



The Family Institute for Health and Human Services

Policies & Procedures BOOKLET

FOR THE STAFF/TUTORS

OF

**The Family Institute of Health & Human Services
Project C.A.R.E.S.**

**AFTERSCHOOL & SUMMER ENRICHMENT
PROGRAM**

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You should read this handbook thoroughly during your orientation, and become familiar with its contents. If you have questions, feel free to ask the Program Director. We encourage you to share with us the common responsibility for making this program a successful one!

1.0 WELCOME

1.1 Message from the Executive Director

I would like to take this opportunity to welcome you to The Family Institute for Health and Human Services: Project C.A.R.E.S I hope that this work will live up to your expectations and your stay will be a rewarding one. I look forward to the opportunity of us working together to create a more successful company. Also, I want you to feel that your employment with The Family Institute for Health and Human Services: Project C.A.R.E.S. will be one that is mutually beneficial and gratifying to you.

The company is pleased to provide you with your “Staff/Tutor Booklet” which outlines the policies and practices currently in effect at The Family Institute for Health and Human Services: Project C.A.R.E.S. I am sure that this booklet will be a helpful reference guide for you during your association with our company.

I ask that you take time to read our MISSION and SERVICE PHILOSOPHY statements so that you can help us embrace and accomplish the goals of our companies. I wish you the best of luck and success in your position, and hope that your employment relationship with our company will be a rewarding experience.

On behalf of the Board of Directors and our staff and I welcome you to our team.

Sincerely,

Tyrone Miller
Executive Director

1.2 OUR MISSION

The Family Institute for Health and Human Services' mission is to advocate, educate, and provide assistance to individuals in our community so that they may live healthy and productive lives.

1.3 SERVICE PHILOSOPHY

Students should have meaningful input into the design and planning of the services that they receive. We believe that the key to student success is instilling hope and a positive sense of self-worth and outlook for the future, while focusing on the student's strengths and helping to empower them to fulfill a meaningful role in life. Our services are built around meeting the needs of the student's that we service. Our services are accessible, timely, outcome oriented, culturally and age appropriate and are built upon what the student's needs as well as their strengths.

1.4 INTRODUCTION

An interesting and challenging experience awaits you as a member of The Family Institute for Health and Human Services: Project C.A.R.E.S. We have written this booklet in order to answer some of the questions you may have concerning the policies of the Company. Please read it thoroughly and retain it for future reference. Should you have any questions regarding any policies and procedures, please ask the Program Director, Natelege Miller

1.5 DEFINITIONS

The term "Staff/Tutor" as used throughout this booklet means those Staff/Tutors providing services for students through The Family Institute for Health and Human Services: Project C.A.R.E.S.

The term "contract" as used throughout this booklet means your contractual agreement with The Family Institute for Health and Human Services: Project C.A.R.E.S.

The term “Company” as used throughout this booklet means The Family Institute for Health and Human Services: Project C.A.R.E.S.

The term “Payroll Administrator and Program Director”, as used throughout this booklet means the designated contact for The Family Institute for Health and Human Services: Project C.A.R.E.S. The Executive Director at his discretion can delegate responsibilities contained in these policies to other supervisory personnel.

The term “students” as used throughout this booklet means the person who is actually receiving service.

The term “Staff/Tutor” as used throughout this booklet means the person who is actually providing the services to the students. The Staff/Tutor works or contracts for The Family Institute for Health and Human Services: Project C.A.R.E.S.

The Term “probationary” as used throughout this booklet means the first 90 calendar days commensurable from the date the Staff/Tutor starts providing services to a students.

1.6 NOTICES TO Staff/Tutors

This booklet is not a contract guaranteeing a contract for any specific duration. Both you and the Company have the right to terminate your contract at any time. No supervisor, manager or Director representative of the Company, other than the Executive Director, has the authority to enter into any agreement for contractual work for any specified period or to make any promises or commitments contrary to the foregoing. Any employment agreement entered into by the Executive Director shall not be enforceable unless it is in writing and signed by both parties.

In drafting this Staff/Tutor Booklet, we have avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to very awkward sentences, we have used the masculine pronoun. This use should be considered to refer to both genders.

1.7 CHANGES IN POLICY

The policies in this booklet are subject to change at the sole discretion of the Company. We strive to notify you of these changes by appropriate means. Changes will be effective on dates determined by the Company, and you may not rely on policies that have been superseded. No supervisor, manager or director have any authority to alter the foregoing. If you are uncertain about any policy or procedure, please check with the Program Director.

1.8 MEDIA COMMUNICATIONS

No Staff/Tutor shall make a public appearance, news release or public speech representing The Family Institute for Health and Human Services: Project C.A.R.E.S. without specific knowledge and prior authorization of the Executive Director. A Staff/Tutor may not speak to the news media as an official or unofficial spokesperson for The Family Institute for Health and Human Services: Project C.A.R.E.S. without prior clearance from the Executive Director. All inquiries from the media should be directed to the Executive Director. If a Staff/Tutor receives a media inquiry, he should respond "I have no authority to respond to your request and you should refer your question to the Executive Director.

2.0 POLICIES

2.1 EQUAL OPPORTUNITY (NC CIVIL RIGHTS) POLICY

The Company provides equal opportunities to all Staff/Tutors and applicants without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related) or sexual orientation in accordance with applicable federal, state and local laws. In addition, the Company complies with applicable state and local laws governing nondiscrimination in every location in which the Company has facilities. This policy applies to all terms and conditions of employment/subcontracting, including, but not limited to, hiring, placement, promotion, termination, and layoff, recall, and transfer, leaves of absence, compensation and training.

2.2 AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) requires an employer to provide reasonable accommodations for individuals with disabilities, unless it would cause undue hardship. A reasonable accommodation is any change in the work environment or in the way a job is performed that enables a person with a disability to enjoy equal opportunities.

If you require an accommodation, you must inform your supervisor that there is a need for an adjustment or change at work for a reason related to a disability. We will respond promptly and to the best of our ability to accommodate the needs of all Staff/Tutors.

2.3 DIVERSITY STATEMENT

The Family Institute for Health and Human Services: Project C.A.R.E.S, Inc, fosters the idea that each one of its Staff/Tutors bring to our company their differences and similarities. These are the things that bring value to our work culture and because of these differences and similarities we are building a powerful work force to reflect the diversity of our communities. In addition, we will build relationships with diverse suppliers, which will provide us with a strong catalyst to help bridge the diversity gap even closer in our business and our community.

2.4 STAFF/TUTOR FILES

The Family Institute for Health and Human Services: Project C.A.R.E.S. maintains a file on each Staff/Tutor. Current Staff/Tutors may review their file upon request and in the presence of authorized personnel. If you are interested in reviewing your file, contact the Program Director.

To ensure that your file is up-to-date at all times, notify the Program Director of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, the individuals to notify in case of an emergency, and so forth. A Staff/Tutor Change in Status Notice will need to be filled out and signed.

2.5 BACKGROUND VERIFICATION AND REFERENCE CHECKS

All Staff/Tutor verification and/or reference request will be referred to the Program Director. The request will be conducted according to The NC Reference Checking Law: Article 43 B of Chapter 1 of the General statutes, which reads: Immunity from civil liability for employers disclosing information as long as the information is true and accurate. Requests for pay verification for credit or mortgage purposes will be referred to the Program Director. In the event that an incident were to occur involving the police after the Staff/Tutor has started providing services, they are to inform Human Resources within 3 business days.

2.6 MOONLIGHTING/CONFLICT OF INTEREST

Staff/Tutors may hold outside jobs as long as they meet the performance standards of their job with the Company. All Staff/Tutors will be judged by the same performance standards and will be subject to scheduling demands, regardless of any existing outside work requirements.

If it is determined that a Staff/Tutor's outside work conflicts or interferes with performance, safety or the ability to meet the requirements of the Company as they are modified from time to time, the Staff/Tutor may be asked to terminate the outside employment if he desires to remain with the Company.

Staff/Tutors are prohibited from engaging in outside employment activities that are the same, substantially the same function and/or the same service type that they are employed to perform for the The Family Institute for Health and Human Services: Project C.A.R.E.S. unless approved by the Program Director and/or Executive Director.

Staff/Tutors of The Family Institute for Health and Human Services: Project C.A.R.E.S. shall avoid conflict of interest and any conduct that may suggest the appearance of impropriety in the disbursement of State or Federal Funds.

If a potential conflict of interest arises, the Staff/Tutor must disclose the potential conflict to the Program Director immediately. Failure to report any conflict of interest can result to disciplinary action up to termination.

Further, the Staff/Tutor shall not vote on or participate in the solicitation, negotiation, formation, award, arbitration, modification, or settlement of any contract or grant when the Staff/Tutor stands to benefit, either directly or indirectly, from such contract or grant.

A Staff/Tutor is not deemed to benefit directly or indirectly from a contract or grant involving any State or Federal funds if he receives only the salary or stipend due to him in the normal course of employment with or service to The Family Institute for Health and Human Services: Project C.A.R.E.S.

2.7 ASSURANCE OF CONFIDENTIALITY

Staff/Tutors who have access to information (automated, verbal, written, experienced, and other) who provides service to any student receiving MH/DD/SAS will be held to strict confidentiality, students receiving this service is protected by confidentiality regulations (10-NCAC 18D, APSM 45-1) as developed by the Division of MH/SS/SAS and by the NC General Status 122C-51 through 56 which insures the privileged and confidential nature of the student information.

Violation of any of the regulations relating to the confidentiality of alcohol and drug abuse patient records may result in a fine of up to \$500 for the first offense and up to \$5,000 for subsequent offenses (Title 42 Public Health, Chapter 2 Subpart A, 408, 2/f).

Failure to comply with the confidentiality regulations (10 NCAC 18D APSM 45-1) and NC General Statues (122C-51 – 56) and the Federal regulations (42 CFR, Part 2) can be grounds for immediate termination by The Family Institute for Health and Human Services: Project C.A.R.E.S. Unique Caring Foundation, Inc., or The Family Institute for Health and Human Services.

2.8 PERFORMANCE EVALUATIONS

All new and re-hired Staff/Tutors work on a probationary basis. The probationary period is intended to give Staff/Tutors the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The company uses this period to evaluate the associate's capabilities, work habits and overall performance. Either the Staff/Tutor or the company may end the

relationship at any time during or after the probationary period with or without cause or advance notice.

A written performance evaluation of each Staff/Tutor will be performed as follows:

- After the first 12 months;
- Then annually thereafter;

The evaluation will be conducted by the Executive Director, Program Director and/or Site Coordinator and will be reviewed with you. Any areas of specific achievement or need(s) for improvement, will be noted and discussed with you.

2.9 SEPARATION FROM COMPANY

A Staff/Tutor may be separated from company voluntarily or involuntarily by retirement, resignation, lack of work, or termination.

2.10 LAYOFF DUE TO LACK OF WORK

The Company attempts to maintain a stable work force, however, business conditions sometimes change to a point that there is not enough work to keep all Staff/Tutors on the payroll. Should such a situation occur the work force may be reduced by lay-off. The lay-off will be determined by the number of Staff/Tutors needed to perform the work available.

2.11 STAFF/TUTOR DISCIPLINARY PROCESS

As a Company team member, Staff/Tutors are expected to accept certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that Staff/Tutors refrain from any behavior that might be harmful to themselves, co-workers, the Company, or that might be viewed unfavorably by current or potential customers or by the public at large. Staff/Tutor conduct reflects on the Company. Staff/Tutors are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that the Company considers inappropriate include, but are not limited to, the following:

- Falsifying employment or other Company records;
- Leaving a students during work hours unsupervised for any reason is strictly forbidden
- Violating the Company's anti-harassment policy;
- Soliciting or accepting gratuities from customers or students;
- Excessive absenteeism or tardiness;
- Excessive, unnecessary, or unauthorized use of Company property and supplies, particularly for personal purposes;
- Reporting to work under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;
- Bringing or using alcoholic beverages on the Company property or using alcoholic beverages while engaged in Company business off the Company's premises, except where authorized;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Theft of property from co-workers, customers, or the Company;
- Unauthorized possession of firearms on the Company premises or while on Company business;
- Disregarding safety or security regulations;
- Insubordination;
- Failing to maintain the confidentiality of Company, customer, or student information, and;
- Excessive abuse of dress code policy;

Should a Staff/Tutor's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory based on violations either of the above or of any other Company policies, rules, or regulations, the Staff/Tutor will be subject to disciplinary action, up to and including termination. Before or during imposition of any discipline, Staff/Tutors may be given an opportunity to relate their version of the incident or problem at issue and provide any explanation or justification they consider relevant. Where appropriate, a policy of progressive Staff/Tutor discipline will be followed by directors, and/or site coordinators. Major elements of this policy include:

1. **VERBAL REPRIMAND:** The first step in the Company's progressive disciplinary policy is the "verbal reprimand". This is a verbal warning to a Staff/Tutor that his conduct is unacceptable, and that repeated or continued failure to conform his conduct or performance to the Company standards will result in more severe disciplinary action. Before receiving a verbal reprimand, a Staff/Tutor will be counseled by his director, manager or supervisor and told what improvements are necessary and expected to correct any performance deficiency (s). The Staff/Tutor will be given a time table as to when the company expects to see improvement of the deficiency (s). A record of the notice of the verbal reprimand may be made and retained in the Staff/Tutor's personnel file.
2. **WRITTEN REPRIMAND.** The second step is a "written reprimand." This reprimand will describe the unacceptable conduct or performance of the Staff/Tutor and specify needed changes or improvements, within a time table that is specified by the company. A copy of the written reprimand will be retained in the Staff/Tutor's personnel file.
3. **TERMINATION.** The final step in the disciplinary procedure is the termination of the Staff/Tutor. If a Staff/Tutor fails to conform his conduct or performance to the standards required by the Company, the Company may, in its sole discretion, terminate the Staff/Tutor's employment.

Notwithstanding this progressive disciplinary procedure policy, the Company reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, eliminate any or all of the steps in the discipline process.

2.12 EXIT INTERVIEWS

Management may conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the company. During the exit interview, you can provide insights into areas for improvement for the company and your specific position.

2.13 RETURN OF COMPANY'S PROPERTY

Any Company property issued to you, such as software, computer equipment, databases, passwords, files, pager, keys, cell phones, must be returned at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your final paycheck, and you will be required to sign a wage deduction authorization form for this purpose.

3.0 STAFF/TUTOR CONDUCT

3.1 ANTI-HARASSMENT POLICY

It is the policy of the Company to maintain a working environment which encourages mutual respect, and fosters respectful and congenial relationships between Staff/Tutors. Harassment in any manner or form is expressly prohibited and will not be tolerated by the Company. Accordingly, Company management is committed to vigorously enforcing this policy against harassment, including but not limited to sexual harassment, at all levels within the Company.

All reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Where harassment is determined to have occurred, the Company will immediately take appropriate disciplinary action, including written warnings and possible suspension, transfer and/or termination.

The Company will not permit or condone any acts of retaliation against anyone who files harassment complaints or cooperates in the investigation of the same.

1. The term “harassment” includes but is not limited to unwelcome slurs, jokes, verbal, graphic or physical conduct relating to an individual’s race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related) or sexual orientation.
2. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:
 - a. Submission to such conduct is an explicit or implicit term or condition of employment.
 - b. Employment decisions are based on a Staff/Tutor’s submission to or rejection of such conduct; or,

- c. Such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.
3. The term "harassment" may also include conduct of Staff/Tutors, supervisors, vendors and/or customers who engage in verbally or physically harassing behavior which has the potential for humiliating or embarrassing a Staff/Tutor of the Company.

A) COMPLAINT RESOLUTION PROCEDURE

The Company provides its Staff/Tutors with a convenient and reliable method for reporting incidents of harassment, including sexual harassment. Any Staff/Tutor who feels that they have been or are being harassed, or discriminated against, is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. In most instances, the person is unaware that their conduct is offensive and when so advised can easily and willingly correct the conduct so that it does not reoccur. If the informal discussion with the alleged harasser is unsuccessful in remedying the problem, or if such an approach is not possible, the Staff/Tutor should report immediately the complained-of conduct to the Program Director or Executive Director.

B) CONFIDENTIALITY

All reports of harassment will be treated seriously. However, absolute confidentiality is not promised nor can it be assured. The Company will conduct an investigation of any complaint that requires limited disclosure of pertinent information to certain parties, including the alleged harasser.

C) INVESTIGATIVE PROCEDURE

Once a complaint is received, the Company will begin a prompt and thorough investigation. The investigation may include interviews with all involved Staff/Tutors, including the alleged harasser, and any Staff/Tutors who are aware of facts or incidents alleged to have occurred.

Once the investigation is completed, a determination will be made regarding the validity of the harassment allegations. If it is determined that harassment has occurred; prompt, remedial action will be taken. This may include some or all of the following steps:

1. Restore any lost terms, conditions or benefits of employment to the complaining Staff/Tutor.
2. Discipline the harasser. This discipline can include written disciplinary warnings, transfer, demotion, suspension, and termination.

If the harassment is from a vendor or customer, the Company will take appropriate action to stop the complained-of conduct.

C) DUTIES OF DIRECTORS, MANAGERS, SUPERVISORS AND STAFF/TUTORS

All Staff/Tutors of the Company, both management and non-management, are responsible for assuring that a workplace free of harassment is maintained. Any Staff/Tutor may file a harassment complaint regarding incidents experienced personally or incidents observed in the workplace. The Company strives to maintain a lawful, pleasant work environment where all Staff/Tutors are able to effectively perform their work without interference of any type and requests the assistance of all Staff/Tutors in this effort.

All Company directors, managers and supervisors are expected to adhere to the Company's anti-harassment policy. All directors, managers and supervisors are responsible for doing all they can to prevent and discourage harassment from occurring. If a complaint is raised, directors, managers and supervisors are to act promptly to notify the Program Director. The Program Director will promptly notify the Executive Director. At this time, Human Resources may proceed with an investigation. If a director, manager or supervisor fails to follow this policy, they will be disciplined. Such discipline may include termination.

3.2 VIOLENCE IN THE WORKPLACE POLICY

It is the intent of the Company to provide a safe workplace for Staff/Tutors and to provide a comfortable and secure atmosphere for customers and others with whom we do business. The Company has zero tolerance for violent acts or threats of violence.

The Company expects all Staff/Tutors to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any Staff/Tutor or company property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any Staff/Tutor who commits or threatens to commit a violent act against any person while on Company premises that Staff/Tutor will be subject to immediate discharge. If a Staff/Tutor, while engaged in Company business off the premises, commits or threatens to commit a violent act that Staff/Tutor will be subject to immediate discharge.

Staff/Tutors within the company share the responsibility in identification and alleviation of threatening or violent behaviors. Any Staff/Tutor who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their supervisor or a member of management.

Staff/Tutors must assume that any threat is serious. If you as an individual feel threatened and need protection, do not hesitate to report the situation to a director, manager or supervisor immediately. Any threat reported to a director, manager or supervisor should be brought to the attention of Program Director. Human Resources will carefully investigate all reports and report findings to the Executive Director. Staff/Tutor confidentiality will be maintained to the fullest extent possible.

3.3 STAFF/TUTOR SAFETY AND HEALTH

It is the policy of the Company to provide its Staff/Tutors a safe and healthy workplace and to follow procedures aimed at safeguarding all Staff/Tutors. Accident prevention and efficiency in production go together; neither should be given priority over the other.

Safety is everyone's responsibility. Every director, manager or supervisor is expected to devote the time and effort necessary to ensure the safety of Staff/Tutors at all times.

RESPONSIBILITIES OF THE Staff/Tutor INCLUDE:

- Obeying the safety rules;
- Supervisor, students(s) during assigned work hours

- Following safe job procedures. Not taking short cuts;
- Keeping work areas clean and free from slipping or tripping hazards;
- Using prescribed personal protective equipment;
- Immediately reporting all equipment malfunctions to a director, manager or supervisor;
- Using care when lifting and carrying objects;
- Observing restricted areas and all warning signs;
- Knowing emergency procedures;
- Reporting unsafe conditions to a director, manager or supervisor;
- Promptly reporting every accident and injury to his director, manager or supervisor;
- Following the care prescribed by the attending physician when treated for an injury or illness.
- Attending all Staff/Tutor safety meetings;
- Participating in accident investigations, serving on safety committee or other loss control activities as needed; Failure to observe these guidelines may result in disciplinary action, up to and including termination of your employment.

3.4 WORKPLACE ACCIDENTS

No matter how insignificant an injury may seem at the time of occurrence, you should notify your director, manager or supervisor immediately of any workplace accident or injury.

3.5 DRUG FREE WORKPLACE POLICY

The policy of the Company is to maintain a drug free workplace. As a condition of continued employment, all Company Staff/Tutors must comply with this policy. The term “workplace” is defined as Company property, any Company sponsored activity, or any other site where the Staff/Tutor is performing work for the Company or representing the Company. The term “drug” as used in this policy includes alcoholic beverages and prescription drugs, as well as illegal inhalants and illegal drugs and/or controlled substances as defined in schedules 1 through V of the Controlled Substances Act, 21 U.S.C. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located, including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP),

crack and amphetamines. A Staff/Tutor who engages in an activity prohibited by this policy shall be subject to disciplinary action, up to and including immediate termination of employment.

- Prohibited activities under this policy include the possession, use, sale, attempted sale, distribution, manufacture, purchase, attempted purchase, transfer, or cultivation of drugs, as defined above, in the workplace, as defined above. Staff/Tutors are also prohibited from being at the workplace with a detectable amount of drugs in their system. However, the use and/or possession of prescription drugs, when taken as directed and obtained with a valid prescription, shall not be a violation of this policy.
- Also, in an effort to continuously provide a safe, efficient and productive work environment, the company can require random drug testing. If there is reasonable suspicion of drug use, the Staff/Tutor will be asked to provide a urine, hair or any other means of drug sampling that the company deem necessary to determine, if any, illicit or illegal drugs or alcohol is evident in his system.
- This policy is not intended to replace or otherwise alter the obligation of the company to comply with requirements of the U.S. Department of Transportation or any other federal, state or local agency that regulates drug testing administration or a particular industry.

3.6 NON-FRATERNIZATION

The Company desires to avoid misunderstandings, actual or potential conflicts of interest, complaints of favoritism, possible claims of sexual harassment, and the Staff/Tutor morale and dissension problems that can potentially result from romantic relationships involving managerial Staff/Tutors and other Staff/Tutors in the Company.

- Accordingly, directors, managers and supervisors are discouraged from fraternizing or becoming romantically involved with one another or with any other Staff/Tutor of the Company. Additionally, all Staff/Tutors, both managerial and non-managerial, are discouraged from fraternizing or becoming romantically involved with other Staff/Tutors, when, in the opinion of the Company, their

personal relationships may create a conflict of interest, cause disruption, create a negative or unprofessional work environment, or present concerns regarding management, safety, security, or morale.

- A Staff/Tutor involved with a director, manager or supervisor or fellow Staff/Tutor should immediately and fully disclose this to the Program Director, so that a determination can be made as to whether the relationship presents an actual or potential conflict of interest. If an actual or potential conflict exists, the Company may take whatever action appears appropriate according to the circumstances, up to and including transfer or discharge. Failure to disclose facts may lead to disciplinary action, up to and including termination.
- All Staff/Tutors should also remember that the Company maintains a strict policy against unlawful harassment of any kind, including sexual harassment. The Company will vigorously enforce this policy consistent with all applicable federal, state, and local laws.

3.7 GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURE

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, and communication, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to your employment with the Company, you should follow the procedure described here for bringing your complaint to management's attention.

STEP I

Talk to the person that you are having the issue (s) with. Document your conversations, and work to try to Find a good solution. After 5 business days

If you are not satisfied:

STEP 2

Talk with the Staff/Tutor's supervisor, and work with him/her to find a good solution. The supervisor has 5 business days to resolve the grievance or complaint

If you are still not satisfied:

STEP 3

Talk to Human Resources Director, and the HR Director will hear and facilitate the process. After 5 business Days and the HR Director can not resolve the grievance or complaint, he/she may create a special “Grievance Committee” to hear your concerns or complaints. At this point the HR Director, will make the Executive Director knowledgeable of the grievance or complaint. The Grievance Committee will hear your concerns or complaints and they have 5 days to try and find a good solution.

If you are still not satisfied:

STEP 4

The HR Director will help you file a grievance with The Family Institute for Health and Human Services: Project C.A.R.E.S. Corporate Compliance Committee. The Committee will hear your concerns or complaints, and they have 5 business days to try to find a good solution.

If you are still not satisfied:

STEP 5

File a grievance with The Family Institute for Health and Human Services: Project C.A.R.E.S. Board of Directors. The HR Director can also tell you how to contact the Board of Directors. After The Board receives your grievance, they will notify you within 5 business days of receipt of your concerns. They will find a solution to resolve your concern or complaint within 15 business days.

The Company does not tolerate any form of retaliation against Staff/Tutors availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the Company from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where the Company deems disciplinary action appropriate.

4.0 TRAINING & CREDENTIALS

4.1 Staff/Tutor Training

The company provides in-house and out source training for its Staff/Tutors to complete. The training (s) are required in which every Staff/Tutor who provides a service to the student must be trained in the following modules:

- a) First Aid/CPR
- b) Blood Borne Pathogen
- c) HIPPA
- d) Orientation

An exception for a Staff/Tutor to not attend training (s) will be made if the Staff/Tutor can provide current certificates of the training (s) to the Program Director.

Also, the Staff/Tutor is required to have the following documents and credentials completed and returned to the Program Director within the 1st 30 calendar days of employment:

- a) Automobile Declaration Page
- c) Copy of High School Diploma or BA/BS Degree.

30 calendar days prior to the expiration of a Staff/Tutor's training (s), it is their responsibility to check the training schedule (s) and let the Program Director know when they will be taking the class or classes so that their training (s) will not expire. The **ONLY** trainings, documents and credentials that **are exempt** from expiration are:

- Orientation

If a Staff/Tutor is found in violation of these training standards, their ability to provide service (s) is subject to suspension until their training requirements are in compliance.

5.0 HOURS OF OPERATION AND BREAK POLICIES FOR OFFICE STAFF

5.1 HOURS OF OPERATION

By being ready, willing and able to service our students efficiently, while competing fairly in the marketplace, the company's main office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday.

5.2 PAY PERIOD BEGINS AND ENDS AND PAY DAY

The company's 1st pay week begins on the first day of the month and ends on the last day of the month.

All Staff/Tutors will be paid on the fifteen of each month. For paydays falling on a Saturday or holiday, you will be paid the prior business day. For paydays falling on a Sunday, you will be paid the following business day. If you are absent on payday and someone else is to pick up your check, it will not be released without a signed, handwritten note from you authorizing the named person to pick it up. The person designated to pick up your check will be asked to produce identification satisfactory to management; otherwise, your check will not be released. Any deviations from this procedure must have prior approval from an officer of the company. **All pay checks can be picked up after 3:00 PM on pay day unless the request is approved by the Executive Director.**

Vacation pay will be paid on the regular pay cycle. If you resign, final settlement of services or wages will be made no earlier than the next regular pay cycle, or in accordance with state law, whichever is sooner.

If you are terminated, you will be issued a check on the next regular payday, or in accordance with applicable state law, whichever is earlier.

5.3 ABSENTEEISM AND TARDINESS

The Company expects all Staff/Tutors to assume diligent responsibility for their attendance and promptness because reporting to work as scheduled is an essential part of a Staff/Tutor's job and is required by the company to ensure our continued ability to provide excellent customer service. If you

are absent and or tardy, or if you produce substandard work, then we all pay the price by losing the confidence of the customer.

It is extremely important that you be punctual in your arrival for work at the beginning of the workday or shift to which you are assigned, because our students are depending on you – the Staff/Tutor. If you know that you will be absent or late arriving for work, notify your director, manager or supervisor personally or by voice mail no later than two hours before your scheduled start time. In the event of a disabling sickness or accident occurs while performing your duties, notify your director, manager or supervisor immediately.

If you are absent for three or more consecutive workdays, a statement from a physician may be required before you will be permitted to return to work. In such instances, the Company also reserves the right to require you to submit to an examination by a physician designated by the Company at its discretion.

Unexcused or excessive absenteeism or tardiness may be grounds for disciplinary action, up to and including termination. If you are absent for three or more consecutive business days and fail to properly report your absences, this will be considered a resignation of your position and you will be terminated for abandonment of your job.

An absence is defined as a failure to report to work. For purposes of this policy, the following are not considered absences:

- Approved Bereavement
- Work Related Injuries/Illnesses
- Jury Duty
- Approved Leave of Absence
- Approved Military Leave of Absence

5.4 EMERGENCY OFFICE CLOSING

It is the policy of the Company that offices be open during normal working hours in order to provide the service our students require and expect from us. The Company has the sole discretion in determining if the office is to be

closed in the event of inclement weather, power or other utility failure, fire, flood, earthquake, or some other emergency.

The Company realizes its obligation to Staff/Tutor's physical well-being and strives to maintain a safe place for Staff/Tutors to work. The occasional emergency situation that may arise needs to be handled efficiently and calmly. Your director, manager or supervisor will advise Staff/Tutors of procedures to be followed when offices are closed because of inclement weather or when emergencies arise during the day. If the office is closed for a full day or more, the Staff/Tutors will not be paid, but they will have the option to use any accrued but unused paid time off. If they elect they can make this time up within the same pay period when the office is not regularly scheduled to be open, providing that the Staff/Tutor is a non-exempt Staff/Tutor.

5.5 TIME SHEETS

Each Staff/Tutor is responsible for keeping track of time sheets. The time sheet is used for payroll records that must be maintained accurately at all times. Each Staff/Tutor will be expected to keep a time sheet that should coincide with their hours worked. Each Staff/Tutor must sign his time sheet. Any discrepancies should be resolved by the Site Coordinator and/or Program Director. All time sheets must be submitted the last work day of each month. It is the Staff/Tutor's responsibility to make sure that their time sheets are submitted to payroll. There are **NO** exceptions to this policy.

5.6 RATE OF PAY

Rates of pay vary according to your qualifications and previous work experiences, and a successful, stable work record. Rates for one particular student/service cannot be compared as being relative to any other. Any pay increase or adjustment in pay will be awarded on an individual basis dependent upon your performance and your overall contribution to the Company's profitability.

6.0 OPERATIONS POLICIES

6.1 APPEARANCE

Dress, grooming and personal cleanliness standards contribute to the morale of all Staff/Tutors and affect the business image of the company. During business hours, Staff/Tutors are expected to present a clean and neat appearance and to dress according to the requirements of their position: the following are the guidelines for our Staff/Tutors' appearances:

- Earrings and Body Piercing; Earrings: no more than 2 earrings per ear;
- Body Piercing: Other body piercing that is visible at work is not acceptable. This includes, but is not limited to tongue, nose, eyebrow, cheek, hands, fingernails and navel.
- Facial Hair: Mustaches, goatees and beards are allowed, provided that they are neat, trimmed and groomed.
- Hair: Hair must be clean and neat, moderately styled and conservative in color.
- Make-up and Fragrances: Make-up must be conservative and not excessive. Fragrances (or body odor) which may be considered overpowering and offensive are not acceptable.
- Tattoos: Tattoos which may be considered offensive should not be visible during work hours.
- Clothing:
 - A) No tight fitting skirts, shirts, shorts, jeans, dresses, blouses, etc. will be allowed
 - B) No low cut shirts, blouses, tops, etc., will be allowed
 - C) No offensive slogan tee shirts will be allowed

Staff/Tutors that appear for work inappropriately dressed can be sent home and directed to return to work in more suitable attire. Non-exempt Staff/Tutor's pay can be docked if sent home to change. It is the discretion of management in determining whether or not Staff/Tutors are in compliance with this policy. Items not specifically addressed by this policy will be addressed by management on a case by case basis. Any violation of these guidelines may result in disciplinary action up to and including termination.

Friday has been designated as an optional "dress down/jean day." Acceptable Friday dress may include polo shirts, casual pants, jeans (no rips, tears, or patches), casual skirts/shorts, and sneakers/tennis shoes.

Staff/Tutors should seek clarification regarding the appropriateness of dress from their director, manager or supervisor.

6.2 PERSONAL PHONE CALLS AND VISITORS

During business hours, you are requested not to make personal calls. No long distance or toll calls such as directory assistance, other than Company business calls, are to be made from company telephones. If it is absolutely necessary that you make a toll call from work, you must charge it to your personal calling card or home number. Telephone records are subject to periodic review by management.

Personal visits of friends and family members to the work site are discouraged. In the event that you do have a personal visitor, they must sign in and out.

6.3 USE OF COMMUNICATION SYSTEMS

It is the intent of the Company to provide the communication systems necessary to conduct business. Staff/Tutors are expected to adhere to proper use of all communication systems. These include but are not limited to the Telephone, Electronic Mail (E-Mail), Facsimile, Internet, Corporate Intranet, Voice Mail, Computer Terminals, Modems and Systems Software. Staff/Tutors are permitted use of Company property and must comply with Company policies and procedures regarding its use.

The communication systems are owned and operated by the Company and are to be used for the business of the Company. Staff/Tutors should have no

expectation of privacy of any correspondence, messages or information in the systems.

The Company reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of corporate correspondence, and are subject to the same internal and external regulation, security and scrutiny as any other corporate correspondence. E-Mail communications must be written following customary business communications practices as is used in Company correspondence. E-Mail communications are official internal Company communications, which may be subject to summons in legal proceedings. Work-related messages should be directed to the affected Staff/Tutor(s) rather than sending a global message to all Staff/Tutors unless expressly authorized by management.

The Company's communication systems shall not be used as a forum to promote religious or political causes, or an illegal activity. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation are also prohibited on the Company's communication systems.

Staff/Tutors shall not attempt to gain access to another Staff/Tutor's personal communications system and messages. The Company, however, reserves the right to access a Staff/Tutor's messages at any time, without notice to the Staff/Tutor.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

6.4 INTERNET CODE OF CONDUCT

Access to the Internet has been provided to office staff members for the benefit of the organization and its students. It allows Staff/Tutors to connect to information resources around the world. Every office staff member has a

responsibility to maintain and enhance the Company's public image, and to use the Internet in a productive manner. To ensure that all Staff/Tutors are responsible, productive Internet users and are protecting the Company's public image, the following guidelines have been established for using the Internet.

a) ACCEPTABLE USE OF THE INTERNET

Staff/Tutors accessing the Internet are representing the Company. All communications should be for professional reasons. Staff/Tutors are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Internet Relay Chat channels may be used to conduct official Company business, or to gain technical or analytical advice. Databases may be accessed for information as needed. E-Mail may be used for business contacts.

b) UNACCEPTABLE USE OF THE INTERNET

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-company business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the Company network or the network of other users. It must not interfere with your productivity.

c) COMMUNICATIONS ON INTERNET

Each Staff/Tutor is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language may be transmitted through the system. Staff/Tutors who wish to express personal opinions on the Internet are to use non-Company Internet systems.

d) SOFTWARE

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads require prior management approval.

e) COPYRIGHT ISSUES

Office Staff members while using the Internet may not transmit copyrighted materials belonging to entities other than the Company. One copy of copyrighted material may be downloaded for use in research. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright of license agreements may result in disciplinary action from the Company, up to and including termination, or legal action by the copyright owner.

f) SECURITY:

All messages created, sent or retrieved over the Internet are the property of the Company, and should be considered public information. The Company reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. You cannot change your computer password without permission from your Program Director or Executive Director.

g) HARASSMENT

Harassment of any kind is prohibited. Messages with derogatory or inflammatory remarks about an individual or group's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation will not be permitted.

h) VIOLATIONS

Violations of any guidelines listed herein may result in disciplinary action, up to and including immediate termination. If necessary, the Company will advise appropriate legal officials of any illegal violations.

6.5 CUSTOMER RELATIONS

The Company strives to consistently provide students with a product and service that is of exceptional quality and value.

In order to realize our commitment to excellent customer service, we expect the following from each of our Staff/Tutors:

- Provide courteous service in a prompt and efficient manner.
- Establish and maintain positive relationships with students by gaining their trust and respect through professional, honest interaction and performing job duties during assigned work hours.
- Handle complaints quickly and professionally. Never argue with a student, parent, or stakeholders. If you are unable to resolve the complaint to the customer's satisfaction, review the situation with your supervisor or manager.

Communication with your students, parents, or other program stakeholders should be handled in a straight forwarded professional manner whether in person, or over the telephone.

Always remember that you are the Company and our reputation and the perception of the company is attributed to each Staff/Tutor.

6.6 GIFTS AND FAVORS

No Staff/Tutor shall solicit or accept for personal use, or for the use of others, any gift, favor, loan, gratuity, reward, promise of future employment, or any other thing of monetary value that might influence, or appear to influence, the judgment or conduct of a Staff/Tutor in the performance of their job.

Staff/Tutors should not accept solicited or unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or cultural events, holiday baskets, flowers, etc.)

Staff/Tutors are not to give, offer, or promise directly or indirectly anything of value to any representative of a student a potential student/parent, school, community center, community organization, a vendor or potential vendor, financial institution or potential financial institution with whom the Company has or may have a business relationship.

6.7 SOLICITATIONS AND DISTRIBUTION OF LITERATURE

It is the intent of the Company to maintain a proper business environment and prevent interference with work and inconvenience to others from solicitations and/or distribution of literature.

Group meetings for solicitation purposes, distributing literature, circulating petitions in work or sales areas is prohibited unless it is approved by the Program Director or the Executive Director as a Company-sponsored event. The following guidelines will apply throughout the Company, and there will be **NO** exemptions.

- Staff/Tutors will not engage in any solicitation of other Staff/Tutors for any purpose whatsoever during working hours or in work areas.
- The Company's facilities may not be used as a meeting place that involves solicitation and/or distribution of literature.
- In order to maintain good customer relations and preserve the professional work environment, Staff/Tutors may not wear any insignia, badge, or button on their person, (except for "I have Voted Sticker) nor display any insignia, badge, or button on their desk or in their work area, excluding professional designation awards.
- Human Resources will approve and post all information that is displayed on the Company's bulletin board or make available for review or distribution to Staff/Tutors.
- Trespassing, soliciting or distributing literature by non-Staff/Tutors is prohibited on Company premises.

6.8 COMPANY PROPERTY

In an effort to ensure the safety and welfare of Staff/Tutors and invitees, the Company reserves the right, on reasonable suspicion that Company policy is being violated, to conduct searches or inspections which includes, but is not limited to, Staff/Tutor's work area, desks, and any other property located on Company premises or work sites. Entry on Company premises or work sites constitutes consent to searches or inspections.

6.9 WEAPONS

It is the intent of the Company to provide a safe and secure workplace for Staff/Tutors, students, students' customers, visitors and others with whom we do business. The Company expressly forbids the possession of firearms on company property. The Company has "zero tolerance" for possession of any type of weapon, firearm, explosive, or ammunition. Company property includes, but is not limited to, all company facilities, vehicles, and equipment, whether leased or owned by the Company or its student. In addition, firearms in Staff/Tutor-owned vehicles parked on company property are strictly forbidden.

The possession of firearms on company property may be cause for discipline including immediate termination of employment. In enforcing this guideline, the Company reserves the right to request inspections of any Staff/Tutor and their personal effects, including personal vehicles while on company premises. Any Staff/Tutor who refuses to allow inspection will be subject to the same disciplinary action as being found in possession of firearms.

Staff/Tutors within the company share the responsibility of identifying violators of this guideline. A Staff/Tutor who witnesses or suspects another individual of violating this guideline should immediately report this information to their on-site supervisor.

6.10 SMOKING

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in company offices and facilities is strictly prohibited. You should familiarize yourself with those areas throughout the premises where smoking is either permitted or prohibited. For your convenience, these areas have been marked clearly. Because the company may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Please contact the Program Director if you have any questions regarding the smoking policy. Complaints regarding violations of this policy may be filed under the Company's complaint resolution procedure, which is described elsewhere in this section of the booklet.

6.11 COMPANY VEHICLES

The following are specific policies related to vehicles leased or owned by the company:

- Any Staff/Tutors/transportation drivers transporting students must have a valid driver's license and be insurable by the company's automobile insurance carrier. Any changes in the status of your driver's license (revocation, suspension, DUI, etc) must be reported immediately to your supervisor.
- Obey all traffic laws and speed limits; wear seat belts at all times; maintain a safe speed for road, traffic, and weather conditions; practice defensive driving techniques.
- Daily records must be kept for all mileage driven.
- Company vehicles will be driven only for transportation to approved destinations and will not be driven for private use unless approved in advance by the Executive Director.
- Only authorized Staff/Tutors are permitted to drive or ride in a company vehicle.
- Only the driver assigned to the vehicle is authorized to sign for gasoline, oil, etc. All charge receipts must include: Name and address of the Vendor, Date of Purchase, Number of gallons purchased, Amount Paid, and License Plate number.
- Alcohol or illegal drugs will **NOT** be allowed in a company vehicle at any time
- No driver who has been drinking alcoholic beverages or is under the influence of drugs will be allowed to drive a company vehicle.
- Vehicles must be properly maintained and kept clean at all times.
- Report accidents to management immediately, regardless of perceived damage.
- Any damage to a company vehicle caused by a Staff/Tutor carelessness or neglect is the responsibility of the Staff/Tutor. In the event of damage, the Staff/Tutor assigned to the vehicle will be responsible for the expense up to the current insurance deductible. Any Staff/Tutor who misuses a company vehicle or is no longer insurable by the company's insurance carrier may be subject to dismissal.

7.0 EQUIPMENT & RECORDS

7.1 EQUIPMENT DISPOSAL AND RECORDS RETENTION

It is the policy and procedures of The Family Institute for Health and Human Services: Project C.A.R.E.S. to not to dispose of any equipment or records unless it has been approved by the Program and/or Executive Director. When disposing of equipment the Program and/or Executive Director will follow the guidelines set by the grantor that funded that specific equipment. In addition, all records must be kept for a minimum of 7 years after the completion of the grant. This may be done electronically or with a hard copy. HIPPA guidelines will be followed at all times.

8.0 PROGRAM POLICIES & PROCEDURES

8.1 PROGRAM GOALS

Our goal is to provide a safe, nurturing and stimulating environment for school age children to assist in increasing academic performance and homework completion. We will do this by offering an afterschool program with hands on learning activities, tutoring and homework assistance. We will also offer enrichment opportunities for students to be exposed to activities, such as: arts, music, technology, recreation, nutrition, and health.

We strive to:

- Increase Students EOC/EOG scores in Math and English
- Reduce the student dropout rate
- Improve school Attendance
- Help students develop social & interpersonal skills
- Provide physical and recreational activities
- Strengthen family relations
- Provide family nights for parents and students

8.2 ORIENTATION

Each staff member will attend an individual or group orientation session prior to reporting to their assigned center to work with student. The orientation provided by COPI staff includes an explanation of the code of conduct, the role of the Program Director and expectations of the Site Coordinators, job expectations (including infractions which will bring about termination) and other general program information.

8.3 PROGRAM REQUIREMENTS & BENEFITS

The following in-service training topics will be offered annually:

Principles of good nutrition

Proper hand washing, OSHA requirements, and sanitation techniques

Proper procedures in administration of medication

Recognizing early signs of illness and determining when there is a need for exclusion from the facility

Accident prevention and safety principles

Reporting requirements for communicable and infectious diseases

Positive guidance for management of children

Development of the brain

Participant/parent grievance processes

Employee grievance processes

In addition to the above areas of training, we also require weekly planning meetings to discuss program concerns, upcoming events/activities, and field trips.

All Site Coordinators are required to attend a monthly meeting to discuss site preparation, attendance, behavior problems, snack, field trips, available training opportunities, etc.

All Site Coordinators are required to complete and submit monthly paperwork rolls, sign in/out sheets, snack reports, databases and incident/accident reports to the office each month.

Each staff member will have designated duties at their center. It is the responsibility of the Site Coordinators to designate these duties. It is also the responsibility of the Site Coordinators to compile a bi-weekly schedule of hours of each staff member to be submitted to the office on time sheets.

Every employee will have a set schedule of hours to be worked. These schedules will be determined by the Program Director. All regular employees are expected to devote full attention to the performance of their assigned duties. No outside employment, school nor activity shall interfere in any way with an employee's efficiency or work schedule.

We encourage your outside activities, (college, PTA, doctor, dentist, etc), but you must schedule these activities around your work schedule. All 21st CCLC employees will follow the Charlotte Mecklenburg Schools calendar with the exception that some teacher work days will be scheduled as program days to enable special activities. Time off when the program is in session is not allowed.

A full week is Monday through Friday for staff and Monday through Thursday for Tutors. During a week that a holiday or school closure day may fall, staff members may not get a full pay period. There is no holiday pay, annual leave, or sick leave or health benefits for tutors and part-times staff. Extra hours may be added on a pay period for various reasons. Some of these reasons may be parent teacher conferences, family nights, school coordinated activities, etc.

8.4 CHAIN OF COMMAND

Tutors are to report to the Site Coordinator for any decision making. The Site Coordinator is to report to the Program Director for decision making. The Program Director reports to the Executive Director. These decisions include requesting time off, schedule changes, supply requests, etc.

8.5 STUDENT'S HEALTH AND SAFETY

8.51 Emergency and Disaster Plan

Dial 911 in the event of an emergency followed by immediately contacting the Program Director. Our program has an emergency and disaster plan which follows the schools' procedures for reporting emergencies and evacuating the facility. This written plan is at the school and immediately accessible to all staff, substitutes, and volunteers. Evacuation plans are posted in prominent locations of each room or area of the site. The program holds monthly fire drills and semiannual disaster drills which are documented. The program is inspected annually by the local fire authority and maintains fire extinguishers with a current tag.

Evacuation center: If there is an emergency or disaster which requires us to leave our center, we will evacuate as directed by emergency personnel.

The program emergency and disaster plan is as follows:

The person in charge at each Center is the Site Coordinator.

The person with decision making authority is the Program Director.

People who will be notified in case of an emergency include: The Executive, Program Director, parents/guardian, school officials, and site administrators.

Personnel assignments for specific tasks during emergencies and disasters:

Site Coordinator: After dialing 911 and informing the Project C.A.R.E.S. office, inform the school office of the emergency and collect the roll book.

Tutors: Gather student into a line and keep them calm.

Steps followed by staff for emergencies and disasters:

Fire: In case of fire, the following steps will be taken by staff:

Student line up in a single row
Staff takes roll book
Exit according to evacuation plan/map
Remove student from the premises
Take roll
Wait until it is clear to re-enter the school

The disaster will be reported to the school principal and Program Director. See posted evacuation plan/map for how the students and staff will be evacuated:

Power Failure: In case of power failure the following steps will be taken by staff:

Student line up in a single row
Staff takes roll book
Exit according to evacuation plan/map, if necessary.
Remove student from the premises, if necessary.
Take roll
Wait until it is clear to re-enter the school

The power failure will be reported to the school principal and Program Director. See posted evacuation plan/map for how the students and staff will be evacuated:

Other Disasters such as toxic spills, water line breaks, gas line breaks, etc.: The following steps will be taken by staff if the disaster creates structural damage or if it poses a health or safety hazard:

Student line up in a single row
Staff takes roll book
Exit according to evacuation plan/map
Remove student from the premises
Take roll
Wait until it is clear to re-enter the school

The disaster will be reported to the school principal and Program Director. See posted evacuation plan/map for how the students and staff will be evacuated:

8.6 NON-ENGLISH SPEAKERS

We will provide differentiated instructions for all Non-English learners. We will use volunteers, school counselors, and Project C.A.R.E.S. staff to assist us with making parent to Non-English speakers.

8.7 COMMUNICATING WITH PARENTS, STUDENTS, AND THE COMMUNITY

In order to provide the quality care and service to students and their families, and the community we need to make sure the relations between the parents, staff, school principal, other school personnel and The Family Institute for Health and Human Services: Project C.A.R.E.S. program office is positive. We need to keep an open line of communication to make sure that the program is a success. We have provided various types of documentation for Site Coordinators, Tutors, and Directors to ensure that we are successfully keeping lines of communication between all program stakeholders.

8.8 ARRIVAL AND DEPARTURE FROM THE PROGRAM

Students may walk to and from the program if a walking release form is submitted by the parent or legal guardian. Students who are not walkers will be provided free transportation via CMS school bus and/or The Family Institute for Health and Human Services: Project C.A.R.E.S. Students needing to leave early for any reason must sign out and the parent or guardian will be contacted immediately. If they are being picked up by an adult he/she must sign them out. The adult must complete a sign out form and the student's parents will be contacted immediately. If a student leaves the program without signing out or accompanied by an adult he/she may be dismissed from the program.

8.9 STUDENT CONDUCT AND DISCIPLINE

In recent years, working closely with students has become a concern to some professionals. Fear of accusations of child abuse, or other inappropriate behavior, has made many professionals feel they are in a potentially liable position. If professionals follow some basic guidelines, they will be better protected from a situation where a student misinterprets actions or even accuses the staff member of abuse.

Do not be in a room alone with a student with the door closed. It is often necessary to interview or talk with a student in a one-on-one arrangement, however, invite a third person into the room or have the door open.

Avoid sitting on a couch together. Sitting in separate chairs, even side by side, is more respectful of personal boundaries.

Never make sexual innuendos to student. Even if you think they seem innocent, they may be misinterpreted. For example: "I like the way you look in that short skirt," would be better said as, "You look nice today." Never tell jokes which have sexual overtones.

Never give a student a full frontal hug. A side hug around the shoulders is more appropriate.

Never touch or squeeze a student on the trunk of his or her body. Touching on arms and shoulders is more appropriate.

A minimum of two staff are required at each center at all times.

Never physically punish a student. Don't spank, hit or slap a student. If you feel as a professional that you are in a vulnerable situation when interviewing or counseling a student, you may obtain a third party or audio record the session.

Always respect student's personal space. Some student have difficulty with any kind of touch. If a student seems to pull back, even when patted on the shoulder, for example, watch his or her body language and don't invade his or her personal space.

Be sensitive of the above situations. Don't be fearful that all supportive touching must be avoided. Young people need supportive touch. Just be sure the time, place and circumstances are appropriate for the touching.

Be sensitive to the student.

Maintain positive communication. Develop a positive and empowering conversational atmosphere with the student.

8.91 Discipline

It is the goal of the Project C.A.R.E.S. 21st CCLC program to guide student in becoming successful, responsible, cooperative participants in this program through positive, non-threatening teaching techniques. We want to increase the student's respect for themselves by guiding them to become responsible for their own actions, and to help them grow in their respect for the rights and feelings of other people. It is our policy to avoid forms of discipline that might impair the student's self-respect. The staff's role is one of a strong leader helping student grow towards self-discipline and self-direction. Every effort will be made to obtain information that will help us understand your student. This may include conferences with parents, classroom teachers, program director, program service manager, Site Coordinator, staff assistants and school principals. When behavior problems arise, student will be given options. We will find out what works best for each student.

PROJECT C.A.R.E.S. ENCOURAGES POSITIVE BEHAVIOR REWARDS SUCH AS:

- ✓ Project C.A.R.E.S Bucks for good behavior to be used to purchase an items
- ✓ Monthly parties if everyone has good behavior

✓ Other forms of positive guidance such as:

- ❖ Listen to student's concerns and answer their questions
- ❖ Treat each student with respect and dignity
- ❖ Be sensitive to all cultures
- ❖ Encourage creativity, growth and foster self-esteem in each student
- ❖ Assist each student in recreational and educational development
- ❖ Provide positive reinforcement and mild consequences to the student for negative conduct
- ❖ Redirection

The following rules help staff, parents, and student understand the expected conduct at our program:

- If inappropriate behavior occurs, the concern will be discussed with the student and a written warning will be given. The incident will be documented.
- If inappropriate behavior continues, a second warning will be given and the parents will be notified. The incident will be documented.
- If inappropriate behavior still continues, a third warning will be given and the student will be suspended for an appropriate number of days. The incident will be documented.
- Continued behavior problems may result in permanent dismissal.

Disciplinary measures will NOT include any of the following:

- Corporal punishment including hitting, shaking, biting, pinching or spanking
- Binding or tying to restrain a student's movement
- Use of abusive, demeaning or profane language
- Forcing or withholding of food, rest or toileting
- Confining a student in a locked closet, room or similar area

8.10 REPORTING REQUIREMENTS FOR WITNESSING OR SUSPICION OF ABUSE, NEGLECT, AND EXPLOITATION OF STUDENT AND HOW TO MAKE A REPORT

CALL THE HOTLINE AT **1-800-392-3738**, The Children's Division staff this hotline 24 hours a day, 7 days a week, 365 days a year. They will take information from you and respond to child abuse and neglect.

HAVE COMPLETE INFORMATION, Children's Division needs specific information to be able to respond to a complaint of abuse or neglect.

Be sure you have:

- the name of the child
- the name of the parent(s)
- the name of the alleged abuser
- where the child can be located

You will also be asked:

- Is the child in a life-threatening situation now?
- How do you know about the abuse/neglect?
- Did you witness the abuse/neglect?
- Were there other witnesses and how can they be contacted?

Notice to Mandated Reporters, Effective August 28, 2004: If you are required to report child abuse or neglect because of your occupation, you may no longer make an anonymous call to the Hotline.

CONSIDER IDENTIFYING YOURSELF, If you are not required by occupation to report, you don't have to identify yourself when you make a hotline call, however being able to contact you later helps CD workers do a more thorough investigation. They may need to ask you for more information during the investigation process.

8.11 SUPERVISION AND PROTECTION OF STUDENT

Students must be supervised at all times. Our supervision includes maintaining minimum student to staff ratios. The Program Director will ensure that ratios are adjusted to maintain optimal levels of supervision. Staff will record when student arrive, when they leave, and with whom they leave if dismissed early.

When student are in a large group, such as: outside on the playground, during off-site activities, or on a field trips, participating in a special mixed group activities, supervision and protection will be maintained. We may exceed the maximum group size for a period of time for a planned activity or transition time.

The outdoor areas shall be considered an outdoor classroom and an extension of the learning environment. Student shall only use age appropriate equipment while exercising outdoor play. Program safety rules apply in outdoor areas as well as indoor areas.

8.12 MEDICAL EMERGENCY OR INJURY INVOLVING STUDENT

If there is a serious injury to student, the Site Coordinator will contact emergency personnel and contact the parents or legal guardian, Program and Executive Director immediately. If a parent or legal guardian cannot be reached, the Site Coordinator will then contact the student's emergency contact person.

8.13 MEDICATION ADMINISTRATION

Our program do not allow for the administration of medications. You should not administer medications of any kind prescription or non-prescription for any reason. In the event that a child needs a medication administered contact his/her guardian to come and administer the medication.

8.14 FIELD TRIPS

Parents will need to sign permission slips for every field trip. If child does not have a permission slip they will not be able to participate in the planned field trip.

If there are delays with the return of a field trip, program staff on the field trip will notify the Program and Executive Director immediately, then parents or legal guardians will be notified by a program staff member.

8.11 FOOD SERVICE

We provide nutritional snacks to each child daily when attending our afterschool program.

For those students attending our Summer Enrichment Program they are provided breakfast and lunch by Charlotte Mecklenburg School Child Nutrition Program and a snack provided by The Family Institute for Health and Human Services: Project C.A.R.E.S. daily.

8.12 EXCLUSION OF STAFF AND YOUTH

The Family Institute for Health and Human Services: Project C.A.R.E.S. 21st CCLC program will provide a healthy environment for students, tutors, and staff. Parents need to keep sick youth home because of the threat of carrying contagious diseases. If a student has a contagious disease, the youth must be removed from the program until proper treatment has been completed and/or the doctor releases the student. Appropriate verification of treatment may be requested of the parent.

We do not care for ill students. If youth show signs of illness after arriving at the facility, we will separate the ill youth from the other youth. The youth will be supervised and kept in a quiet area away from others until someone comes to pick him/her up. When youth become ill, the Site Coordinator will contact the parent/guardian and require the youth to be removed immediately from the program. If a parent cannot be reached, the youth's emergency contact numbers will be called.

Staff and youth will be excluded if they have a communicable or infectious disease or parasite. The day a communicable illness or parasite is discovered in our program we will

inform the student's parent. The child will not be allowed to continue participating in our program until we have a signed Doctor's order stating that it is o.k. for the student to return to our program.

**STAFF/TUTOR POLICY & PROCEDURES ACKNOWLEDGMENT
FORM**

I acknowledge that I have received the Company’s Staff/Tutor Booklet (“the Booklet”), dated August 2014 and I have read the violations of the policies contained in this Booklet.

I further understand that the information contained in the Booklet represents policies, procedures, and guidelines for the Company and that the Company reserves the right to modify the Booklet or amend or terminate any policy, procedure, or Staff/Tutor benefit program at any time.

I further understand that no director, manager or supervisor or representative of the Company, other than the Executive Director has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Booklet, I should direct these questions to the Program and/or Executive Director.

Staff/Tutor SIGNATURE:

___/___/___
DATE:

NAME PRINTED: