

**Indian Rivers Mental Health Center
Management of Human Resources
Policy Manual**

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POLICY

Indian Rivers shall establish standards of employment conduct in an attempt to assure high quality individual services. Indian Rivers recognizes that certain rules and regulations regarding employee behavior are necessary for the efficient operation of the Organization and for the benefit and safety of all employees and clients. Conduct that interferes with operations, discredits the organization, or is offensive to its clients, guests or fellow employees will not be tolerated.

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PROCEDURE

- A. Employees are expected at all times to conduct themselves in a positive and professional manner so as to promote the best interests of the Organization.

The procedures outlined in this policy are only guidelines. The Organization may unilaterally modify or revoke them in whole or in part from time to time. Accordingly, these procedures are not a promise or contract, express or implied that they will be used in every instance.

- B. The following conduct, on Organization time or property, is prohibited and considered a violation of Organization policy and will subject the individual involved to disciplinary action up to and including termination. (See Performance Improvement Plan Policy)

1. **Chronic absences.** An attendance record of recurrent absences, even if excused. This also includes a pattern of absences on the day preceding or following the employee's regular day off, weekends, and/or holidays; absence on the same day of each week or month.
2. **Chronic tardiness.** Recurrent failure to follow established work schedules. Includes, but is not limited to, reporting late at the beginning of the work schedule, returning late from lunch or break periods.
3. **Abuse of break times and meal periods.** Break times and meal periods are at the discretion of the supervisor.
4. **Eating or taking breaks in unauthorized area.** Eating and break areas are determined by each facility.
5. **Unauthorized parking, speeding, and driving in an unsafe manner on agency owned and/or operated property.** Parking in non-designated parking areas or outside of assigned parking areas in locations that have designated or restricted parking, speeding or driving in an unsafe manner.
6. **Posting, altering or removing material on bulletin boards.** Only authorized personnel may display material, change or remove posted items on bulletin boards.
7. **Accepting gifts or tips from clients or guests.** Billing for services is the only compensation method authorized.

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8. **Conducting personal business/work during paid work time.** While on the clock, employees must refrain from performing personal duties.
9. **Failure to attend annual in-service review, or other scheduled and required staff development offerings, within defined time frames. Failure to keep licensure, certification, or registration current.** Employees in positions requiring active license, certification or registration are responsible for meeting those requirements. Mandatory training, documented review of policies and procedures, and other requirements of employment are the sole responsibility of each individual employee.
10. **Failure to adhere to the Problem Resolution Procedure.** Employees must follow procedure when filing a grievance.
11. **Failure to follow timekeeping policies.**
12. **Violation of Organization policies and procedures or other job related problems that do not respond to counseling and adversely affect employee's work performance.**
13. **Failure to act in a professional or customer service manner during hours of work.**
14. **Smoking in unauthorized areas.** There will be no smoking allowed in any facilities or vehicles. Smoking areas are designated by each facility.
15. **Disclosure of confidential client information or documents, company information, records, or materials to unauthorized individuals or unauthorized use of such material.**
16. **Loafing, Horseplay, Disruptive and/or Counter Productive Behavior.** Continued or deliberate idleness during work periods, actions which disrupt or have the effect of disrupting the work of the employee, co-workers, or may contribute to the injury, physically and/or emotionally, of a client or others, and any other activity or overall attitude that interferes with or has a detrimental effect on the work environment or has a negative effect on the morale and work of fellow employees.
17. **Willful violation of Policies and Procedures.** An act which in an intentional violation of a policy or procedure.
18. **Refusal or failure to follow instructions, written or verbal, from a supervisor.**

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19. **Failure to respond to on-call emergencies or request to come to work.**
20. **Breach of safety rules.**
21. **Negligence.** Neglect. The failure to carry out a duty through reckless conduct, carelessness, inattention, or disregard of duty whereby the client is exposed to harm or risk of harm, and includes but is not limited to:
 - Failing to appropriately supervise clients or otherwise leaving client areas unattended;
 - Failing to ensure the client's basic needs for safety, nutrition, medical care, and personal attention are met;
 - Failing to provide treatment in accordance with the treatment plan;
 - Utilizing treatment techniques in violation of departmental policy and procedures, whether or not injury results

Instances of alleged neglect will be evaluated for harm or risk of harm and where responsibility lies for the staff involved.
22. **Threatening, intimidating, harassing or coercing behavior.** The use of language and/or gestures which is threatening, malicious, intimidating, harassing, coercing, or abusive, whether directed toward a supervisor, fellow employee, a member of the public, or client. Includes rude, discourteous behavior, and/or any offensive language and/or gesture whether or not directed toward anyone in particular, regardless of intent.
23. **Continued failure to follow attendance and punctuality policies.**
24. **Gambling or conducting unlawful games of chance.** All forms of gambling and/or games of chance by employees are prohibited on agency property unless it is a legal activity sanctioned by Indian Rivers.
25. **Improper and/or careless use of agency property or equipment.** The improper and/or careless use of company property or equipment, including but not limited to company vehicles. This includes obeying traffic laws and laws of public safety.
26. **Unauthorized use of agency property, equipment, or personnel.** Misusing Organization computers, electronic mail,

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internet, telephones, credit cards, or personnel for any purpose other than official Organization business. Misuse, neglect or destruction of said property including unauthorized removal or use for private purpose.

27. **Omission, falsification, destruction of information related to payroll, medical/clinical record, or other Organization records or reports.**
28. **Conviction of a crime.** Convictions which adversely affects job performance, the Organization's ability to carry out its assigned mission and/or adversely affects the Organization's reputation.
29. **Failure to report theft, accident, mistreatment of a client, and/or an unsafe condition.** When an employee has knowledge of theft involving a client, employee, or company property or failure to follow the Worker's Compensation Policy or to report unsafe condition involving a client.
30. **Being under the influence of controlled substances, alcohol, or illegal drugs.**
31. **Breach of computer access; i.e., sharing sign-on and password codes; intentional tampering, corrupting and damage of computerized information pertaining to clients and organizational functions.**
32. **Violation of Conflict of Interest Policy.**
33. **Breach of Code of Conduct, Corporate Compliance Program, and/or HIPAA Privacy and Security Program that put the Organization at legal risk.**
34. **Having knowledge of and failing to report to a supervisor a rule violation.**
35. **Failure to report a violation of the Code of Conduct.**
36. **Other serious offences resulting in malfunction of unit, department or Organization.**
37. **MAC De-Certification.** De-Certification of MAC Certification that is required for the employee's position.
38. **Work Performance Deficiencies**

C. The following conduct on Organization time or property is prohibited and considered a major violation that will result in immediate termination.

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1. **Falsification of application for employment and/or any other document relating to the hiring process.**
2. **Theft of Organization property. Misuse of Organization funds** or other resources, to include misappropriation of funds, use of agency vehicle for private business, misappropriation of client food, inaccurate recording of hours worked. (Including, but not limited to, misrepresenting hours worked, falsifying signature, falsifying information on time sheet, tampering with a time clock and/or another employee's time sheet, and clocking in/out another employee.)
3. **Profane, abusive, obscene language or behavior leveled against clients, or exploitation of clients.** Includes, but is not limited to failure to report abuse, exploitation or endangerment of others. Use of corporal punishment, mishandling and verbal, physical or psychological abuse, threatening, intimidating, harassing or coercive behavior leveled against clients.
4. **Participation in unauthorized or non-therapeutic personal relationships with current and/or former clients during on-duty work hours, and/or off-duty hours.** Violations of Ethical Staff/Consumer Relations Policy.
5. **Fighting; physical assault of client or co-worker.**
6. **Sleeping on the job.**
7. **Walking off the job.**
8. **Possession or consumption of controlled substances illegally, alcohol or illegal drugs.** Sale or distribution of alcoholic beverages or non-prescribed drugs is also included.
9. **Absence of three (3) consecutive scheduled workdays without proper notification.** See Voluntary Termination Policy. Also, failure to return from leave at designated time (unless extension requested and approved in writing by the appropriate Supervisor, in advance).
10. **Theft and/or destruction of property belonging to fellow employees, visitors, or consumers.** This includes participation in an act of destruction or attempted destruction.
11. **Possession of weapons, firearms, or explosives, real or facsimile.**
12. **Accepting a kickback.**
13. **Falsifying billing records, cost reports, or consumer records.**

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14. **Violations of Corporate Compliance and/or HIPAA Privacy and Security Programs that put the Organization at legal risk.**
15. **Misuse of Position.** Misuse or abuse of the power or authority of a position for personal reasons or for the financial gain of the employee or another person.
16. **Harassment or Discrimination.** Harassment based upon race, color, religion, sexual orientation, military status, veteran status, marital status, disability, pregnancy, age, political affiliation or any other characteristic is also prohibited.
17. **De-Certification.** Loss of any licensure or certification that is a condition of employment for the position held.
18. **Failure to call in absence or tardiness in accordance with Organization procedures.** Failure to call in a tardy occurrence within 15 minutes of the scheduled work time. Failure to report to work as scheduled and without notifying the supervisor appropriately. (Failure to report without notification for three (3) consecutive days is considered abandonment of position and considered a voluntary termination.)
19. **Leaving work area or duty assignment without authorization.** Leaving the work area or duty assignment during a work period without permission of the appropriate supervisor. Includes, but not limited to, leaving a work area for a break, visiting other locations, and leaving before shift is over.
20. **Failure by a "relief" employee to be available for shifts when requested by supervisor.**

- D. Infractions of "B" and "C" above will be documented on a Performance Improvement Plan in accordance with the Performance Improvement Plan Policy.
- E. The examples in "B" and "C" above are illustrative of the type of behavior which will not be permitted, but are not intended to be an all-exhaustive listing. As appropriate, additional rules may be established at the facility and/or department level. Any violation of the Organization's policies or any conduct considered inappropriate or unsatisfactory may, at management's discretion, subject the employee to disciplinary action up to and including termination. Any questions regarding this policy should be directed to the Director of Human Resources.

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POLICY

Indian Rivers Mental Health Center provides equal opportunity in employment to all employees and applicants for employment. No person will be discriminated against in employment because of race, religion, color, sex, age, national origin, disability, military status, veteran status, sexual orientation, marital status, political affiliation or any other characteristic protected by applicable federal or state law.

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PROCEDURE

- A. This policy applies to all terms, conditions and privileges of employment and all policies of the Organization.
- B. The Organization will promote the hiring of minorities, the disabled, veterans, women and other protected classes at all levels and in all segments of the work force.
- C. The Executive Director and/or designee are responsible for formulating, implementing, coordinating and monitoring all efforts in the area of equal employment opportunity. The areas of responsibility include but are not limited to:
 - 1. Developing policy statements and recruitment techniques designed to comply with the equal employment policies of the Organization.
 - 2. Complying with various federal and state statutory record keeping and notice requirements of employment-related statutes and regulations;
 - 3. Serving as liaison between the Organization and government agencies, equal employment opportunity organizations, and other community groups; and
 - 4. Keeping management informed of the latest equal employment opportunity developments.
- D. Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any equal employment opportunity matter is to be referred to the Executive Director or designee.
- E. Complex rules govern the recruitment and employment of government employees in private industry. Human Resources approval must be obtained prior to offering to hire an applicant or consultant who is a current or former employee, military member or civil servant.

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- F. While overall authority for implementing this policy is assigned to the Director of Human Resources, an effective equal employment opportunity program cannot be achieved without the support of supervisory personnel and employees at all levels. Employees who believe they have suffered from discrimination should report this concern to their supervisor, manager, Executive Director and/or the Human Resources representative or utilize the Problem Resolution Procedure Policy.

- G. Complaints of discrimination will be handled and investigated under the Organization's Problem Resolution Procedure unless special procedures are considered appropriate. All complaints of discrimination will be investigated promptly and in as impartial and confidential manner as possible, and a timely resolution of each complaint should be reached and communicated to the parties involved. The Organization prohibits any form retaliation against employees for bring bona fide complaints or providing information about discrimination. (See Problem Resolution Procedure and Productive Work Environment Policies)

II. REFERENCES

- 1. Title VII of the Civil Rights Act of 1964
- 2. The Civil Rights Act of 1866, 1870, 1871
- 3. The Civil Rights Act of 1991
- 4. The Equal Pay Act
- 5. The Age Discrimination in Employment Act
- 6. Executive Order 11246
- 7. The Rehabilitation Act
- 8. The Americans with Disabilities Amendments Act
- 9. The Uniformed Services Employment and Reemployment Rights Act
- 10. State and local equal employment opportunity laws.

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POLICY

Indian Rivers Mental Health Center provides vehicles to conduct agency business and/or for the purposes of transporting our clients. Employees are expected to operate such vehicles in accordance with safe transportation standards and ensure the safety and welfare of Indian Rivers' clients.

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PROCEDURE

- A. Most Indian Rivers positions require an employee to operate an Organization vehicle or their own vehicle on Organization business. An applicant or employee holding a job designated as requiring driving must, as a condition of employment, be able to meet the approval standards of this policy at all times. Accidents and/or violations occurring while on duty, as well as after work hours, will appear on the Motor Vehicle Report (MVR) and will be considered when determining driver eligibility.
- B. A MVR will be obtained on applicants and employees for designated driving positions prior to hire as part of the Background Investigation Procedure. The driving history that will be reviewed is for the most recent 3-year period. (See Reference Checks and Background Investigations Policy).
- C. MVRs may be checked if the employee has received a ticket for a moving violation or if there has been an accident while performing Organization business or on an employee's personal time. MVRs may be reviewed on a random or periodic basis.
- D. Indian Rivers uses a Point System established with our insurance carrier to determine driver eligibility.
- E. There are two (2) classifications of drivers:
 - 1. Acceptable – may drive IR or personal vehicles on Center related business or in transporting clients without disqualification. (0 -5 points)
 - 2. Unacceptable – the applicant or the employee is disqualified, resulting in no offer of a position, transfer to an open non-driving position, or immediate termination.
- F. The Point System is as follows:
 - 1. At fault accidents within 3 years – 3 points
 - 2. Moving violations such as speeding, failure to yield, stop sign, etc. within 3 years – 1.5 points
 - 3. Convictions for texting – 2 points
 - 4. DUI, DWI, reckless operation, or leaving the scene of an accident, commission of a felony through the use of a motor vehicle, driving with a suspended license, or attempting to elude police within 5 years – 6 points. Automatic disqualification.

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- G. Any applicant or employee whose MVR displays any points but is not automatically disqualified, will be notified in writing by Human Resources as a precaution to prevent any further accumulation of points. MVRs for anyone receiving such a notice will be checked periodically to ensure eligibility.
- H. In positions which require driving as an essential job function, possession of a valid driver's license and an acceptable driving record, as determined by Indian Rivers, are continuing requirements of the job. Should an employee exceed the 5 point maximum for an acceptable driver due to a moving violation or at-fault accident, then that employee will be subject to disciplinary action at the level of Formal Notice. Any further violations within the following 12 months will result in immediate disqualification.
- I. Employees may not drive vehicles for Organization business without the prior approval of their supervisor. Before approving each driver, each supervisor must verify the existence of a valid driver's license.
- J. Employees approved to drive on Organization business are required to inform their supervisor of any changes that may affect either their legal or physical ability to meet the standards of this policy. Employees who fail to report changes on their MVR or driving eligibility to their supervisor will be subject to disciplinary action up to and including termination.
- K. Employees may only drive vehicles on Organization business to pre-approved destinations. Deviations from the trip plan must be pre-approved by the supervisor.
- L. Employees who drive a vehicle on Organization business must, in addition to meeting the approval requirements above, maintain the vehicle, theirs or that of the Organization, in good working order, and exercise due diligence to maintain the security of the vehicle and its contents.
- M. Employees who drive a vehicle on Organization business must exercise due diligence to drive safely and avoid all distractions while driving, such as using a cell phone, to minimize accident occurrences.
- N. Employees whose job responsibilities include regular or occasional driving are expected to comply with any state or local law regarding appropriate cell phone, PDA or tablet use. Alabama law expressly prohibits texting while operating a motor vehicle, and it is Company policy to comply with the law. It is the employee's responsibility to comply at all times with Alabama law, and failure to do so can jeopardize the safety of the employee and the safety of others. We will not tolerate any abuse of this policy. Employees who violate this policy will be subject to disciplinary action up to and including termination.

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- O. Employees agree to obey all traffic rules and regulations while transporting clients and operating Organization-owned, leased or rented vehicles and understand they are responsible for any driving infractions or fines as a result of their driving, whether driving their own personal vehicle or a company-owned vehicle.

- P. Employees are not permitted, under any circumstances, to operate an Organization vehicle, when any physical or mental impairment causes the employee to be unable to drive safely. This prohibition includes, but is not limited to, circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication or intoxication. (See Drug Free Work Environment policy)

- Q. Employees must report any accident, theft, or malicious damage involving an Organization vehicle to the local police department, their supervisor and the Executive Director, regardless of the extent of damage or lack of injuries. Such reports must be made immediately after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. Employees involved in vehicle accidents will be subject to a post-accident drug test. (See Drug Free Work Environment policy)

- R. The Organization maintains general and professional liability insurance to cover liability of employees for injuries occurring to a client while participating in a program of the Organization. If a client receives an injury while being transported in an employee's personal automobile during the course of job related duties, the employee's insurance coverage is primary and the Organization's is secondary. Employees driving their personal autos for Organization business must maintain personal automobile insurance of minimum statutory limits. Employees are responsible for any deductibles related to such insurance. In the event of an automobile accident, or episode resulting in damage to the employee's automobile during the course of job related duties, the employee's insurance coverage is primary and the employee will be responsible for handling the insurance claims with their insurance carrier.

- S. Employees driving Organization-owned, leased, or rental cars for Organization business will be covered under the Organization's automobile liability insurance. The Organization maintains liability insurance to cover the vehicle, driver and other parties involved.

- T. Employees who are injured in an automobile accident during the course of job related duties may be eligible for Workers Compensation Benefits. (See Workers Compensation policy)

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- U. Employees who use their personal vehicles for approved business purposes may receive a mileage allowance for such purposes. This allowance compensates for the cost of gasoline, oil, depreciation and insurance. Employees driving on Organization business may claim reimbursement for parking fees and tolls actually incurred. In addition, employees driving Organization vehicles may claim reimbursement for gasoline bought and other expenses incurred for business purposes. Employees using an Organization-supplied car phone must keep a log to substantiate its business usage. All requests for reimbursement must be approved by the employee's supervisor and submitted to Accounts Payable or Payroll for payment. (See Business Expense Reimbursement policy)
- V. Time spent by non-exempt employees in driving an Organization or personal vehicle on Organization business during normal working hours is to be considered hours worked for pay purposes. Commuting time before the start and after the end of the workday is not treated as work time for pay purposes. (See Hours of Work policy)
- W. Agency vehicles may only be used on asphalt services. At no time should employees drive, push, etc. agency vehicles off the asphalt for any reason. Special circumstances will be evaluated on a case-by-case basis.
- X. Employees who fail to follow these Fleet Safety guidelines will be subject to disciplinary action that may include termination.
- Y. Clients shall not be left unattended in any vehicle, whether a personal or business vehicle. Unattended is defined as clients not being within visible and audible distance. Keys must never be left in any vehicle when exiting the vehicle.

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POLICY

Indian Rivers Mental Health Center requires employees to report to work punctually as scheduled and to work all scheduled hours and required overtime. Excessive tardiness and poor attendance disrupt workflow and client care and will not be tolerated.

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- A. Unplanned absence is defined as the employee leaves their shift early without prior approval (less than 24 hours) or calls-in for their scheduled shift. This will be monitored by Human Resources referencing the Leave Request Forms submitted to HR by the supervisor.
- B. Tardiness is defined as reporting for work past the scheduled starting time.

Residential Staff

Tardiness is defined as the employee arriving 8 minutes or later after the scheduled start time. This will be monitored by Human Resources by using Genesis Pro.

- C. Occurrence is defined as an incident of being late for work or being absent from work for one or more consecutive shifts for the same reason or leaving a shift early without prior authorization.
- D. Disciplinary actions will continue to be active for one (1) year from the date reviewed with the employee.
- E. Should an employee be absent due to extraordinary circumstances, then the Executive Director may waive disciplinary action. This must be placed in writing from the employee to the Executive Director.
- F. When there is an abuse of attendance and punctuality, as defined in Section G, or an employee is absent or tardy without approval, disciplinary action will be initiated up to and including termination. Each subsequent event of tardiness and/or absenteeism may result in progressive discipline up to and including termination.
- G. Disciplinary Action for excessive attendance issues may be administered according to the following guidelines:
 - 1. Should an employee reach two (2) or more no call/no show absences within their initial 90 days (3 months) of employment, termination may occur.

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2. Should an employee reach more than three (3) no call/no show or unplanned absences within their first 180 days (6 months) of employment, termination may occur.
3. If an employee fails to follow the call-in procedure or guidelines for reporting absences or tardies, then the absence may be counted as a no call/no show and may result in disciplinary action up to and including termination.

Progressive discipline may occur as follows:

1. Preventative Counseling = Three (3) or more unplanned absences and/or tardies in a rolling six (6) month period.
2. Preventive Counseling #2 = Four (4) or more unplanned absences and/or tardies in a rolling six (6) month period.
3. Formal Warning = Five (5) or more unplanned absences and/or tardies in a rolling six (6) month period.
4. Formal Warning #2 = Six (6) or more unplanned absences and/or tardies in a rolling six (6) month period.
5. Formal Notice = Seven (7) or more unplanned absences and/or tardies in a rolling six (6) month period
6. Termination = Eight (8) or more unplanned absences and/or tardies in a rolling six (6) month period

- H. Supervisors should notify employees of their starting and ending times. Employees should be ready to begin work at the scheduled starting time and are expected to be engaged in carrying out their duties during all scheduled work time. (See Hours of Work policy)
- I. For approved leave, employees should notify the immediate supervisor, as far in advance as possible whenever they are unable to report for work or know they will be late. Residential staff should defer to their immediate supervisor for leave procedures.
 1. The employee must make the call himself unless he has a valid excuse for the inability to call.
 2. The employee must state the specific reason for the absence.
 3. Pre-approval for 1 to 3 days leave is defined as having the leave approved prior to the end of the employee's work day the day before the requested leave is to begin. Leave of 3 to 10 days must be pre-approved at least a week in advance. The rare emergency exception will be dealt with by Human Resources on an individual basis. Again, residential staff should defer to their supervisor for appropriate leave procedure.

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For shift work, notifications must be minimally two (2) hours prior to the day shift and four (4) hours prior to all other shifts each day of absence.

4. An employee who will be late for work shall be responsible for notifying his supervisor personally within the following time-frame:

- a. Outpatient/Administrative programs: Within fifteen (15) minutes of his regular reporting time.
- b. Residential: Two (2) hours prior to the start of the shift for day shift, four (4) hours prior to evening and night shifts. This is to ensure staff coverage.

- J. The Organization reserves the right to require acceptable confirmation of the nature and extent of any illness, injury, or event that requires employees to be absent from scheduled work or results in an absence of more than three (3) days. (See Leave of Absence policies)
- K. Employees will be compensated for absences in accordance with the PTO policy.
- L. Employees may not leave the premises during work hours except with supervisor approval. Leaving a shift early without prior authorization will be considered a call-in. Employees must clock out unless on Organization business.
- M. Employees who report for work in a condition deemed not fit for work, whether for illness or any other reason, will not be allowed to work. Absence will be counted as unplanned absence.
- N. Employees are expected to report to work during inclement weather conditions if the Organization does not declare a weather emergency. (See Inclement Weather policy)

Employees will not be required or permitted to work any period of time before or after scheduled starting or quitting time for the purpose of making up lost time because of tardiness or absence, unless authorized to do so in advance by their manager. (See Hours of Work policy)

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- O. Employees who are absent for three (3) consecutive scheduled workdays without giving proper notice to the Organization will be considered as having voluntarily quit. (See Voluntary Termination policy)

- P. Employees are expected to maintain good personal health that will allow them to perform their work in a competent manner on a regular basis and avoid letting minor dispositions keep them from performing their jobs. At the same time, employees should exercise good judgment with respect to contagious ailments that might have an adverse effect on clients and coworkers.

- Q. Supervisory employees are expected to set good attendance and punctuality examples for subordinates; keep attendance records on all staff; resolve absence and tardiness problems of supervised employees; notify employee in advance if he needs to submit a physician's statement in support of absence; recognize that health is a personal matter and respect each employee's right to privacy by discussing an employee's health only as required to discharge supervisory responsibilities; counsel employees on the importance of good attendance; and warn that excessive tardiness or absences, regardless of causes, will lead to disciplinary action.

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POLICY

Indian Rivers Mental Health Center has established a written Code of Conduct in recognition of the responsibility of the Organization to its clients, staff, medical and professional staff and community served.

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PROCEDURE

- A. Professional ethics shall be of the highest standards and shall reflect favorably on the Organization at all times.
- B. The professional ethics required of each discipline, to include but not limited to, psychiatry, psychology, social work, nursing, counseling, and substance abuse will be adhered to at all times.
- C. Professional ethic includes but is not limited to the following:
 - 1. Employees shall not attempt to impose their value system on the client. Changes in the lives of consumers shall be urged only when the change is in the best interest of the consumer as it relates to promoting recovery.
 - 2. Employees shall be aware of their own professional limitations, and shall not counsel or advise consumers on matters that are outside their area of expertise, and shall refer appropriately.
 - 3. Employees shall not engage in any type of activity that could be construed as exploitation of clients for personal gain. This includes, but is not limited to, dual relationships and sexual activities.
 - 4. If a business or personal relationship is considered at any point, or if questionable individual situations arise, it shall be discussed with the employee's immediate supervisor and Program Manager and reviewed by the Clinical Director. A therapeutic relationship with Indian Rivers does not end with the termination of consumer services. If a relationship develops following termination, the relationship shall also be discussed with the immediate supervisor and Program Manager and be reviewed by the Clinical Director.
 - 5. Employees shall not become legal guardians for consumers they are providing direct services for.
 - 6. Employees shall not knowingly employ a current or former consumer, with whom they have been associated as a function of employment at Indian Rivers, to provide services outside Indian Rivers for the staff member without first reviewing the situation with

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the employee's immediate supervisor, Program Manager, and the Clinical Director.

7. Employees shall not take consumers with whom they are associated as a function of their employment to their personal homes or on personal errands or appointments. If there is a special situation, individual employees should discuss their requests with chain of command and receive approval from the Program Manager.
 8. Gifts from consumer to employee are discouraged. If a gift is given, the immediate supervisor is to be informed. Gifts to the Organization are acceptable.
 9. Self-disclosure should only be used as a therapeutic tool to achieve consumers' treatment goals.
 10. Employees are role models and shall exercise discretion when in public settings.
 11. Employees shall be sensitive to all ethnic cultures while conducting Organization business, including but not limited to, race, creed, color, age, disability, political affiliation, sex, national origin, sexual orientation, marital status, veteran status, religion, or any other characteristic protected by applicable federal or state law.
 12. Employees shall not engage in any type of illegal activities or activities that would reflect negatively toward the Organization.
 13. Employees are to respect the value of all Organization supplies and equipment regardless of cost.
- D. It is the responsibility of every member of the staff to act in a manner that is consistent with the Code of Conduct and supporting policies.
- E. All individuals accepting a position as an employee will be oriented to and sign a copy of the Code of Conduct.
- F. Employees will review and sign a copy of the Code of Conduct annually.

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- G. Employees having knowledge of a violation of the Code of Conduct are expected to report such and may do so to their supervisor, manager, Human Resources Department, the appropriate review committee or Ethics Hotline. Failure to report ethics violations may result in disciplinary action.
- H. Employees who are found in violation of the Code of Conduct will receive disciplinary action, up to and including termination. (See Employee Behavior and Conduct and Performance Improvement Plan Policies.)

CODE OF CONDUCT NO. 1

Indian Rivers' employees and agents shall strive to deliver quality health care services.

- Indian Rivers' employees and agents shall respect a patient's dignity and will treat him or her with consideration, courtesy and respect.
- Indian Rivers shall only employ or work with persons with proper credentials, experience and expertise. Employees and agents are expected to have those credentials and experience, and should expect other agents to have them.
- It is everyone's job to maintain Indian Rivers' integrity and reputation.
- Patients have the right to choose what is done to their body, and by whom. This includes the choice of health care providers.
- Patients have the right to know what they need to know to make intelligent decisions. That includes receiving information about Indian Rivers and its policies, procedures and charges, and who will provide services on behalf of Indian Rivers.
- No deficiency or error should be ignored or covered up. A problem should be brought to the attention of those who can properly assess and resolve the problem.
- Employees and agents deserve clear instructions about what is expected of them.

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- Our highest priority is the health and safety of our patients and ourselves. We shall strive to do our jobs so that no harm is caused to ourselves, our patients, or the public.

CODE OF CONDUCT NO. 2 Indian Rivers' employees and agents shall comply with all applicable laws and regulations that affect its various businesses.
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- Indian Rivers, by and through its employees and agents shall comply with all applicable laws, regulations, standards and other requirements imposed by any level of government. Without limiting the generality of that statement, Indian Rivers' employees and agents shall comply with all requirements of the Medicare and Medicaid programs.
- Indian Rivers will not pursue any business opportunity that requires engaging in unethical or illegal activity.
- Neither Indian Rivers, its employees or agents shall pay employees, physicians, or other health care professionals, directly or indirectly, in cash or by any other means, for referrals of patients. Every payment to a referral source must also be supported by proper documentation that the services contracted for were in fact provided.
- No employee or agent is authorized to enter into any joint venture, partnership or other risk sharing arrangement with any entity that is a potential or actual referral source unless the arrangement has been reviewed and approved by Indian Rivers' lawyers.
- Employees or agents who perform billing and/or coding of claims must take every reasonable precaution to ensure that their work is accurate, timely, and in compliance with federal and state laws and regulations and Indian Rivers' policies.
- No claims for payment or reimbursement of any kind that are false, fraudulent, inaccurate or fictitious may be submitted. No falsification of medical, time or other records that are used for the basis of submitting claims will be tolerated.
- Indian Rivers will bill only for services actually rendered and which are fully documented in patients' medical records. If the services must be coded, then only billing codes that accurately describe the services provided will be used.

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- Indian Rivers shall act promptly to investigate and correct the problem if errors in claims that have been submitted are discovered.
- Indian Rivers shall maintain complete and thorough medical and billing records.
- Indian Rivers' employees and agents shall respect and protect the confidentiality of patient records and other personal information.
- All drugs or other controlled substances shall be maintained, dispensed and transported in conformance with all applicable laws and regulations.
- Employees and agents shall promptly report all suspected violations of the Code of Conduct, Compliance Guidelines, operational policies, laws or regulations to the Compliance Officer, Human Resources staff, Executive Director, or immediate supervisor
- Employees and agents uncomfortable with reporting a suspected violation to any of the above referenced individuals must call Indian Rivers' Reporting Hotline at (205) 391-3140. All reports of suspected violation will be treated confidentially and Indian Rivers will promptly and thoroughly investigate any suspected violation in as confidential manner as possible, and take appropriate disciplinary action if warranted.
- Disciplinary action for violations or failure to report violations may range from strict clinical supervision and extensive re-training to immediate suspension depending on the severity of the practice.
- No employee who reports a suspected violation of the Code of Conduct, compliance guidelines, policies or procedures or who participates in an investigation of an alleged violation will suffer any retaliation or reprisal for such report or participation.

CODE OF CONDUCT NO. 3 Indian Rivers' employees and agents shall engage in ethical business relationships.
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- Indian Rivers seeks positive relationships with government programs and third party payers. Positive relationships require ongoing communication about patient progress and billing.

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- Employees or agents shall not use or reveal any confidential information concerning Indian Rivers or use, for personal gain, confidential information obtained as an employee or agent of Indian Rivers.
- No employee or agent should subordinate his or her professional standards, judgment or objectivity to any individual. If significant differences of opinion in professional judgment occur, then they should be referred to management for resolution.
- Employees and agents should be honest and forthright in any representations made to patients, vendors, payers, other employees or agents, and the community.
- All reports or other information required to be provided to any federal, state or local government agency shall be accurate, complete, and filed on time.
- Employees and agents must perform their duties in a way that promotes the public's trust in Indian Rivers.
- The source or amount of payment does not determine the quality of care that we deliver.
- Employees and agents shall be honest in doing their jobs.
- If an employee or agent knows of or suspects a practice or incidents that may violate this Code of Conduct, Indian Rivers Compliance Guidelines, operational policies, any law or regulation, then he or she must report it to appropriate levels of management.

CODE OF CONDUCT NO. 4 Indian Rivers employees and agents shall avoid either conflicts of interest or the appearance of an impropriety.

- Employees and agents should not have other jobs that interfere with their ability to perform their duties at Indian Rivers.

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- Employees and agents should avoid any activity that conflicts with the interests of Indian Rivers or its patients. They should try to avoid even the appearance of an impropriety. If an employee or agent suspects that a conflict may exist or be created, then he or she should consult with management.
- Placing business with any firm in which there is a family relationship may constitute a conflict of interest. Advance disclosure and approval are required in such a situation.
- Employees and agents should not become involved, directly or indirectly, in outside commercial activities that could improperly influence their actions. For example, an employee or agent should not be an officer, director, manager or consultant of a potential competitor, customer, or supplier of Indian Rivers without first disclosing that relationship to management.
- Employees and agents should not accept or provide benefits that could be seen as creating conflict between their personal interests and Indian Rivers' legitimate business interests. This includes accepting expensive meals, gifts, refreshments, transportation, or entertainment provided or received in connection with the job.
- Gifts and benefits to clinicians or referral sources are not appropriate. Occasional non-cash gifts that are limited to reasonable meal expenditures or entertainment or that are of nominal value, although not expressly prohibited, are discouraged.
- Employees and agents should report any potential conflicts of interest concerning themselves or their family members to management.

<p>CODE OF CONDUCT NO. 5 Indian Rivers' employees and agents shall protect Indian Rivers' property and respect the property rights of others with whom we do business.</p>
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- All employees and agents are personally responsible and accountable for the proper expenditure of Indian Rivers' funds and for the proper use of company property.
- All employees and agents must obtain authorization prior to committing or spending Indian Rivers' funds.

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- Medical waste or other hazardous materials shall be disposed of properly.
- Employees and agents may not use Indian Rivers' or a patient's resources for personal or improper purposes, or permit others to do so.
- Surplus, obsolete or junked property shall be disposed of in accordance with Indian Rivers' procedures. Unauthorized disposal of property is a misuse of assets.
- Employees and agents have a duty to be productive during the time that is paid for by Indian Rivers.
- Employees and agents may only use computer systems, networks, and software consistent with Indian Rivers' license(s) and/or rights. They shall take all reasonable steps to protect computer systems and software from unauthorized access or intrusion.
- Any improper financial gain to the employee through misconduct involving misuse of Indian Rivers' or a patient's property is prohibited, including the outright theft of property or embezzlement of money.
- Indian Rivers' confidential and proprietary information is valuable, and should be protected from unauthorized use or exploitation. Employees and agents are expected to respect the intellectual property rights of others with whom we do business.
- Drugs and other pharmaceuticals shall be safely stored, secured, inventoried, and missing supplies shall be reported promptly to supervisors.
- Employees and agents are expected to report any observed misuse of Indian Rivers' property to management.

CODE OF CONDUCT NO. 6 Indian Rivers' employees and agents respect each other as human beings and health care professionals.
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- All employees and agents shall show proper respect and consideration for each other, regardless of position or station. Discriminatory treatment, harassment, abuse, or intimidation will not be tolerated.

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- Quality patient care can only be delivered through the use of qualified, competent staff. Indian Rivers will contribute to an employee's or agent's competence by making available continuing job-related education and training (within the limits of its resources).
- Applicants and employees shall be afforded equal employment and advancement opportunities, pursuant to Indian Rivers' policies.
- Employees and agents are expected to conform to the standards of their respective professions and exercise sound judgment in the performance of their duties. Any differences of opinion in professional judgment should be referred to appropriate management levels for resolution in accordance with standard grievance procedures.
- Work and safety rules were created to protect us all. Employees and agents are expected to comply with those rules.
- As defined further in its policies, Indian Rivers strives to maintain a working environment free from all forms of sexual harassment or intimidation. By way of example, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature are serious violations of the standards of conduct and will not be condoned or permitted.
- Indian Rivers promotes a drug and alcohol free workplace in accordance with its policies.
- Indian Rivers shall not permit any action of retaliation or reprisal to be taken against an employee who reports a violation of law, regulation, standard, procedure, or policy to Indian Rivers' reporting hotline, (205) 391-3140.
- Indian Rivers will maintain the confidentiality of all disclosures to the reporting hotline. Indian Rivers will promptly and thoroughly investigate all reports to the hotline.

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POLICY

Indian Rivers Mental Health Center is committed to maintaining a work environment that is safe for its employees as well as the public. The following policy will apply to all individuals hereafter seeking and currently holding positions with this facility.

The unlawful use, manufacture, dispensation, possession, distribution or sale of alcohol or illegal drugs (including designer drugs, look-alike drugs, even though not actually controlled by law) anywhere at work, while on Organization property, in Organization vehicles, doing business for the Organization, during breaks or meal periods, presents a threat to safety and will not be tolerated by Indian Rivers Health Systems, and will be considered a willful violation of Organization policy which can result in employment suspension and termination.

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PROCEDURE

- A. All employees have the responsibility to report and be at work in a fit condition to perform their jobs without unnecessary risk to themselves or other individuals.

- B. All employees, whether exempt, non-exempt, contracted, temporary on-call, and interns, students, applicants and volunteers may be subject to drug and alcohol screening in the following circumstances:
 - 1. Pre-employment: Any applicant, new hire, or transfer, being considered for employment, must successfully pass a drug test as a condition of employment. Applicants must submit voluntarily to a pre-employment drug screen provided by Lab Corp, DCH Occupational Health or DCH ER in Tuscaloosa. Applicants who leave the site without submitting a sample will be considered as having a positive screen and in violation of the pre-employment drug testing policy. If the testing personnel have reasonable suspicion to believe that the specimen has been tampered with, or if the applicant fails to report for the drug screen within 24 hours of notification, it will be interpreted as a refusal to comply with the policy and treated as a positive drug screen and the applicant will be denied employment. In the event of a positive test, the testing company's Medical Review Officer (MRO physician) will contact the applicant to clarify any prescription medications that might have shown up on the screen. If the MRO confirms the positive screen, the applicant will be denied employment. In the event of a positive pre-employment drug screen, the applicant may reapply for employment in one (1) year. The Organization will not discriminate against applicants for employment because of a past history of drug abuse.

 - 2. Reasonable Suspicion Employees will be required to submit to drug testing in circumstances where reasonable suspicion indicates and supports that there is illegal drug use on Organization property or that any employee is impaired by drugs or alcohol. Reasonable suspicion should be based on objective factors of personal observation of co-workers or management. The following circumstances are examples of what could cause reasonable suspicion:

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- Observed drug use
- Apparent physical impairment
- Incoherent mental state. Marked changes in personal behavior that are otherwise unexplainable
- Deterioration of work performance that is not attributable to other factors
- Accidents or other actions that provide reasonable suspicion to believe the employee may be impaired
- Odor of alcohol or marijuana, slurred speech, blood-shot eyes, etc.
 - a. During normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.) refer to the designated off site testing facility.
 - b. After normal business hours employee to be escorted to the DCH emergency room for testing. The employee must be escorted.

The Supervisor must complete the Incident Report Form for Suspected Substance Abuse. (See Attachment A)

3. Post Accident An employee must submit to drug testing after involvement in a serious workplace accident or injury.
 4. Follow-up/Return to Duty As part of the Organization's investigation of accidents involving personal injury, lost time, or damage to Organization property or the property of others, management may decide that the circumstances meet the need for drug testing. An employee who has previously failed a drug test or refused to submit to a drug test may not return to work until he/she has passed a drug test. Continued employment will thereafter be contingent upon drug abstinence as determined by future unannounced testing.
 5. Random All employees will be subject to selection for random drug testing under the authority of the Organization.
- C. An employee having successfully completed his initial employment period and subsequently unable to pass drug and alcohol screening will be removed from work and may be referred to treatment at the employee's expense. Written conditions of continued employment will be documented if appropriate. The employee will be subject to disciplinary action for violations of Organization policies, if appropriate, up to and including termination. A subsequent violation of the written conditions of

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continued employment may result in discipline up to and including termination.

Refusal to have drug and alcohol screening or treatment as required by the Organization will subject the employee to immediate suspension with disciplinary procedures up to and including termination.

At any time during the employment relationship an employee may make a voluntary self-referral for treatment of a substance abuse problem. Such referral will neither jeopardize nor guarantee an individual's continued employment.

Employees must notify the Organization within five (5) days of any conviction of drug statutes that occurred in the workplace. The Organization will then notify any Federal Contractor or Grantees of such within ten (10) days and impose sanctions on such employees that may include treatment referrals and/or disciplinary action up to and including termination.

As a condition of employment all employees will abide by the terms of this policy.

D. Prohibited Substances:

1. Alcohol is defined as any beverage containing ethyl alcohol, with the exception of over-the-counter and lawfully prescribed medications such as mouthwash and cough medicine.
2. Drugs are defined as any controlled substances which are not legally obtainable or have not been legally obtained and are abused. This includes but is not limited to cocaine, marijuana, opiates, amphetamines and PCP. Unlawful usage refers to the illegal obtaining, possessing and/or using of a drug as defined by the Controlled Substance Act or state or local regulations.

Employees who lawfully take over-the-counter or prescribed medications are responsible for understanding how their job performance may be affected, and are responsible for reporting to their Supervisor any potential impairment in their ability to perform their duties. (See Employee Health Policy)

3. This policy is primarily concerned with the effects of alcohol/drug use on job performance, regardless of when the substances were ingested. This concern, therefore, considers impairment as not only being under the influence of a substance, but also the after-effects of

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usage, e.g., hangover, withdrawal symptoms, fatigue, etc. Employees are obligated to inform their supervisor when they are unable to perform their job duties under these circumstances.

E. Employees Subject To This Policy

1. As permitted in the State of Alabama, all individuals here after seeking and currently holding positions with this Organization are subject to this policy: exempt, non-exempt, contracted, temporary, on-call, interns, students, applicants, volunteers.
2. Each employee has the responsibility of reporting any suspected use by an employee, of drugs and/or alcohol, or job performance appearing to be impaired by drug/alcohol use, to their immediate supervisor. Such reports may be used as part of a formal investigation for reasonable suspicion.
3. Failure to report knowledge of such behavior will be considered conduct not in the interest of the Organization and subject to disciplinary action. (See Employee Behavior and Conduct Policy)

F. Medical Review

1. The drug testing program of the Organization will be monitored by a physician designated for that purpose [Medical Review Officer (MRO)]. The designated physician's single most important function is the review of test results in a confidential manner and the determination of alternative medical explanations for a positive result.
2. Information on drug test results will be released only to the Human Resources Department through the nurse once the result has been verified.

G. Use and Possession

1. An employee found using or in possession of (e.g., on person, in locker, office, or desk, in personal belongings carried back and forth to work) illegal drugs or alcohol while on the job (including rest and meal periods) will be subject to disciplinary action up to and including termination. (See Personal Property Policy)
2. Any contraband found will be turned over to the appropriate law enforcement agency, and criminal charges may be pressed.

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3. The disciplinary procedure may also include an assessment by the Employee Assistance Program to determine if there exists a substance abuse problem requiring professional intervention. If requested and feasible, employees will be strongly supported in seeking appropriate treatment.

H. Disciplinary Actions

1. Criminal Violations:

An employee who, hereafter pleads guilty, or is convicted of a crime involving the possession, use or distribution of any prohibited substance, may be subject to disciplinary action up to and including termination. In the event of the reversal of any such conviction, employment may be reinstated.

2. On The Job Violations:

Employees are to report to work free of the effects of alcohol and drugs.

An employee taking medication which may affect his/her performance must notify his/her supervisor. (See Employee Health Policy)

In instances where a supervisor has reasonable suspicion that an employee may be under the influence of drugs or alcohol, the supervisor should have another supervisor confirm this suspicion.

Supervisors are required to document for the personnel file and in advance of talking to the employee, any action taken under this policy, using the Incident Report Form for Suspected Substance Abuse (Attachment A) and Performance Improvement Plan.

In extenuating circumstances, supervisors may accept reported observations of reasonable cause by non-supervisory staff where the supervisor does not have the opportunity to directly observe the questionable behavior. These reports will be investigated to the fullest extent possible. The supervisors will decide what action is to be taken based on the investigation.

Supervisors are required to contact the Executive Director and Human Resources prior to approaching an employee deemed unfit for duty with details of the situation.

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Escort the employee to a private room and discuss the observation in a non-confrontational manner.

If an employee is unfit for duty, and does not challenge the findings, no drug testing is necessary. The supervisor will assist the employee in obtaining transportation to return home.

If such behavior is noted and the employee denies using drugs or alcohol, a reasonable suspicion drug test can be ordered. The Supervisor will review the reasonable suspicion testing procedure with the employee and inform the employee he must comply with the request.

The Incident Report Form for Suspected Substance Abuse and Performance Improvement Plan must be completed and forwarded to Human Resources immediately.

The employee will be suspended, with pay, pending the results of the testing and investigation.

An employee who refuses to be tested will be in violation of this policy and will be suspended with review for termination.

An employee found possessing, purchasing, selling, transferring, offering, or soliciting, manufacturing, using or under the influence of any intoxicant (including alcoholic beverages, controlled substances, or narcotics) on Organization property or vehicles will be subject to disciplinary action up to and including termination.

- a. Disciplinary action may be utilized, if appropriate, to motivate employees to seek assistance.
- b. Where appropriate and to the extent feasible, the Organization will encourage and assist employees in seeking treatment.

3. Positive Test Results:

Any employee testing positive for any of the prohibited substances and/or alcohol is subject to disciplinary action up to and including termination.

Employees must comply with the terms of a "Written Condition of Continued Employment" outlining terms of continued employment

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including EAP referral and drug abstinence as determined by future unannounced testing.

Employees must comply with the terms of the prescribed treatment program. Treatment requiring an absence from work may be covered by PTO in the event the employee has no accrued PTO, he may use leave without pay. Participation in treatment will in no way jeopardize or guarantee an employee's job. However, participation will not prevent normal disciplinary action for a violation(s) which may have already occurred, nor relieve an employee of the responsibility to perform assigned duties in a reasonable and efficient manner.

If applicable with the State of Alabama code governing licensed professionals, positive test results may be reported to the individual's licensure board.

The employee who has undergone treatment will be subject to unannounced post-rehabilitation drug screening, not less than three (3) tests and not more than twelve (12) tests, over a period of one (1) year. Scheduling and frequency of such tests will be determined by the Human Resources Department via random selection.

4. Adulterated and/or Suspect Specimens:

Any employee who attempts to adulterate or tamper with a specimen will be subject to disciplinary action up to and including termination.

If an employee's test results on site or from the laboratory is reported as being "adulterated" the Organization will consider that employee to have refused testing. The employee may be subject to immediate termination.

If an applicant or employee presents a specimen that falls outside the range of 90-100 degrees Fahrenheit, it will constitute a reason to believe that the specimen has been altered or substituted. In such cases, the donor supplying the specimen will be asked to have his/her oral temperature taken to provide evidence to counter the reason to believe that he/she may have altered or substituted the specimen. If the donor refuses to have his/her oral temperature taken or if the reading is inconsistent with the specimen temperature, the donor will be required to submit another specimen under direct observation.

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5. Other Test Results:

If an employee has a test result that is reported to be "unsuitable for testing", Human Resources will contact the employee and inform him/her that the specimen was not suitable. If no acceptable explanation for the unsuitability is provided, Human Resources will report to the employee that another collection under direct observation is required.

6. Testing or Treatment Refusal:

In the event that any employee fails or refuses to submit to the testing or comply with the treatment procedures as set forth herein, then on verification by the nurse and/or EAP of such failure or refusal the employee may immediately be terminated.

7. Second Positive Test:

If an employee tests positive for any prohibited substance a second time after treatment and reinstatement, that employee may immediately be terminated.

I. **Retesting**

1. If an employee tests positive for drugs he/she has the right to request a retest. The criteria for retesting are as follows:

- a. The employee must schedule a professional laboratory test at the facility designated by the Organization.
- b. The retest must be performed within twenty-four (24) hours of the original test.
- c. If the laboratory test confirms the Organization's on-site positive test, the employee is responsible for all costs related to the retest. The employee may be subject to immediate termination.
- d. If the laboratory test disputes the Organization's on-site positive test, the Organization is responsible for all costs related to the retest. The employee will be reinstated and the positive results replaced in his/her record by the negative laboratory test.

J. **Limitation on Other Testing:**

Except as expressly described for this procedure, there shall be no other medical testing of the specimen.

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K. Drug Free Awareness Program

The Organization will establish a drug free awareness program to inform employees about:

1. The dangers of drug abuse in the workplace
2. The policy of the Organization of maintaining a drug free workplace
3. The availability of drug counseling, rehabilitation
4. The penalties that may be imposed upon employees for drug abuse violations
5. Employee rights under a drug testing program

L. Condition of Employment

Each employee engaged to work at the Organization will receive a copy of the Drug Free Workplace Policy and understand that as a condition of employment the employee will:

1. Abide by the terms of the policy
2. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction
3. The Organization will notify federal contractors, if any, within ten (10) days after receiving notice from an employee or otherwise receiving actual notice of such conviction
4. The Organization will impose a sanction on any employee or require the satisfactory participation in a drug abuse assistance or rehabilitation program by any employee who is convicted of any criminal drug statute for a violation occurring in the workplace
5. The Organization and its employees will make a good faith effort to comply with the requirements set forth above in order to comply with the Drug-free Workplace Act of 1988.

Attachment

- A. Incident Report Form for Suspected Substance Abuse

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POLICY

Indian Rivers Mental Health Center promotes a productive work environment and does not tolerate verbal or physical conduct by an employee that harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

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PROCEDURE

- A. Employees are expected to act in a positive manner and contribute to a productive work environment that is free from harassing or disruptive activity.

- B. No form of harassment will be tolerated including harassment for the following reasons: race, national origin, religion, disability, sexual orientation, pregnancy, age, military status or sex. Special attention is called to the prohibition of sexual harassment.

- C. Each supervisor has a responsibility to maintain the work place free of any form of harassment, and in particular, sexual harassment. Supervisors are not to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness or submit to sexual advances will affect the employee's terms or conditions of employment. Other sexual harassing or offensive conduct in the work place, whether committed by supervisors, non-supervisory employees, or non-employees, is also prohibited. Such conduct includes:
 - 1. Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances or propositions;
 - 2. Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references;
 - 3. Demeaning, insulting, intimidating or sexually suggestive comments about an individual;
 - 4. The display in the work place of demeaning, insulting, intimidating or sexually suggestive objects, pictures, or photographs;
 - 5. Demeaning, insulting, intimidating or sexually suggestive written, recorded, or electronically transmitted messages (such as e-mail, instant messaging, and internet materials). (See Use of Communications Systems Policy)

- C. Any of the above conduct listed in items B1-B5, or other offensive conduct, directed at individuals because of race, national origin, religion, disability, pregnancy, age, military status, veteran status, sexual orientation, marital status, political affiliation or any other characteristic is also prohibited.

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- D. Any employee who believes that a supervisor's, manager's other employee's, or non-employee's actions or words constitute harassment has a responsibility to report or complain about the situation as soon as possible. The report or complaint should be made to the employee's supervisor; or to the department manager or Human Resources Department if the complaint involves the supervisor or manager.
- E. Complaints of harassment are to be handled and investigated under the Problem Resolution Procedure Policy, unless special procedures are considered appropriate. All complaints of harassment will be investigated promptly and in as impartial and confidential a manner as possible. Employees are required to cooperate in any investigation. A timely resolution of each complaint should be reached and communicated to the parties involved. (See Problem resolution Procedure Policy)
- F. Any employee, supervisor, or manager who is found to have violated the Productive Work Environment policy will be subject to appropriate disciplinary action, up to and including termination.
- G. The Organization prohibits any form of retaliation against employees for bringing bona fide complaints or providing information about harassment, discrimination, filing an EEO Complaint or otherwise engaging in the EEO process, or any other work related issue.
- H. All complaints of retaliation will be promptly investigated through the Human Resources department.
- I. Individuals suspected of harassment or retaliation policy may be placed on mandatory administrative without pay.
- J. Upon completion of the investigation, if the suspicions prove to be unfounded, pay forfeited during the investigation will be reinstated. If the suspicions prove to be founded administrative leave will remain unpaid. Appropriate disciplinary action will be taken, up to and including termination of employment.

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SUBJECT: PERSONAL APPEARANCE	POLICY NUMBER: HR GEN 04 PAGE <u> 1 </u> OF <u> 1 </u> PAGES
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POLICY

Indian Rivers Mental Health Center requires that employees maintain a personal appearance which compliments their professionally equipped and staffed work location and promotes the image of the Organization and a sense of pride and respect for the work place and each other. This policy outlines the minimum personal appearance guidelines and may be superseded by facility/department policies requiring more specific attire.

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SUBJECT: PERSONAL APPEARANCE	POLICY NUMBER: HR GEN 04 PAGE <u> 1 </u> OF <u> 3 </u> PAGES
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PROCEDURE

- A. All employees are expected to present a professional, business-like image since the majority of staff has some form of daily public contact and are representatives of the Organization. The image each staff member projects is a direct reflection of the Organization and the concern for the consumers served.
- B. The Organization recognizes that each staff member uses style of dress as a reflection of personality and individuality; therefore, the standards are developed with that in mind. Acceptable personal appearance is an ongoing requirement of employment with the Organization. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.
- C. Identification badges must be worn by staff at all times while on duty to ensure the safety of the facility. Lost identification badges should be replaced immediately. The replacement cost for the ID badge is \$10.00. The identification badge should be returned upon termination of employment. Individuals or employees of agencies that provide contracted services on behalf of the Organization should also display an Indian Rivers identification badge. Proximity cards will be issued to staff members as needed. The replacement cost for a proximity card is \$20.00.

ACCEPTABLE ATTIRE

The Organization acknowledges three levels of attire and will designate that which is appropriate for the location/department/service being delivered. Clothes should not be tight fitting (leggings, skinny jeans, etc.) and should be appropriate dress attire for the workplace.

- 1. Professional Business Attire (Conference, Presentations at other agencies etc.)
 - Men: Blazer, suit or sports coat; Dress slacks; Dress shirt with buttons and collar; Tie; Dress shoes and socks.
 - Women: Suit; Dress; Skirt and blouse or sweater; Dress slacks; Dress shoes.
- 2. Casual Business Attire (Daily Administrative and Outpatient Settings)
 - Men: Casual shirt with collar; No tie; Khaki/chino pants, jeans or slacks; Casual shoes and socks.
 - Women: Casual slacks, jeans and blouses or sweaters; Casual shoes or sandals. No tight fitting attire is acceptable clothing

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3. Casual Attire (Direct Care Areas, Pharmacy, Nurses)

Men and Women: Shirts, pants, scrubs, Indian Rivers t-shirts or sweatshirts.

Dangling earrings (greater than one inch) not to exceed or other long jewelry should not be worn as it may be damaged by aggressive/out of control consumers and/or result in injury.

Employees are expected to present a neat appearance whatever the designated level of attire. All parts of attire should be appropriate for the work place, including accessories, jewelry, shoes and undergarments. Tight fitting blue jeans are unacceptable. Employees are not permitted to wear ripped, disheveled, or similarly inappropriate clothing.

UNACCEPTABLE ATTIRE

- A. The following dress styles are prohibited for all staff: frayed, patched or faded jeans, sweat pants, tight fitting tank tops, tank tops or spaghetti strap tops without blazer or appropriate cover-up, undershirts, danskins, spandex, bathing suits, muscle shirts, halter tops, tube tops, sheer/see through or revealing shirts, bare back garments, garments with "plunging" necklines (front or back), bare midriffs, form fitting attire without appropriate cover-up, revealing attire, bib overalls, shorts, skirts more than three (3) inches above the knee, skirts or dresses with inappropriately high slits, mini-skirts, clothing with offensive/inappropriate logos, cut-offs, off-the shoulder tops, visible undergarments, bedroom shoes/slippers. Hats and sunglasses are to be worn outdoors only.
- B. No messages, slogans, advertisements or pictures not issued by IRMHC are permitted.
- C. Leggings cannot be worn as pants at any time. Leggings may be worn as an undergarment only.
- D. Good standards of personal hygiene and cleanliness are standard requirements. Hair should be clean, groomed and neatly trimmed or arranged. Sideburns, moustaches and beards should be neatly trimmed. Staff are expected to be clean and free of body odor.

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- E. Visible tattoos should not exceed more than 2 inches in size. Tattoos larger than 2 inches should be covered. Body piercings cannot exceed more than a small earring size stud in actual size.

- F. Supervisors are responsible for enforcement of this policy. Supervisory staff may challenge staff regarding the appropriate nature of dress and hygiene and when necessary send the employee home, while off the clock, to change clothes with the expectation that they return to work to finish their shift.

Employees not meeting the standards of the policy will be required to take corrective action, which may include leaving the premises to change their attire and then return to work. Any work time missed because of failure to comply with this policy will not be compensated, and repeated violations of this policy will be cause for disciplinary action. In all cases, the decision of the Administrator or Manager regarding the appropriateness of dress will be final. Requests for advice and assistance in administering or interpreting this policy should be directed to Human Resources.

Revised 1-6-2016

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SUBJECT: Social Networking	POLICY NUMBER: HR GEN 16 PAGE <u> 1 </u> OF <u> 1 </u> PAGES
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POLICY

Technology is changing, every day. Indian Rivers understands that some employees, on their personal time and their own personal computers, may maintain Web logs (or "blogs"), or post to social networking sites such as MySpace, Facebook or Twitter, or sites such as YouTube. While the Agency respects its employees' interest in personal expression, employees must understand that these postings have nearly unlimited communication potential and, unless the creator restricts access, they may be accessed by anyone around the world with access to the Internet. Even efforts to restrict access can fail.

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PROCEDURE

To protect Indian Rivers' interests, we expect that employees who maintain personal blogs or contribute postings on the internet abide by the following guidelines:

- A. Agency equipment, including computers, cell phones, and electronic systems, are not to be used for these purposes.
- B. Employees may not spend any amount of their work time, break time or lunch time posting to such blogs or websites. This conduct is appropriate when employees are off duty only; i.e.: we should allow them to do it on their phones, etc. during breaks or lunch, but not in patient care areas and not on our equipment.
- C. When blogging about your work at home &/or on your own time, you must abide at all times with all legal and ethical requirements, as well as the Agency's policies regarding non-harassment, no solicitation, HIPAA, and other matters including those governing the confidentiality of Agency information.
- D. You may not disclose confidential information about Indian Rivers, its patients or its employees that you learn in the course of your employment.
- E. You may not use any materials belonging to Indian Rivers, including our promotional and marketing materials, without the written permission of the Executive Director.
- F. You may not use the Indian Rivers' logo or letterhead. You also may not post any picture of yourself wearing a shirt or other attire with this logo or appearing in front of any background that contains the logo, unless you have the prior written permission of the Executive Director.
- G. Be respectful. You may not make discriminatory, harassing, defamatory, libelous or slanderous comments when discussing Indian Rivers, its officers, your supervisors or co-workers, or our competitors, or take any action or post any information or opinions which cast Indian Rivers in an unfavorable light. You should not use a blog or such posts as a vehicle for personal attacks. Another recommended way to safeguard against making inappropriate posts is to take a one-day "cooling off" period before posting about your work, a co-worker, or a patient.
- H. You should assume that people, including co-workers, supervisors, and patients are reading your postings. You should have no expectation of privacy for any of your postings.
- I. While we ask you to be professional at all times, we recognize that federal law may allow you to engage in protected concerted activity under certain situations. We reserve the right to determine appropriate conduct as it relates to our facility.

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SUBJECT: Workplace Violence and Gun Safety	POLICY NUMBER: HR GEN 17 PAGE <u> 1 </u> OF <u> 1 </u> PAGES
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POLICY

It is the policy of Indian Rivers Mental Health Center to ensure the safety and security of its employees and clients at all times. The use of guns and concealed weapons in the workplace is governed by the new Alabama law effective August 1, 2013.

Indian Rivers does not permit any individuals to bring weapons in to any of our facilities. If an employee becomes aware that a client, visitor, another employee, or any individual inside an Indian Rivers facility is in possession of a weapon, the individual should be asked to remove the device from the facility.

Indian Rivers does not and will not tolerate any form of violence in the workplace including, but not limited to, any form of verbal or nonverbal threat or perceived threats of violence.

This policy applies to all employees, guests or other individuals on facility property.

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SUBJECT: Workplace Violence and Gun Safety	POLICY NUMBER: HR GEN 17 PAGE <u> 1 </u> OF <u> 3 </u> PAGES
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PROCEDURE

- A. To ensure that Indian Rivers maintains a workplace safe and free of violence, the company prohibits the possession or use of dangerous weapons on company property.
- B. Under no circumstances will any employee, guest, visitor or other individual bring any gun or concealed weapon inside the facility. Violation of this rule will result in immediate termination of an employee.
- C. Dangerous weapons include, but are not limited to, firearms, explosives, knives with blades longer than 2 inches and any object that could cause physical harm to another person that might be considered dangerous.
- D. Qualified employees who have a concealed weapon permit may bring guns and concealed weapons and keep them in their vehicle in the public parking spaces located adjacent to Indian Rivers Mental Health Center. However, Indian Rivers will not allow employees any type of weapon to be located on property, including the residential facilities. This includes hunting guns and rifles that can be stored in their vehicles at work. To qualify for this, the employee must have a valid concealed weapon permit or a hunting license, the gun or weapon must be unloaded and out of sight, and his/her vehicle must be parked in a designated public parking spot. If an employee is transporting a client in his/her personal vehicle and has a concealed weapon permit, the firearm must be out of sight and unloaded while the employee and/or client is in the vehicle during work hours.
- E. If Indian Rivers or any member of management believes an employee presents a safety risk to himself or others or is otherwise not in compliance with the law, we reserve the right to ask the employee if there is a weapon in his/her vehicle. Indian Rivers may also confirm the employee has followed the law's requirement for securing the weapon. If an employee is found to be non-compliant with the law, the employee can be subject to disciplinary, up to and including termination.

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- F. Indian Rivers will not extend the concealed weapon privilege for guns kept in a locked vehicle in the parking lot to any employee, visitor, or other individual who has been convicted of a violent crime or domestic violence, is subject to any restraining order, has been previously committed to a psychiatric hospital or who has committed prior acts of workplace violence or made violent threats.
- G. Other examples of inappropriate conduct that may be considered threatening or violent include:
- a. Words or conduct suggesting threats of harm
 - b. Words or actions that may harm others or create an adverse, hostile, abusive or intimidating work environment
 - c. Harassing or threatening telephone calls, letters, memos, notes, voice mail, email or other forms of communication
 - d. Threatened or actual harm to an individual or property. This includes property of Indian Rivers
 - e. Threatened or actual contact of a physical or aggressive nature towards another individual or one's self
- H. Any employee who believes he/she has been subjected to workplace violence should report the incident immediately to his/her Department Manager/Coordinator. If the employee is uncomfortable bringing such a complaint to their immediate supervisor, the employee should contact Human Resources or the Executive Director.
- I. All employees should immediately report any incidents of workplace violence and are encouraged to suggest ways to reduce or eliminate risks. Indian Rivers will ensure that no retaliation will be taken against any employee who reports or experiences workplace violence. Human Resources will investigate all reports and action will be taken accordingly.

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- J. Reports of suspected or actual workplace violence will be investigated in a prompt and appropriate manner. Any employee/visitor suspected of engaging in workplace violence or violating any provision of the Alabama gun law or Indian Rivers policy, may be removed from Indian Rivers property in as quick and safe a manner as possible pending the outcome of the investigation. Indian Rivers will take whatever action, if any, it deems appropriate under all facts and circumstances of the case, including calling 9-1-1 or the appropriate local law enforcement personnel.
- K. Violation of this policy will subject the individual to disciplinary action up to and including termination. Indian Rivers will insure that no retaliation will be taken against any employee who reports or experiences workplace violence.
- L. Uniformed and plain clothes law enforcement officers, who can provide law enforcement identification, are permitted to retain their weapons while inside an Indian Rivers facility.
- M. Employees whose position requires the use of sharp objects, including but not limited to, box cutters, pocket knives, etc. will be allowed to retain those objects while inside an Indian Rivers facility.