

ESTABLISHING POLICY

The Board of Directors and the Chief Executive Officer shall periodically review recommended changes in the policies and procedures. They may at any time approve recommended changes in either policy or procedure. Additionally, our policies, procedures and the handbook itself may be rescinded or augmented from time to time at the sole discretion of New Haven, with or without notice. Whenever feasible, management will endeavor to give advance notice to you should changes be necessary to existing policies.

All employees are responsible to the Chief Executive Officer, either directly or indirectly through their immediate supervisor. The actions of the administrators and supervisors in applying personnel practices shall be regulated by this personnel guide, so it is important that you keep informed. The overriding consideration in all personnel decisions shall be the well-being of New Haven's clients.

Each employee is responsible for observing and abiding by all the rules and regulations set forth in this handbook, as well as all amended and additional rules and regulations. If you are unclear what a policy is regarding a practice or situation, speak with any New Haven supervisor and/or contact Human Resources. You may also find information located in Policy and Procedures Manuals located in each facility and/or within department offices.

ABOUT THIS BOOK (Right to Revise)

This Employee Handbook represents only guidelines regarding the policies and procedures of New Haven. It is an overview for your use. All previously issued handbooks and/or online representations thereof and any inconsistent policy statements or memoranda are superseded. We hope it is helpful and informative in understanding our practices and how they apply to you and your position here. While we have provided you with lots of information, we want you to understand that this is not intended to be the sole or authoritative source of information.

We retain the right to interpret the language of this handbook and its policies, both of which are under continuing review and subject to change. You will see that from time to time we revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook (or in any other document and/or online format). When we make a change, we will make every effort to distribute those changes, whether in an electronic format or a direct memo, to you in writing as soon as possible so that you are aware of the new policies or procedures.

We invite you to read this fully and discuss questions that you may have with your supervisor or the Human Resources Director. We also encourage you to print a copy of any online information you wish to keep and/or maintain a hard copy of this handbook in a familiar place so that you can easily retrieve it to use as a resource and/or to add amendments.

AT-WILL EMPLOYMENT

Employment with New Haven Youth and Family Services, Inc. is on an at-will basis. This simply means that your employment may be terminated with or without cause and with or without notice at any time by yourself or by New Haven. Nothing in this handbook is intended to limit the right to terminate at-will employment. (This also applies to any other personnel documents, including benefit plan descriptions. Nothing in those documents creates or is intended to create a promise or representation of continued employment.)

This means that no one other than the Chief Executive Officer of New Haven Youth and Family Services, including your manager, supervisor, or any other employee of New Haven, has any authority to enter into an agreement for your employment for any specified period of time or to make an agreement for employment on other than these at-will terms. Only the Executive Director of New Haven Youth and Family Service, Inc. has the authority to make any such agreement, and these agreements are binding only if they are in writing.

You will be asked to sign a confirmation of our At-Will Agreement at the time of your employment, along with the copy of the receipt for review of this Handbook. A copy of what you signed is included in the Appendix Section.

ANTI-HARASSMENT

New Haven Youth and Family Services, Inc. is committed to providing a work environment free of unlawful harassment. We prohibit sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, gender identity, or any other basis protected by federal, state, or local law or ordinance or regulation. *All such harassment is unlawful.* It also hurts other employees and undermines our effectiveness as an organization. Sexually oriented acts or sex-based conduct have no legitimate business purpose. It is our policy to promote a safe, respectful, and productive work environment for all employees.

Again, we need your support. An informed and courteous person recognizes the offensive implications of words and phrases and makes a sincere effort to refrain from using them. So we will strive to keep communication open and candid. Our anti-harassment policy applies to all persons involved in the operation of New Haven and prohibits unlawful harassment by any employee of New Haven including supervisors, coworkers and any other persons associated with our agency. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment takes many forms. It may be words, signs, jokes, pranks, intimidation, physical contact, or violence. The most common forms of potentially harassing conduct include, but are not limited to:

- *Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments*
- *Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures*
- *Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis*
- *Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors*
- *Retaliation for reporting or threatening to report harassment*

If you believe that you have been unlawfully harassed, please submit a written complaint to your supervisor or to any other New Haven supervisor, the Executive Director, or the Human Resources Department of New Haven as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved, and names of any witnesses. Supervisors will refer all harassment complaints to the Human Resources Director, investigative officer, or the Executive Director of New Haven Youth and Family Services, Inc. We will promptly undertake an effective, thorough, and objective investigation of the allegations.

If we determine that unlawful harassment or other inappropriate conduct has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by New Haven to be responsible for unlawful harassment or other inappropriate conduct will be subject to appropriate disciplinary action, up to and including discharge. A New Haven representative will advise all parties concerned of the results of the investigation. New Haven will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

Please be assured that we are serious about this policy. New Haven encourages all employees to report any incidents of harassment forbidden by this policy *immediately* so that complaints can be quickly and fairly resolved.

You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book and is also listed on posters within each facility and on the bulletin board in the Training Room.

DISCRIMINATION

New Haven's policy is to provide equal employment opportunities for all applicants and employees. We make employment decisions on the basis of merit and strive to have the best available person in every job and to make decisions by looking at who is the most deserving and the most qualified. Our policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, sex, age, national origin or ancestry, physical or mental disability, legally protected medical condition (including genetic characteristics), family care status, veteran status, victim of domestic violence in certain circumstances, sexual orientation, gender identification or any other consideration made unlawful by federal, state, or local laws. We also prohibit unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. New Haven recognizes, values, and embraces diversity within its workforce. We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship.

We are *committed* to compliance with all applicable laws providing equal employment opportunities. You have an important role in this policy because our program remains successful only with the support of all employees. This commitment applies to each of us. We are only truly successful with everyone's efforts towards prohibiting unlawful discrimination by any employee of New Haven, including supervisors and co-workers.

If you ever believe you have been subjected to any form of unlawful discrimination, please let us know. We would ask that you submit a written complaint to your supervisor, your department manager, or the Human Resources Department. Your complaint should be as specific as possible and should include the names of the individuals involved and the names of any witnesses. We will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If we determine that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. New Haven will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your coworkers. Again, our policy and our "best" practices will reflect our continuing belief in lawful practices in all aspects of employment relationships with our employees.

CONFIDENTIALITY of EMPLOYEE INFORMATION
(see section under Standards of Conduct for Resident Confidentiality Practices)

New Haven's philosophy is to safeguard your personal information within our possession. We will only collect personal information that is required to pursue our operations and to comply with government reporting and disclosure requirements. Personal information collected by us includes: your name(s), addresses, telephone numbers, email addresses, emergency contact information, EEO data, social security numbers, date of birth, employment eligibility data (including criminal record history, information required for fingerprinting, driver's license number and driving record history, automobile insurance data and medical data related to our pre employment criteria if required of the position), benefits plan enrollment information which may include dependent personal information, and school/college or certification credentials. All personal information and reference records acquired prior to your employment, as well as former employee files, are maintained in locked, segregated areas which are not used by New Haven in the course of its business operations.

Personal employee information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Personal employee information used in system applications are safeguarded under New Haven proprietary electronic transmission and intranet policies and security systems. If you participate in our benefit plans, you should be aware that your personal information will be shared with plan providers as required for their claims handling or recordkeeping needs.

New Haven information, which may include organization charts, department titles and staffing charts, job titles, department budgets, company recording systems, telephone directories, email lists, company facility or location information and addresses, is considered to be proprietary company information to be used for internal purposes only. We maintain the right to communicate and distribute company information as we deems necessary to conduct our business.

If you ever become aware of a material breach in the maintenance of the confidentiality of your personal information, report the incident to the Human Resources Department. HR has the responsibility to investigate the incident and take corrective action. Please be aware that a standard of reasonableness will apply in these circumstances. Examples of the release of personal employee information may include the following:

- Release of partial birth dates (i.e. day and month) is not considered confidential and will be shared with department heads that elect to recognize employees on their birthdays.
- Personal telephone(s) or email addresses may be distributed to department heads in order to facilitate company work schedules or business operations. Your contact information may also be given to the staffing coordinators for the same purpose, unless restricted by you in writing.
- Your information (or an identifier of such) may be used in salary or budget planning, review processes, and for timekeeping and payroll purposes.
- Your anniversary or service recognition information will be distributed to appropriate department heads periodically.
- Your or your dependent information may be distributed in accordance with open enrollment processes for periodic benefit plan changes or statement updates
- Information regarding your pay and/or work related injuries may be provided to our insurance carriers and/or authorized healthcare representative to process any related claims and/or to determine your ability to work.
- Your driving record, automobile coverage, and/or driver's license may be submitted to a representation of our liability carrier to further ascertain acceptability as a driver for New Haven. The results of that review (approval as a driver or denial thereof) will be shared with the appropriate department head and/or supervisors if such information impacts on your ability to complete any requirements of your position.

OPEN DOOR POLICY

Suggestions for improving New Haven are always welcome! At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions also are of concern to us. We ask you to first discuss your concerns with your supervisor, following these steps:

- *When a concern happens (we suggest within the week, if possible) bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation;*
- *If the problem persists and/or you are unable to talk with your supervisor for some reason, you may visit and/or describe it in writing and present it to the Human Resources Director, who will investigate and provide a solution or explanation. We encourage you to bring the matter to Human Resources as soon as possible after you believe that your immediate supervisor cannot or will not be able to resolve it; and*
- *If the problem is still not resolved, you may present the problem in writing to the Chief Operating Officer and/or the Executive Director of New Haven, who will attempt to reach a final resolution.*

This procedure, which we believe is important for both you and us, cannot guarantee that every problem will be resolved to your satisfaction. However, New Haven values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

PROPRIETARY INFORMATION

New Haven utilizes and creates certain papers, forms or other materials to record internal New Haven information. New Haven prohibits lending, donating or in any other way distributing that material, whether blank or completed, to anyone who is not a member of the staff unless required to conduct New Haven's business.

If your position allows you to create and/or develop Information, programs, materials, and/or procedures as part of your direct or indirect responsibilities, whether electronic or written, those materials are considered New Haven property and may not be distributed either for sale or usage outside of New Haven without the written consent of the Chief Executive Officer.

IMMIGRATION LAW COMPLIANCE

New Haven is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility within three days of hire. Former employees who are rehired must also complete the form if they have not completed an I-9 with New Haven within the past three years, or if their previous I-9 is no longer retained or valid. Employees may be required to re-certify their eligibility to work if the identifying documents originally submitted upon hire have expired.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

HIRING and SELECTION

Our policy is to hire individuals based upon their qualifications and ability to do the job. We recognize that applicants, whether they are hired or not, form definite impressions of New Haven from our hiring process. Therefore, we believe that it is important to maintain good public relations at all times and encourage all employees and individuals involved in the hiring process to use this process to further and encourage a positive reflection of New Haven's philosophy and passion for helping youth.

Potential employees are reviewed based on their skills, education, comparable experience (s), employment history, attitude, and character to assure they are compatible with the purpose, philosophy and policies of New Haven. They must also be able to successfully pass and maintain criminal record clearances. As indicated earlier, New Haven is an equal opportunity employer; however, all applicants for employment who provide direct care to youth must at least 21 years old.

New Haven requires the following information before it employs any individual.

- Completion of our Application for Employment;
- Interview(s) with Human Resources and/or appropriate Supervisors/Directors. Additional interviews and tests may be required to help determine an applicant's suitability for his/her initial appointment or subsequent applications for promotions and/or assignment changes;
- Reference Information. Each applicant is asked to provide a minimum of two previous employment references, if such prior employment exists, and consent to New Haven to contact appropriate references. References or information of a personal nature secured in the course of evaluating a candidate for a position shall be held in confidence by New Haven and placed in the HR personnel files.
- Fingerprint clearance. All employees shall be required to complete a Criminal Record Statement and shall be a fingerprinted (or have CCL clearance) in accordance with Title 22 regulations. An individual's employment is conditioned upon satisfactory completion of any background investigation and the individual's continued acceptability to all licensing and law enforcement agencies;
- Satisfactory completion of a pre-employment physical, if required of the position. A physical examination is required of those with direct care responsibilities or direct association with youth to assure fitness for duty at the time of employment. The physical will be provided at New Haven's expense by a physician approved by New Haven.
- Satisfactory evidence of a recent TB test (assuring no evidence of active tuberculosis). The related TB test clearance will be provided at New Haven's expense by a physician approved by New Haven. Current evidence of TB clearance from outside physicians may also be accepted;
- A valid CA State Driver's license (or military waiver) with a record acceptable to our insurance company if providing care and supervision of youth and/or if driving regularly on New Haven business.
- Official documentation of: (a) Professional licenses or certificates; and (b) Education.

ORIENTATION AND TRAINING

We want to assure that you are well trained to effectively accomplish your job responsibilities. When you are new to us, the following process acquaints you with the organization and assures that needed information has been received and/or has been identified for follow up.

- All applicants must report to Human Resources on or before their first day of working within any department or facility, and assure completed or complete all appropriate paperwork. (All job offers remain contingent upon the satisfactory receipt of all required documentation even if training has begun.)
- Orientation training will be scheduled.
- List and schedule of required trainings coordinated.

Training

We know how important it is to keep you informed! Communication not only helps us operate effectively, it helps you to be successful in understanding our youth's needs, in achieving your performance goals, and in sharing your ideas and concerns.

As required by Licensing and the Department of Health, all employees must be both physically and emotionally able to perform their responsibilities and both complete and renew required training and documentation requirements depending upon their assigned position. Be certain that you understand the training/renewal requirements defined by your job classification status. In addition to the annual training requirements described below under Staff Development, employees are required to maintain or complete certification/testing in areas pertinent to their job responsibilities as follows:

THOSE PROVIDING DIRECT CARE TO YOUTH:

- Orientation Training (See under Staff Development following this section)
- FIRST AID - every 3 years
- PROACT - every 2 years
- Medication, Universal Precautions and Blood borne Pathogens Training
- HEP B shots will be offered to those employees who indicate a desire the series and have not been previously vaccinated.
- CPR certification within first 90 days of hire.
- Water Safety as needed, based on assignment
- Updated PPD skin tests or evidence of clear TB status – At time of hire (or proof of testing within one year), and each 3 year period thereafter. New Haven will pay for the testing at a facility of our choice: however, we will accept testing by an approved outside facility paid for and provided by the employee. Employees failing to return for the reading of TB testing may be required to retest at their own expense and will be suspended, if testing is expired, from working until their testing is completed.
- Those performing any duties requiring licenses/certifications/credentials must keep said licenses/certifications/credentials current.

THOSE NOT PROVIDING DIRECT CARE TO YOUTH:

- **Must maintain any certification or testing required of their position, communicated and/or understood to them at time of assignment.**
- Food Handlers must have an effective health card from the health department.

Company Meetings – All employees are expected to attend house, department and/or All Staff meetings designed for their respective areas of responsibility. This is also how you stay informed. Should an absence or conflict create an unanticipated absence be sure that you notify your supervisor and have worked out with your supervisor an alternative way to obtain the information presented.

STAFF DEVELOPMENT

- **New Employee Training**

All direct care staff are required to complete a minimum of forty (40) hours of training in the first year of their employment. Newly hired child care counselors receive an initial training of 20 hours the first five days of employment and 4 hours within 90 days following. This initial training includes topics such as:

- Overview of our client population;
- New Haven programs and services, including our program philosophy, activities, and community resources;
- New Haven policies and procedures, including licensing regulations and reporting requirements and mandated child abuse processes;
- Direct Care Staff roles and responsibilities and other facility personnel roles
- Discipline policies and procedures
- Standards of Expected Conduct, including Professional Boundaries, Ethics, and Harassment policies.
- Safety Procedures and Practices
- Internal and external teamwork and communications practices

The remaining 20 hour sequence of New Employee Training is offered monthly, generally in two hour classes at varying times.

- **Annual Training**

All employees are expected to accrue a minimum of 20 hours each year of in-service or annual training. In-service training is offered monthly to meet this requirement. Employees may also enroll in a college course or workshop, pre-approved by their Supervisor as "appropriate for the client population and services provided by the agency" and upon completion submit a copy of a transcript or certificate of completion to New Haven. Credit for the number of hours will be documented in the personnel file.

Note that failure to remain current in required trainings and/or certifications applicable to your position can subject you to forced leave. Please keep us informed as to your status.

INTRODUCTORY PERIOD

The first three months of continuous employment at New Haven is considered an introductory period. During this time you will learn your responsibilities, get acquainted with fellow employees, and determine whether or not you are happy with your job. Your supervisor will closely monitor your performance.

Because your supervisor is continuously evaluating your job performance, you should get a sense of how your performance is perceived during this period. Your supervisor will sit down with you to review your performance periodically as well as at the completion of the introductory period to advise you of any improvements expected from you. (In some cases, if performance concerns warrant, your supervisor may have already discussed these issues formally with you.) Your supervisor will also give you the opportunity to express concerns and/or to make suggestions regarding your performance and/or your fit within the organization in general. Our goal is to assure that you are learning the priorities of the job, understand the organization's procedures and philosophy, and assess how you are doing. (Completion of this introductory period does not entitle you to remain employed by New Haven for any definite period of time, but rather allows both you and New Haven to evaluate whether or not you are right for the position.)

During this introductory period, your file is also being reviewed for completion. Required training and/or employment verifications still outstanding may keep your file in a pending status. You will be notified by your supervisor if your file is still incomplete because you have not supplied the required information and/or have not been available for required trainings when they are available. Note that failure to complete these requirements may cause your status be converted to administrative leave, require that your introductory period be extended, and/or even require that we suspend your employment. Therefore, we encourage you to promptly respond to outstanding requests and to assure that you meet the training requirements within the required timelines.

YOUR JOB DUTIES

Please note that your job responsibilities may change at any time during your employment. You may even be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or New Haven. Your cooperation and assistance in performing such additional work is part of what we are about and what makes us a strong team.

While we are always attentive to your requests and preferences, New Haven reserves the right, at any time, even if we have not had a chance to give you notice about it, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities. Our success as an organization depends on our ability to provide services to our resident youth – it is always our first priority!