from the Executive Director before any offer of reemployment can be made.

A reinstatement may occur when:

- Approved by the Executive Director
- You were erroneously terminated
- A court or other government agency mandates
- You are rehired within one year of your termination date AND your prior history with us exceeded your period of absence.

Reinstated employees receive full and immediate restoration of all program and service eligibilities on the first day of the month or the first month following the reinstatement date, if previously eligible.

CHANGES IN STATUS

Keeping your personnel file up to date is important. This helps us provide valuable service to you as well as aids us in case of emergency or illness. If you have any changes in personal information (your name, address, phone, etc.) and in matters that affect your pay, deductions, or benefits, be sure to notify your supervisor and/or Human Resources immediately. You may also wish to provide updated information regarding completion of educational or training courses, outside activities, and/or areas of interest/skills that may not be part of your personnel records here, yet may affect decisions regarding your promotability or transferability. More complex changes may require an appointment with HR if you are changing benefit information and/or beneficiaries.

REFERENCES, RECOMMENDATIONS, RECORDS

All requests for references must be directed to Human Resources. No manager, supervisor, or employee is authorized to release references for current or former employees.

Where appropriate, New Haven will respond to written and verbal outside inquiries on a limited basis as follows:

- Requests for verification of current employment and/or wage information will be processed only when the express written permission of the employee is noted on the request
- Home addresses and telephone numbers of employees will not be released unless pre-authorized by the employee
- In response to requests for a verification of previous employment, we will only quote the dates of employment, last position held, and earnings information if needed for loan purposes
- When there is reason to doubt the legitimacy of a request or the advisability of providing information, New Haven will not provide any data to the requester
- Requests by governmental investigative agencies for access to confidential information will be addressed on an individual basis, depending on the requirements and authority of the agency

We do restrict disclosure of your personnel file to authorized individuals within New Haven. Any request for information contained in personnel files must be directed to Human Resources. Only the Human Resource Director is authorized to release information about current or former employees.

You have a right to inspect certain documents in your personnel file, as provided by law, in the presence of a Human Resources representative at a mutually convenient time. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comments to any disputed item in the file.