

Greene Arc, Inc.

Policy and Procedure Manual

582 Parking

Please be advised, the parking spaces that are outlined with blue paint (not the handicapped parking spaces) are designated for Agency vehicles. However, employees that are *utilizing* an Agency vehicle may park their car in those spaces for convenience and safety purposes.

These employees are usually in the Semi-Independent Living Program or the Supported Employment Program, but this is not limited to those programs. Due to their work schedule, they may need to return to the facility after hours when it may be dark.

Therefore, if you are not using an Agency vehicle, please park in the employee parking lot. If you are uncertain where the employee parking lot is located, please speak to your immediate supervisor.

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583 Cellular Phones

Agency Group Homes: Each group home has been issued a cellular phone that is the property of Greene Arc, Inc. As the cellular phone user within your group home or any other group home, please be aware of the following conditions for using the cell phone.

Personal calls are prohibited on these phones. All managers will receive a copy of the bill and will be reviewing all calls (incoming/outgoing). If for any reason there is a personal call that is charged to Greene Arc, Inc., the responsible employee will be held accountable for paying for the call and will be subject to disciplinary action. The disciplinary process will be enforced if personal calls are made using Agency phones. Any reported damages or loss of the cell phone will be investigated. If it is determined that an employee is responsible for the damages, the employee will be responsible to pay all repair or replacement costs and will be subject to disciplinary action.

Main Facility: There is to be no cellular phone use, including hands-free devices, during work hours. Each employee has access to a landline phone, and as such has no reason to use a cellular phone.

Business Cellular Phones Assigned to Employees: Employees that are issued a cellular phone by Greene Arc are allotted 200 anytime minutes, unlimited nights and weekends (9:00 p.m. to 6 a.m.) and unlimited mobile to mobile minutes. If you go over your allotted minutes, you will be responsible for the additional charges and will be subject to disciplinary action.

If the cell phone is lost or damaged, you will be financially responsible and will be subject to disciplinary action. In addition, the costs will be deducted from your pay. The amount owed will be determined according to current market price and availability.

Please Note:

Employees should always attempt to contact other employees first on their assigned landlines, where applicable.

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Anti-Texting Policy: In light of Pennsylvania's anti-texting law, all Greene Arc employees are encouraged to put their full focus on driving. Please be advised of Greene Arc's cell phone policies:

1. Employees who drive a company vehicle may **not** use a cell phone while operating the vehicle.
2. Greene Arc allows for a 15-minute break in the morning and afternoon as well as 30 minutes for lunch. It is during those break times that the Company permits the use of personal cell phones for making calls or sending/reading text messages. Texting throughout the work day is the same as making personal phone calls on Company time, which is prohibited. Time engaged in those activities is, in essence, stealing from the Company.
3. Employees who drive a Company vehicle, who are transporting an individual receiving services and who are being paid mileage, are prohibited from texting while operating the vehicle. It is the law!

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584 Dress Code

1. The personal appearance of Greene Arc employees is important to the Agency because the impression that employees make on the public, other agencies, funders, monitors, family members/caregivers and our individuals influences the image of Greene Arc. Employees are expected to maintain a well-groomed appearance at all times. Employees should use good judgment regarding their appearance, which includes clothing and jewelry. Employees must keep in mind the nature of their work, their own safety and that of coworkers and individuals, as well as the *professional* image that Greene Arc desires to maintain.
2. Employees who will be meeting with external organizations, officials (such as elected officials, funders, monitors), board members, physicians, County staff, attending or conducting presentations, attending meetings or in any other situation, must wear *business or professional attire*.
3. On a daily basis, employees should use discretion and wear proper *business or professional attire* for the *office* environment. Casual attire (such as jean cut pants regardless of color, denim slacks, tennis/canvas shoes, sweatshirt clothing of any type, tank tops, sleeveless dresses or tops, walking shorts/walking short suits, tight short skirts, shorts, skorts, thermal knit dresses/pants/shirts, and camouflage attire) by either sex is unacceptable and not permitted. Employees will be notified if their dress is not appropriate and, at the judgment of their Supervisor, Director or the Executive Director, will be sent home to change. In such case, the employee will need to utilize personal or vacation time to compensate for lost work time.
4. Example of acceptable *office* clothing include: dresses, suits, pant suits, shirts or blouses that either tuck in or come well below the waist, men's dress shirts and ties, dress pants (includes corduroy) denim dress shirt, and long skirts. Leggings may be worn, however, professional appearance is still required. Therefore, appropriate blouse, shirt, tops, etc. must be long enough (mid-thigh) to be acceptable. During summer months, capri pants no higher than calf area may be worn. If you have any questions in regard to proper attire, check with your immediate Supervisor, Director or the Executive Director.
5. Hair styles cannot be extreme in color (i.e., purple) and style, such as spiked hair. Employees with long hair styles should wear hair pulled back off their face and neck to avoid interfering with job responsibilities, such as mechanical or electrical equipment use.

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6. Facial jewelry, such as eyebrow rings, nose rings, lip rings and tongue studs is unprofessional and cannot be worn during business hours or while on duty.
7. No dangling jewelry is to be worn in program areas or residences. A maximum of two sets of small earrings may be worn (no more than two per ear).
8. No visible tattoos. If a staff has a tattoo in an area not concealed by clothing, they must cover the exposed tattoo.
9. Only closed-toe shoes are to be worn in work (program) areas. No open-toe sandals, flip-flops, etc. If employees working in the VTC, but not in a program area, choose to wear open-toe shoes, they must have another pair in the building in case they are needed in an emergency to go into a program area. In regard to this issue, the group homes are not considered "work areas," however, for safety reasons and appearance, flip-flops are not to be worn. Group home staff must wear shoes while on duty, regardless of their shift. Spiked heels and high platform shoes are not safe and should not be worn in any work area or group home. Heels that are two (2) inches high or less are acceptable.
10. **Casual Friday** does **not mean** "dress down" Friday. Blue jeans are a privilege on Fridays, not a right. Jeans are acceptable under the following guidelines:
 - No rips, tears, holes, frays, strains, patches, graphics.
 - No lace ups, extra-large or giant pockets, no sloppy, baggy, oversized jeans.
 - Must be proper length.
 - Jean skirts are acceptable when following dress code policy.
 - Jeans, as well as other pants, shall not be worn tight.
 - Jeans must be neat and clean.
11. Shirts that are **unacceptable** to wear on **Casual Friday** are as follows:
 - Printed T-shirts
 - Hooded Sweatshirts
 - Camouflage/Hunting Attire Shirts
12. Shirts worn on Casual Friday still need to reflect that Greene Arc employees are professionals. Therefore, the dress code remains the same except jeans are permitted on **Casual Friday**. Jeans **are not** acceptable if you have meetings with external organizations on Friday. Professional dress is required.

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13. Tennis shoes may be worn on Casual Friday as long as they are neat and clean shoes.
14. Employee badges must be worn at all times while on duty or on Agency business.
Badges must be visible.
15. Hygiene is very important. Offensive body odor and poor personal hygiene is not acceptable.
16. Exceptions to these standards must be approved by the Executive Director for medical-related problems, special work assignments, or religious exceptions. (i.e., Physicians' prescription for wearing tennis shoes if not a direct care worker).
17. Non-compliance to this policy will result in disciplinary action.

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585 Smoking Policy

Greene Arc - VTC

Greene Arc is a non-smoking/tobacco free facility. Therefore, it is prohibited to use any tobacco products (smokeless tobacco) inside our facility. This includes all Agency vehicles.

Smoking is only permitted at the designated smoking areas while at the Greene Arc facility. These areas have the smoking receptacles available. It is also unacceptable to move smoke receptacles once placed in appropriate location.

It is **prohibited** to smoke while individuals are in the area. Therefore, employees are **not** permitted to smoke while loading or unloading our individuals from vans.

Smoking during a fire drill is **prohibited**. We are conducting tire drills to ensure the safety of individuals and staff. This is not a smoke break.

Please keep smoking to the breaks that you are provided throughout your workday.

Greene Arc Residential Homes

All residential Community Homes are non-smoking/tobacco free. Individuals and staff may smoke at the outside areas of the home (porch, patio, deck, etc.).

Staff are not permitted to leave individuals-served unattended in order to smoke.

All individuals and staff are to practice safe smoking habits and ensure that each outside area provides the proper receptacles to extinguish any smoking material.

Non-compliance to this policy will result in disciplinary action.

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586 Meal Allowance

Employees will be reimbursed at the following rates when required to travel away from the primary work site, otherwise with prior approval from the program Supervisor:

- Breakfast: \$6.00 Maximum – must be between the hours of 12:00 AM and 10:59 AM.
- Lunch: \$8.00 Maximum – must be between the hours of 11:00 AM and 3:59 PM.
- Dinner: \$16.00 Maximum – must be between the hours of 4:00 PM and 11:59 PM.

If you stay overnight for a work-related event, \$30.00 per day is the maximum amount you will be reimbursed.

Employees will also be reimbursed in these amounts when eating out with a client on an approved outing.

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600 First Aid

In the event of a life-threatening emergency, call 911. If an accident or illness should occur, no matter how slight, notify your Manager or Supervisor immediately so that appropriate medical treatment can be administered.

With the number of reported cases of AIDS and other bloodborne pathogens continuing to rise, it is imperative that employees take extreme care in case of an accident, both on and off the job. The transfer of any body fluid (blood, saliva, urine, etc.) may pass on a bloodborne pathogen. Use caution to avoid contact with these body fluids. Each first aid kit contains plastic gloves. Please be sure to use them. If this is not possible, use a strong disinfectant to clean up afterwards.

On the job injuries will be handled in accordance with Workers' Compensation laws. Any employee who is injured while on the job must notify the Supervisor and Human Resources immediately to be eligible for coverage provided under our Workers' Compensation Policy.

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601 Residential Sites – Safety

Any employee who is at a residential site must be sure to keep the screen/storm doors **unlocked** at **ALL** times. It is a fire hazard and mandated by the Department of Public Welfare, who oversees our licensing. It is essential in order to keep our residents safe in case of fire.

The Residential Supervisor will do random surprise overnight fire drills to get a more accurate picture of how we are doing in our evacuation procedures. It will not be unusual for the Residential Supervisor to “show up” in the middle of the night.

If the screen/storm doors are found locked, it will result in the staff responsible receiving disciplinary action.

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602 Fire Drill Policy

- An unannounced fire drill shall be held at least once a month.
- Fire drill must be held during normal staffing conditions and not when additional staff is present.
- A written fire drill record shall be kept of the date, time, the amount of time it took for evacuation, the exit route used, problems encountered and whether the fire alarm or smoke detector was operative.
- Individuals shall be able to evacuate the entire building (or to a fire safe area designated in writing within the past year by a safety expert) within 2-1/2 minutes or within the period of time specified in writing within the past year by a fire safety expert. The fire expert may not be an employee of the home or Agency. Staff assistance shall be provided to an individual only if staff persons are always present at the home while the individual is at the home.
- A fire drill shall be held during sleeping hours at least once every four (4) months.
- Alternate exit routes shall be used during fire drills.
- Fire drills shall be held on different days of the week and at different times of the day and night.
- Individuals shall evacuate to a designated meeting place outside the building or within the fire safe area during each drill.
- A fire alarm or smoke detector shall be set off during each fire drill.

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702 Drug and Alcohol Use

I. STATEMENT OF POLICY:

The Company is committed to maintaining a safe, healthy and productive work environment, which is free from the adverse effects of drugs and alcohol. This policy has been developed to establish guidelines for providing and maintaining such an environment.

II. STATEMENT OF RULES CONCERNING DRUGS AND ALCOHOL:

Employees are required to report for work in a mental and physical condition that allows them to work safely and productively. The following is prohibited conduct under this policy:

1. The use, consumption or sale of alcohol at Company work locations;
2. Reporting for work, working or coming onto Company work locations at any time after having used alcohol or being impaired by alcohol;
3. The use, consumption, manufacture, sale, distribution, transfer or possession of drugs or associated drug paraphernalia, or the misuse of prescription drug medication at Company work locations;
4. Reporting for work, working or coming onto Company work locations at any time after having used drugs or while impaired by drugs; and
5. Notwithstanding anything to the contrary in II(3) or II(4) above, an employee's possession or use of prescription medication is not prohibited, provided (a) the employee has a valid prescription for the medication; (b) the prescribing physician is fully aware of the job duties the employee is expected to perform; and (c) the employee's use of the prescription medication is consistent with the prescribed use.

III. CIRCUMSTANCES UNDER WHICH DRUG AND ALCOHOL TESTING WILL BE CONDUCTED:

Individuals will be tested for drug and alcohol use under the following circumstances:

- Reasonable Suspicion: Drug and alcohol testing will be done when there is reasonable suspicion for the Company to believe that an employee is at work or has reported to work after using drugs or alcohol or while impaired by drugs or alcohol. Any employee to be tested under these circumstances will receive company-provided transportation to the nearest testing facility.

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IV. TESTING PROCEDURES:

The following procedures will be used to test for drugs and alcohol:

- Drugs will be tested using a urine drug test. Alcohol will be tested using a breath alcohol test ("Breathalyzer").
- Laboratory tests of urine specimens for the presence of drugs will be performed by a laboratory facility. Results of all laboratory tests for drugs will be sent to a Medical Review Officer (MRO) for review.
- When collecting urine samples, split samples will be obtained and placed in two containers (A and B). Sample A will be tested. If the results of the initial screening test is positive, a confirmation test will be performed on Sample A. If confirmation results are positive, this will serve as confirmation of a positive test.
- If the MRO determines that the results of Sample A are confirmed as a positive test for drugs, the employee will be offered the opportunity to have Sample B tested at the sole expense of the employee. Testing of Sample B will be conducted in the manner directed by the MRO and according to the standards set forth in this policy. If Sample B tests positive for drugs, this will result in a final finding of a positive test.
- The results of Breathalyzer tests for alcohol are final.
- The types of substances to be tested are:
 1. Marijuana (THC, cannabinoids)
 2. Cocaine
 3. Phencyclidine (PCP - angel dust)
 4. Amphetamines (including methamphetamines)
 5. Opiates (including heroin, codeine and morphine)
 6. Benzodiazepines (including valium and Xanax)
 7. Barbiturates
 8. Methadone
 9. Propoxyphene
 10. Methaqualone (Quaaludes)

Confidentiality of the test results will be maintained by the Company except that such test results may be released to supervisory employees with a need to know the results as part of any disciplinary procure or as otherwise authorized by the employee.

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V. TESTING THRESHOLDS FOR DRUGS AND ALCOHOL:

The detection thresholds shown below will be used to differentiate between positive and negative test findings.

- A. **Urine Tests:** A test yielding a concentration at or above the initial screen threshold listed below will be considered positive and subject to a confirmation test. A confirmation test yielding a concentration level at or above the confirmation threshold shown below will result in confirmation of a positive test.

Substance	Initial Screen Threshold	Confirmation Threshold
Marijuana	50 ng/ml	15 ng/ml
Cocaine	300 ng/ml	150 ng/ml
Phencyclidine (PC)	25 ng/ml	25 ng/ml
Amphetamines	500 ng/ml	250 ng/ml
Opiates	300 ng/ml	300 ng/ml
Benzodiazepines	200 ng/ml	200 ng/ml
Barbiturates	200 ng/ml	200 ng/ml
Methadone	300 ng/ml	200 ng/ml
Propoxyphene	300 ng/ml	200 ng/ml
Methaqualone	300 ng/ml	200 ng/ml

If a test reveals the presence of a prescription drug, the employee will be requested by the MRO to produce a valid prescription for the drug. The MRO will then contact the prescribing physician to inquire if the drug was prescribed, whether its use is consistent with the prescription and if it takes into account the employee's job duties. Failure to provide a valid prescription within five (5) days of request by the MRO will result in a positive test result. If a valid prescription is produced, but the MRO determines that its use was inconsistent with the prescribed use or not consistent with the employee's job duties, such will result in a positive test result. Failure to have a prescription for the drug detected will also result in a positive test finding. Any positive result as described herein will result in the finding of prohibited conduct under this policy.

- B. **Breathalyzer Tests:** Employees who are found to have a confirmed blood alcohol concentration level of .04 or greater for the presence of alcohol will be discharged following a review of the facts by a designated Company official.

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VI. DISCIPLINARY ACTION:

Discipline for a violation of this policy will be administered as follows:

- An employee who engages in any conduct prohibited under Section II, or as otherwise set forth in this policy, will be subject to disciplinary action, up to and including termination;
- An employee who is tested for drugs or alcohol, and whose said test yields a positive result according to the detection thresholds set forth in Section V of this policy, will be subject to disciplinary action, up to and including termination;
- An employee who refuses to submit to a drug or alcohol test required under this policy, who refuses to sign an authorization for release of tests results to the Company, delays or attempts to delay the testing process or fails to cooperate with the Company in obtaining such tests as required under this policy, will be subject to discipline, up to and including termination;
- An employee who fails to comply with any request or direction of the MRO will be considered to have given a positive test and be subject to discipline, up to and including termination; and
- An employee who provides or attempts to provide a urine sample that is not his or her own will be deemed to have given a positive test and will be disciplined, up to and including termination.

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703 Sexual and Other Unlawful Harassment

It is the policy of the Company that harassment of applicants and employees, including sexual harassment, on the basis of race, color, religion, ancestry, national origin, age, gender, genetics, sexual orientation, marital, familial, or disability status or status as a covered veteran or any other legally protected group, is unacceptable and will not be tolerated.

This policy applies to all employees. It covers harassment by employees of the Company (including supervisor and management), customers, vendors or other third parties with whom the Company has business dealings. The Company will not tolerate offensive or otherwise unprofessional behavior which it determines is inappropriate in the workplace, even if it is not sufficiently severe or pervasive to meet the legal definition of a hostile environment.

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, email jokes or statements, pranks, intimidation, physical assaults/contact or violence.

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as follows:

Quid Pro Quo – Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute quid pro quo when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment and/or (2) submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting an individual.

Hostile Environment – Is one which unwelcome sexual advances, requests for sexual favors and verbal or other conduct of a physical nature occur and when such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Some examples of sexual harassment include but are not limited to:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making threatening reprisals after a negative response to sexual advances
- Visual conduct such as leering, making sexual gestures or displaying sexually suggestive objects, pictures, cartoons or posters
- Verbal conduct such as making derogatory comments, epithets, slurs, sexually explicit jokes or comments about an employee's body or dress

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703 Sexual and Other Unlawful Harassment

- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual or suggestive or obscene letters, notes or invitations
- Physical conduct such as touching, assault or impeding or blocking movement and retaliation for reporting harassment or threatening to report harassment

Any employee who feels that he or she has been the subject of harassment (or who has reason to believe that someone else has been the subject of harassment), including sexual harassment, has the obligation to notify his or her supervisor or other member of management in oral or written form. The complainant is expected to provide information that the Company requests, including a detailed account of the incidents complained of, witnesses (if any), dates and other information considered relevant by the Company. A prompt investigation of the matter will be made. All employees (whether complainant, witness or accused) are required to be truthful, accurate and cooperative during the Company investigations. Information obtained during the investigation will only be told to another on a need-to-know basis. As the reporting employee or a witness employee, the Company will not retaliate against you for prompting or participating in the investigation.

The Company prohibits retaliation against any employee who complains of harassment or who participates in an investigation. All aspects of the complaint-handling procedure will be handled discreetly, however, it may be necessary to include others on a need-to-know basis.

All incidents of prohibited harassment that are reported will be investigated. The Compliance officers listed above will immediately undertake or direct an effective, thorough, and objective investigation of the harassment allegations. The investigation will be completed as soon as practicable and a determination regarding the reported harassment will be made and communicated to the employee who complained and to the accused harasser. If a complaint of prohibited harassment is substantiated, appropriate corrective action, up to and including discharge, will be taken. Appropriate action will also be taken to correct the effects of the harassment and to deter any future harassment.

Permissable
day

704 Attendance and Punctuality

Greene Arc expects employees to be reliable and punctual. You should report for work on time and as scheduled. If you cannot come to work or if you will be late for any reason, you must notify your Supervisor, on-call Supervisor and the front desk receptionist 2 hours in advance of the shift start. Employees are required to call in each day they will be tardy or absent.

Unplanned absences can disrupt work, inconvenience other employees and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to disciplinary action, up to and including termination of employment.

Immediate Supervisors are responsible for reviewing and verifying attendance and recording all occurrences.

An **unscheduled absence** will be recorded as one (1) occurrence. Each tardy or unscheduled early departure will be recorded as one-half (1/2) an occurrence. **No occurrence will be recorded for scheduled absence.**

Scheduled absences include: Pre-scheduled sick days, one (1) call-off per month following the current contract guidelines for calling off or a call-off verified by a doctor's excuse. A doctor's excuse must be presented before your next shift or within 24 hours, whichever comes first, stating may return (date) to Greene Arc without restrictions or limitations, that date, to be considered a scheduled absence. Excuses may be received by fax, email or screenshot via cell phone.

Unscheduled absences include: Tardiness and leaving work early before your shift, if not previously approved by Management. Call offs not within the contractual guidelines, calling off without sick time, calling off more than (1) time per month (unless by doctor's order). A doctor's excuse must be presented before your next shift or within 24 hours whichever comes first, stating you may return (date) without restrictions or limitations. As in the past, excuses may be faxed, emailed or screenshot via cell and submitted to Greene Arc, Inc.

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704 Attendance and Punctuality

Supervisors will follow the corrective action progression described below to address unscheduled absences, tardiness and unscheduled early departures. When an employee has accumulated two (2) occurrences, each occurrence thereafter will advance the corrective action process, up to and including termination of employment.

- Verbal warning upon two (2) occurrences
- Written warning upon three (3) occurrences
- Suspension upon four (4) occurrences (3 days without pay)
- Termination of employment upon five (5) occurrences

Sick time usage will be reviewed quarterly. If an employee has not been in violation of the call-off/attendance policy for that quarter, the employee will have up to and/or including one (1) occurrence removed from their corrective action scale. The quarterly cycles will be August 1st, November 1st, February 1st, & May 1st.

It is within the sole discretion of Management to categorize your tardiness or absence as excused or unexcused.

Failure to report for work three (3) consecutive days without approval of Management shall be considered resignation without notice.

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706 Return of Property

The Company may loan you property, materials or written information to help you do your job. You are responsible for protecting and controlling any property we loan you. You must also return it promptly if we ask. If you stop working at the Company, you must return all Company property immediately.

Greene Arc may issue a key(s) to its facilities to an employee. Upon request or at termination of employment, the key must be returned to the Privacy Officer.

Any employee who is issued a cell phone must return it upon request or at termination of employment. If the cell phone is lost or damaged, you will be financially responsible. Amount owed will be determined according to current market price and availability and will be deducted from your pay.

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710 Security Inspections

The Company wants to have a work environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials. We prohibit the possession, transfer, sale or use of these materials on our premises.

We may provide you with desks, lockers and other storage devices for your convenience but these are always the sole property of the Company. Because they are our property, we may allow our representative or authorized agents to inspect them at any time, either with or without advance notice to you. We may also inspect any items that we find inside them.

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711 Disciplinary Actions

Greene Arc, Inc. shall have the sole right to discipline, suspend or discharge any employee for just cause. Discipline should normally be progressive and aimed at correcting an employee's violation of policy or our work rules. Disciplinary action may include any or all of the following: counseling, oral warning, written warning, suspension or discharge.

Section 9 of the Collective Bargaining Agreement more thoroughly explains the areas of discipline and discharge. For employees who are not covered by the Collective Bargaining Agreement, the following four (4) actions of discipline may be applied in an attempt to resolve unacceptable conduct and/or poor performance; attendance concerns; and serious infractions of workplace policies, rules and/or procedures:

1. **Employee Counseling or Verbal Reminder (Documented)** – Employee is counseled by the Supervisor following a minor offense in an attempt to eliminate possible misunderstandings and to explain what constitutes proper conduct. The purpose of a documented verbal reminder is to make certain the employee is fully aware of the misconduct or performance problem and what the Company's expectations are for elimination or improvement of the problem, therefore, enabling the employee to avoid recurrence of the incident. **NOTE:** after two (2) Verbal Warnings have been issued for the same infraction, a Written Warning will be issued for a third offense.
2. **Written Notice** – Employee receives a written notice following serious misconduct or continuation of repeated minor offenses. The purpose of a written notice is to make certain the employee understands the severity of the situation and that further misconduct will most likely result in suspension or discharge.
3. **Suspension or Final Written Warning** – A suspension without pay of up to five (5) days or a final written warning is used to address continuing problems where previous action has been ineffective or following serious misconduct. The purpose of the suspension is to make certain the employee understands the seriousness of the situation, and in the event of a serious infraction, to allow the company time to investigate the situation. The Management Team and Owner will review all suspensions.
4. **Termination** – Employee is discharged as the result of a serious offense or the final step in the accumulation of minor offenses of the same nature. Depending on the seriousness or severity of certain conduct, Supervisors may recommend an immediate written notice, suspension or termination.

Each step of the process will be documented and will become part of the employee's personnel file. Depending on the nature and severity of the offense, the Company reserves the right to bypass one or more steps, as some incidents may be grounds for discharge.

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719 Incident and Accident Reporting

All employees will receive Incident and Accident Reporting training and the Incident and Accident Reporting Manual upon hire. Below is basic information regarding this program.

Daily Hours of Operation: It is Greene Arc's policy that employees are to report any and all incidents/accidents to their **immediate Supervisor**. If something occurs during hours of operation, Monday-Friday 8:00am thru 4:00pm, contact your Supervisor's work phone. If it is extremely important that you speak to your Supervisor and they do not answer their work phone, call their cell phone. Cell phone numbers have been provided to employees.

If your immediate Supervisor is not available, contact **his/her Supervisor** to relay the information. Only when either person is not available should you contact the Executive Director.

After Hours: Greene Arc has established an On-Call system, to which incidents/accidents are to be reported. The number for the On-Call phone is as follows:

**Supported Living Program Personnel Call: 724-998-1332 / 309-299-7937
724-833-2520 / 724-710-4261**

Residential Employees Call: 724-833-2527

This employee will relay the reporting incident to the appropriate person. It is mandatory this procedure be followed, as the On-Call person documents the details of the calls, thus providing necessary information to complete reports. Any employee who has questions about the reporting procedure should contact the Executive Director.

Incidents Requiring Qualified Medical Attention

Direct Care Staff Responsibility: When a situation arises that includes circumstances that are, or might be, affecting the individual's medical well-being, staff are to, as soon as possible, contact their Supervisor or the On-Call Supervisor (depending on the time of day) to report the situation and receive a directive for handling it. **If the incident involves a life-threatening situation, then staff is to proceed according to the EMERGENCY MEDICAL CARE PLAN.**

Management Staff's Responsibility: The Residential Supervisor or On-Call Supervisor will make their determination as to whether or not the individual can be taken to their primary care physician's office or to the emergency room for evaluation, depending on

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719 Incident and Accident Reporting

the time parameters. Then the Supervisor will notify the Director of Residential Services as soon as possible and will take any additional directives from the Director that may need relayed to the staff. The Supervisor will make a detailed entry in the On-Call log and send a detailed email to the Director of Residential Services. The Director of Residential Services will then contact the Executive Director to relay the information and updates as they become available.

Proper Documentation Regarding an Incident:

Supervisor or On-Call Supervisor: In addition to completing the On-Call and/or email documentation, the Supervisor will generate the required HCSIS data (reportable incident).

Direct Care Staff: Staff will generate a detailed case note and will complete a detailed entry of the incident in the individual's log, kept at the group home site.

Follow up information pertaining to the incident will need to be generated by each party accordingly:

- Staff to Supervisor
- Supervisor to Director of Residential and/or Executive Director
- Director of Residential to Executive Director (if not already done by Supervisor)

EMERGENCY MEDICAL CARE PLANS

In the event of a medical emergency, staff on duty will provide the following plan of action:

Residential Program:

1. Staff on duty will immediately call 911 and request an ambulance to provide transportation to the nearest hospital.
2. Staff on duty will attend to the needs of the individual until the ambulance arrives.
3. Staff on duty will notify either their Residential Supervisor or the On-Call Supervisor to inform them of the emergency situation and ask for instructions or directions as to whether the staff should accompany the individual to the hospital. The Supervisor will

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719 Incident and Accident Reporting

determine whether this is necessary, depending on the staff ratio of the house at that point in time. The Residential Supervisor or On-Call Supervisor will go to the hospital.

FRANKLIN ST Supervisor Cell: (724) 998-5079
ROGERSVILLE Supervisor Cell: (724) 710-4950
SCHROYERS Supervisor Cell: (724) 998-5438
PINE ST Supervisor Cell: (724) 998-5438
ON CALL Cell: (724) 833-2527

4. The Residential Supervisor will notify the Director of Residential Services regarding the individual's medical condition. If the Director is not available, the back-up will be the Executive Director.

DIRECTOR OF RESIDENTIAL SERVICES Cell: (724) 757-5064
EXECUTIVE DIRECTOR Cell: (724) 833-2534

5. The Director of Residential Services will notify the Executive Director.

Supported Living Program:

1. Staff on duty will notify the On-Call staff personnel to inform them of an emergency situation and to ask for instructions/guidance.

On-Call Emergency Cell: 724-998-1332 / 309-299-7937 / 724-833-2520 / 724-710-4261
Cell: (724) 998-1332

2. The staff on duty or the On-Call staff will accompany the individual to the hospital.
3. The On-Call staff will notify the Director of Community Programs regarding the individual's medical condition. If the Director is unavailable, the back-up plan is to notify the Executive Director.

Director of Community Programs Cell: (724) 998-1332
Executive Director Cell: (724) 833-2534

4. The Director of Community Programs will notify the Executive Director.

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720 Complaint Form

Greene Arc, Inc. has developed a "complaint form," which will be available from the receptionist in the front office. An additional copy is located in the helpful forms section of this manual.

All complaints will be reviewed by the Executive Director. After the complaint has been received, the Executive Director will contact the person filing the complaint or will notify the appropriate management staff to resolve the complaint.

All filed complaints will be kept in a locked file cabinet for future reference. Retaliation against any employee for appropriate usage of the complaint form is unacceptable.

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877 Proxy Authorization Policy

Under the Mental Health and Mental Retardation Act, the facility directors of mental health or mental retardation facilities become the residents' guardians in situations where the residents do not have family or a different guardian to provide health care decisions consent. 50 P.S. § 4417 ©. The term "director" means the administrative head of the facility and includes superintendents. 50 P.S. § 4102.

Therefore, Greene Arc Inc's Executive Director shall serve as the guardian of any resident who does not have a living parent, spouse, issue, next of kin or legal guardian as full and to the same effect.

Alternatively, in his/her absence or unavailability, it shall be Greene Arc's policy for the Executive Director to designate the Residential Director to serve as the residents' guardian.

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878 Diversity, Equity and Inclusion Policy

Diversity, Equity, and Inclusion Policy

Greene Arc, Inc. is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion.

The individuals we serve are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and Greene Arc, Inc. achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics that make our employees unique.

Greene Arc's diversity initiatives are applicable-but not limited-to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational program; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

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878 Diversity, Equity and Inclusion Policy

All employees of Greene Arc, Inc. have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited an inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from their supervisor or an HR representative.

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879 Mask Policy

The policy for Greene Arc, Inc. employees and individuals regarding no longer needing to wear masks is as follows:

DO NOT COME TO WORK IF YOU ARE SICK OR ILL, NO MATTER THE SYMPTOMS.

- Masks are no longer required, however, all employees and individuals must have a readily available mask in case a surge occurs.
- Social distancing is still required.
- All staff is temped and screened prior to entry each morning. If any staff are fevered or answers yes to any screening questions, they are sent home and back-up staff will take their place.
- All individuals are temped and screened prior to entry on the van. If anyone is fevered or answers yes to any screening questions, they are not permitted to enter the van.
- All individuals are temped and screened prior to entry each morning. If anyone is fevered or answers yes to any screening questions, they are sent home.
- Frequent handwashing is encouraged throughout the day.
- Surfaces are cleaned and sanitized before and after eating.
- Vehicles are sanitized after each trip.
- Restrooms and frequently touched surfaces are disinfected throughout the day.
- Visual and verbal cues are used to remind everyone to practice social distancing.
- If anyone becomes ill throughout the day, they will be taken to the first aid area and their family will be notified to pick them up. Staff will remain with them until they are picked up. If no one answers the phone, a message will be left for them to contact Greene Arc. Every effort will be made to contact the family. If no response is received within 30 minutes to make arrangements for pick-up, the individual will be sent by ambulance to the ER for medical evaluation. Staff will stay with the individual until a family member arrives at the hospital.
- Letters were sent to families and caregivers asking for them to provide an up-to-date home phone number and cell phone number (if applicable).

Should a potential exposure happen here at the day program, those impacted will be notified.

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880 Personal Property

The Company cannot be responsible for personal property that is lost, damaged or stolen. If you bring personal property/items/belongings into the office or on Company property, you are responsible to keep track of them.

If you do bring personal property, you need to understand that it will not be covered under the Company's insurance and, because of limitations on personal homeowners' policies with business property away from the home premises, it may not be covered under your homeowner's coverage either.

The Company prohibits any items on the premises or worksite that are sexually suggestive, offensive or demeaning to specific individuals or groups, along with firearms or other weapons.

881 ISP Team Composition

December 17, 2015

Mandatory Composition of the ISP Team:

- The Individual
 - If the individual is unable to be present, the reason for the absence must be documented on the signature form. The Supports Coordinator will review the results of the meeting with the individual and document this review by having the individual sign the signature form, noting the date the review was held.
- The Supports Coordinator
- The Program Specialist or Family Living Specialist
- The Direct Service Worker for the Licensed Provider
- Other people who are important in the individual's life and who the individual chooses to include

Additional Composition of the ISP Team May Include:

- The individual's family, guardian, surrogate or advocate
- Other Providers of service
- The common law employer or managing employer if the individual has chosen to self-direct

When an individual has a service licensed under 55 Pa. Code Chapters 2380, 2390, 6400 or 6500, no less than three (3) plan team members, in addition to the individual, must attend the ISP meeting. If the individual or surrogate does not wish to attend the meeting, the meeting will proceed as scheduled, with the requirements listed above.

ISP team requirements are according to 55 Pa. Code Chapters 2380, 2390, 6400, 6500: 55 Pa. Code §§ 2380.184(a), 2390.154(a), 6400.184(a), 6500.154(a).

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881 ISP Team Composition

Behavioral Attendance Exception Policy to Biannual ISP Team Meetings

The exception to this policy is as follows:

Biannual Meeting Attendance:

Since there are required monthly reports (“Behavioral Supports Monthly Progress Notes,” etc.) submitted to the SCO, we can “waive” attendance at the Biannual ISP meetings.

NOTE: If the individual is in crisis at the time of the biannual, the SCO expects Behavior Support Providers to attend as part of their responsibility to the individual and team.

NOTE: This exception to meeting attendance is based on the Behavioral Supports Specialist completing their monthly report to the SCO and is void if this does not happen. Additionally, if Providers fall behind in sending their reports/notes and/or the SCO has not received them in a timely fashion, it is the expectation that the Provider again attends the biannual.