

# Zumbro House, Inc.

## Policies and Procedures

### **Non-Contract Statement**

The policies and procedures in this manual are not intended to be contractual commitments by **Zumbro House, Inc.** and employees shall not construe them as such.

The policies and procedures are intended to be guides to management and are merely descriptive of suggested procedures to be followed. **Zumbro House, Inc.** reserves the right to revoke, change or supplement guidelines at any time, for any reason, without notice.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

### **“At Will” Employment Statement:**

**Zumbro House, Inc.** is an employment “at will” employer. All employees hired by **Zumbro House, Inc.** are hired “at will.”

*Zumbro House, Inc.*  
*525 Commons Drive, Woodbury, MN 55125*

# Table of Contents

## **EMPLOYMENT POLICIES**

Non-Contract and Employment "At Will" Statement	1
Company Goals, Philosophy and Purpose	4
Continuity of Policies - Right to Change or Discontinue	4
Equal Opportunity Policy	5
Recruitment	5
Transfer Policy	5
Scheduling Requirements	6
Progressive Discipline	6
No Call No Show	6
Time Off Requests	7
Employee Selection and Development	7-8
Background Study Policy	8
Position Qualifications	8-9
Employment Classifications	9
Float Position	10-11
New Hire Orientation/Program Position Orientation	12-13
Harassment	13
Supervisor/Employee Professional Boundaries	13-14
Drug/Alcohol Abuse	14
Smoking	15
Employee Work Related Injury or Illness Reporting, Investigation & Prevention	15-17
Return to Work After Serious Injury or Illness	18
Performance Improvement	18-20
Separation of Employment/Off Boarding Lead Counselor	20-22
Grievance Procedure	23
Employment Disputes	23
COVID-19 Vaccine Policy	23
COVID-19 Testing Policy	23
	24

## **Compensation**

Payroll Procedures	24-25
Equal Pay	26
Job Description	26
Workday	26
Pay Advances	26
Overtime Compensation	26
Rest Periods	27

Performance Review	27
Salary/Wage Administration	27
Final Pay Request	28
Payroll Deductions	28
<b>Employee Benefits</b>	<b>28</b>
401K	28
Dental Group Plan	28
Paid Time off (PTO)	29
Holidays	30
Leave of Absence/Family Medical Leave (FMLA)	30-31
MN Parental/Pregnancy Leave/Nursing	32-33
Personal Leave & Military Leave	33-34
Bereavement Leave	34
Jury Duty	34
Voting	34
Employee Incurred Expenses & Reimbursement	35
Relocation of Current or New Employees	35
<b>Fleet Usage and Driver Safety Policy</b>	
	<b>35-37</b>
<b>Miscellaneous Policies</b>	
Confidentiality and Use of Company Information and Intellectual Property	38
Confidentiality of Company Information — E-Mail/Internet	38
Staff Reimbursement for Damaged or Stolen Property	39
Conflict of Interest and Non-Competition	39
Gratuities to Government Employees or Officials	39
Gratuities of Gifts From Person Served /Legal Representatives	39
Political Activities	40
Employee Privacy	41
Telephone and, PDA's	41
Social Media Policy	41
Employee Conduct Policy	41
Attire and Grooming Policy	41
	42
Visitors	42
Employee of the Month	43

## Company Goals, Philosophy and Purpose

**Zumbro House, Inc.** is a progressive and innovative leader in the development of community-based services for individuals with developmental disabilities and high behavioral needs. It is the intent of **Zumbro House, Inc.** to cater to the small handful of individuals that, despite numerous attempts at community based support services, are not able to maintain behavior that does not threaten their ability to function adequately in the community.

**Zumbro House, Inc.** is a therapeutic community that offers a seamless system of behavioral supports that will address each person's served specific behavioral needs through individualized programming. A comprehensive assessment is performed upon admission for every person's served, so that intervention recommendations may be presented to the team based on the determined function of the target behavior(s). In addition to individualized treatment programs, **Zumbro House, Inc.** maintains a structured environment in which the safety of the person's served and others is ensured through vigilant supervision. The provision of a safe and therapeutic environment that rewards and encourages more adaptive behavior is instrumental in helping our persons served succeed in the community.

Person Centered Planning is the backbone of our program. Rather than shaping the person to fit the environment, we shape the environment to fit the person. Operating under the assumption that no behavior is arbitrary and that there is a purpose behind every human action, it is first important to look at the internal and external factors that may be driving the behavior. Once this is accomplished, through various quantitative and qualitative data collection mechanisms, we are in a position to employ environmental manipulations or medical interventions that will help curb maladaptive behaviors.

**Allowing individuals to maintain their community-based status promotes the concept of inclusion, integration and self-determination, which is our primary goal.**

## Continuity of Policies - Right to Change or Discontinue

The policies and procedures in this manual are not intended to be contractual commitments by **Zumbro House, Inc.** and employees shall not construe them as such. They are intended to be guides to management and merely descriptive of suggested procedures to be followed.

**Zumbro House, Inc.** reserves the right to revoke, change, or supplement these guidelines and policies at any time and for any reason, without notice. Such changes shall be effective immediately upon approval by management unless otherwise stated.

No policy is intended as a guarantee of continuity of benefits or rights, or should be construed as a contract. No permanent employment or employment for any term is intended or can be implied by statements in this manual.

## Equal Opportunity Policy

**Zumbro House, Inc.** is an Equal Opportunity employer.

**Zumbro House, Inc.** will not in any way discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or other category prohibited by law. Compliance is met in all areas of Title VII of the Civil Rights Act of 1964 as amended, section 503 of the rehabilitation Act of 1973 as amended, 38 U.S.C. 2012 of the Vietnam Era Veterans Readjustment Assistance Act, and the Americans with Disabilities Act.

**Zumbro House, Inc.** will evaluate the performance of its management personnel on the basis of their involvement in achieving a work environment free from discrimination. Any employee of this organization, who does not comply with this policy, will be subject to disciplinary action, up to and including termination of employment. Any subcontractor of **Zumbro House, Inc.** not complying with all applicable Equal Opportunity laws, directives and regulations of federal, state, and local governing bodies or agencies thereof, will be subject to appropriate legal sanctions, and the subcontracting relationship will be dissolved.

An employee involved in a complaint against the agency for a violation of this policy, or any applicable federal, state or local anti-discrimination law(s), will not incur disciplinary action - either formally or informally, due to the complaint.

**Zumbro House, Inc.** will not terminate, suspend or otherwise create or support a hostile work environment for employees involved in a complaint against the agency.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay and other forms of compensation or overtime.

## Recruitment

**Zumbro House, Inc.** aggressively recruits individual through all levels of the organization. Company positions may be filled by either transfer or promotion of existing employees or by new employees who are recruited or apply. Recruitment may be conducted through advertising, employment agencies, schools, employee referrals or technical and trade referrals. Supervisors/managers should consider the most appropriate method of recruitment for filling departmental positions. All recruitment shall be conducted in an ethical, professional and non-discriminatory manner.

**Zumbro House, Inc.** provides equal employment opportunity to all applicants on the basis of demonstrated ability, professionalism, motivation, experience and training.

## Transfer Policy

An applicant must have at least completed in good standing their 90 day probationary period in his or her current position before applying for another company position. This includes current employees applying for a transfer to a different schedule or at a different location within the same position. **Zumbro House, Inc.** reserves the right to grant exceptions based on company needs. All present employees are encouraged to review the requirements for each position and apply for those positions in which they are interested. All positions will be filled through internal or external sources by the most qualified individuals without regard to age, color, race, national origin, religion, gender, disabilities or veteran status. An employee must complete a transfer email me form on the Zumbro House website which is sent to Human Resources to be considered for the position. Human Resources will contact the employee and may conduct a reference check with the employee's supervisor. Human Resources and Program will then approve or deny the request for a transfer. Then, Human Resources and the supervisor will negotiate a transfer date within a reasonable period of time.

## **Scheduling Requirements**

Employees are expected to arrive on time for their scheduled shift, and to stay the duration of their scheduled shift unless a late arrival or early departure is authorized by the designated supervisor. If an employee has an unexpected event occur and are unable to work their scheduled shift they must notify their designated supervisor as soon as possible.

### **Program Position Scheduling Requirements**

Consistency in staffing is critical to the success of our persons served thus it is essential that staff work their scheduled shifts on a consistent basis. Employees are expected to stay the duration of their scheduled shift until they are relieved. Under no circumstances will a person's served be left alone and unsupervised, regardless of whether the shift has ended or not.

If an employee is unable to work a shift, he/she is expected to notify the designated supervisor as soon as possible. In only extraordinary circumstances may an employee give less than eight hours notice of non-attendance for a shift.

The schedule is based on the needs of the persons served; therefore, at times program employees must be willing to flex their work schedule and location to accommodate the staffing needs of the program. Direct service staff may be required to be temporarily assigned to a different sites within their scheduled hours per supervisor directives. Failure or refusal to temporarily relocate program sites or flex work hours to accommodate the needs of the persons served /agency will result in forfeiture of hours and disciplinary action.

### **Progressive Discipline Policy – Administrative Staff**

Should there be a concern regarding an employee's work performance or adherence to Zumbro House policy, the immediate supervisor will either email or discuss in person the following items

- review the performance infraction,
- review expectations for future performance,
- review information regarding possible consequences in the event of further infractions.

The supervisor will provide documentation of the above communication to the Human Resource Department for the personnel file. This policy is meant to provide documentation record of any and all policy infractions from the most minor to severe. The frequency and severity of the infractions will determine if any additional disciplinary action will be indicated, up to and including termination of employment.

#### **NO CALL/NO SHOW:**

If a DSP has two (2) No Call / No Shows back to back, they will be a considered a voluntary resignation/job abandonment. This applies to Lead/ Charge DSP's as well.

## TIME OFF REQUESTS:

**Zumbro House, Inc.** requests a one week notice for scheduled time off of one day or less and a two week notice for scheduled time off of two days or more. Requests should be made in writing on the designated "time off request form" and should be submitted to the employee's supervisor within the appropriate time frame. A DSP's time off request must be approved by management. Charge/ Lead's time off will be approved by the Director of Nursing/ Program Director. A time off request submission is not an automatic or assumed approval for the time off. Program Employees who submit requests for time off are responsible to find their own shift replacement, with approval from the designated supervisor. Employees who are not entitled to PTO may request permission from their supervisor/manager to take up to one week of unpaid time off.

## Employee Selection and Development

**Zumbro House, Inc.** provides equal opportunity to all applicants 18 years or older on the basis of demonstrated ability, professionalism, motivation, reliability, experience, training, and potential. Qualified persons are selected without prejudice or discrimination as stated in the company's Equal Opportunity Policy.

The employment requisitions, initiated by the supervisor/manager, will define the job-related tasks and qualifications necessary to assume the position. The defined tasks and stated qualifications will be the basis for screening applications. The supervisor/manager will conduct structured initial interviews limited to job-related questions to assess each candidate's experience, demonstrated ability, motivation and training. Initial interviews may be conducted via telephone.

Recruiting is only one part of continued employee development, which is a five-part process designed to help retain good workers. The employment development process includes (1) recruitment, (2) interviews, (3) conditional offer, (4) training and (5) evaluation.

**Recruitment:** involves a variety of factors:

- Develop a job description
- Find candidates through
  - employee referral
  - job fairs
  - job boards

**Interviews:** may include a variety of factors:

- Telephone screens to determine if candidates met the job description
- Initial one-on-one interviews
- Follow-up interviews with upper level management may be indicated for some positions
- Check references and background studies

Before extending an employment offer and upon the applicant's prior agreement, at least two applicant references may be checked, per the guidelines developed by the Department of Labor. The reference data is used only as supplemental information for the hiring decision.

**Conditional Offer:** Based upon job description requirements, key terms and agency needs. Following employment, the references and interview notes must be retained for a minimum of one year.

Upon acceptance of conditional offer, the candidate will be required to provide documentation of identity and employment eligibility in accordance with federal law at orientation. (*Reference Page 12 & 16 of the Policies and Procedures Manual*)

**Training:** Per 245D and Comprehensive Home Care licensing requirements ongoing training will be provided. Additional training resources are available on request by the employee or the employee's supervisor.

**Evaluation:** In an ongoing effort to support, enhance and develop the employee workforce, **Zumbro House, Inc.** will provide regular supervision and as necessary provide constructive feedback.

Supervisors will provide the following:

- New employees will receive a 90 day probationary period, based on quality of performance as it relates to the job description.
- Written and verbal warnings, coaching and re-training, as needed
- Annual Performance Reviews for all employees based on Zumbro House common review date.

## **Background Study Policy**

All persons hired by or volunteering for **Zumbro House, Inc.** in a direct care capacity or a position that requires direct contact with persons served of Zumbro House, Inc. shall undergo a background study as required by the Minnesota Department of Human Services. Employees are hired on a provisional basis until results of the background study are received from DHS. Should an individual's background study results disqualify him/her from providing direct care or having contact with persons served of **Zumbro House, Inc.** then employment with **Zumbro House, Inc.** will be terminated. Individuals may begin employment with **Zumbro House, Inc.** prior to the receipt of background study results. However, employment prior to the receipt of these results must be considered provisional and contingent upon background study clearance. Results are typically received with 30 days of submission.

- The completion and mailing of the background study form is documented in the employee personnel file.
- Regardless of circumstances the employee will be required to submit a new background study if the gap \*\*\* is 30 days or greater.
- Employees are notified of receipt of background study results.
- Employees disqualified by DHS from having direct contact with persons served by Zumbro House, Inc. will be removed from direct contact immediately, and their employment will be terminated.

## **Position Qualifications**

Zumbro House, Inc. will ensure that employees meet or exceed minimum qualifications based on position and program. Those with a conditional offer, who are found at any point to have knowingly falsified any information given during the application process, will be subject to immediate termination of employment.

### **Program Position Qualifications:**

Program Director will have as a minimum or exceed one of the following:

- four year degree in a field related to service provision, and one year work experience with person serviced with intellectual disability, mental illness or related conditions
- a two year degree in a field related to service provision, and two years work experience with person served with intellectual disability, mental illness or related conditions
- a diploma in community based developmental disability services, from an accredited post secondary institution and two years work experience with intellectual disability, mental illness or related conditions.



The Program Director will supervise, support, and evaluate the following:

1. oversight of responsibilities designated in the persons served ISPs/CSSPs
2. instruction and assistance to staff implementing the ISPs/CSSPs directives
3. evaluation of the effectiveness of service delivery, methodologies, and progress on person's served outcomes based on the condition set for objective change
4. reviewing of incident and emergency reports, identification of incident patterns, and implementation of corrective action to reduce recurrence
5. taking the action necessary to facilitate the accomplishment of the outcomes for each person's served as specified the persons served ISPs/CSSPs
6. supervising all direct care staff to ensure implementation of persons served ISPs/CSSPs and the policies and procedures of **Zumbro House, Inc.**
7. ensuring compliance with all county, state and federal standards

All other direct support staff will be hired based on the following criteria:

1. sincere motivation to work with individuals with developmental disabilities
2. previous experience working in the field or applicable life experience
3. education level
4. certifications or licenses applicable to direct support work
5. professional presentation during telephone prescreening interview
6. professional presentation and appearance during face to face interview
7. ability to verbally communicate background and experience clearly
8. results of reference checks and background study
9. driving record

## Employment Classifications

There are three classifications of employees:

**Regular Full-time** — An employee who is regularly scheduled to work a minimum of 40 hours per week.

**Regular Part-time** — An employee who is regularly scheduled to work less than 40 hours per week.

**Temporary** — An employee hired for a position required for only a specific, known duration, usually less than nine months, and who is not entitled to regular benefits. A temporary employee may be full-time or on-call.

All employees are classified as exempt and nonexempt according to these definitions:

**Exempt (salaried)** — Positions of a managerial, administrative or professional nature, as prescribed by federal and state labor statutes, which are exempt from mandatory overtime payments.

**Non-Exempt (hourly)** — Positions defined by statute, which are covered by provisions for overtime payments.

## Float Position Expectations

Zumbro House resident support and care depends on our dedicated Float team. Like all employees, reliability is a key and being on time is also critical!! As a Float, the primary role is to cover for vacant shifts and with changing locations the Float impacts lives all across the Zumbro House system.

- START OF SHIFT
  - Clock into ADP upon arrival to work and clock out when leaving shift, wherever the assignment is located.
  - Float staff always start their shift at Pleasant. While waiting for an assignment complete assigned duties at Pleasant until deployed.
  - Once assigned the Float is expected to leave immediately and arrive to the assigned location within 15 minutes. If weather or traffic prohibits timely arrival within a 15-minute window, the Float must call the manager who made the assignment, and inform them of the delay.
  - If a Float is assigned to a location due to primary staff not being present and the staff shows up after the float has arrived, the Float must contact the PC to determine where they are to go next. If it is determined that the Float is not needed at the site, the Float will return to Pleasant immediately.
  
- TRANSPORTATION
  - Float staff must use their own vehicle for transportation. Zumbro House vehicles are not to be used for transportation between sites. Zumbro House vehicles are only to be used for activities and appointments with ZH residents.
  - Residents are NEVER transported in personal vehicle.
  - Any employee who has a change in driving status/ license MUST contact HR immediately.
  
- RESIDENT CARE & FOCUS
  - Floats, like all employees, should be engaged in resident care and service and not use their cell phones for personal use or watch television.
  - To communicate it is important that Floats accept calls or receive texts at all times during their shift.
    - When answering the cell phone, Floats are to professionally address the caller and provide their name.
    - Floats must accept any jobs at any location, from all Program Coordinators (PC) and Program Directors (PD). Floats may never decline an assignment.
    - If a call or text comes in while driving, please safely pull over to the side of the road to take the phone call or return the text
    - If a Float's cell phone number has changed or has become disabled, the Float must immediately update Human Resources with the new phone number.

- AT ASSIGNED SITE
  - Check Point of Care for the times of medication passes and who will receive medications during the shift.
  - Check voicemail, emails and communication log to get updates or any pertinent information.
  - Review site specific programming such as the activity schedule and meal plan.
  - Review program books and be familiar with which documents are to be referenced if there are any questions (PAPP, IAPP, CSSPA, Snapshot).
  
- END OF SHIFT
  - Clock out when leaving shift, wherever the assignment is located.
  - Prior to departing from a shift, the Float EmailMe Form must be submitted:
    - Zumbrohouse.com
    - Employees Only
    - DSP Shift Report Form
    - Float Shift Report
      - Your Name
      - Date of Shift
      - Select Shift Worked
      - Location You Were Called To
      - Name of Person who Requested Transfer and What Time did they call
      - Time of Transfer and Time Left
      - Other Sites Worked
      - Tasks Performed during Your Shift

## New Hire Orientation

It is the policy of **Zumbro House, Inc.** to provide all employees with the knowledge and skills necessary to effectively perform their duties. Each employee will participate in an orientation program to receive the supervision, assistance, and training necessary to ensure the health, safety, and protection of rights of each person and to be able to implement the responsibilities assigned to **Zumbro House, Inc.** in each person's coordinated service and support plan or coordinated service and support plan addendum.

### Documents completed upon hire

1. Complete job application form and sign authorization to contact previous employers and/or educators.
2. W4 and I9
3. DHS Background Study

### Orientation to Program Needs

1. Job description
2. Maltreatment reporting and service planning for vulnerable adults
3. Rights
4. Principles of person-centered service planning and delivery
5. EUMR and what constitutes the use of a restraint, time out, and seclusion
6. Staff responsibilities related to prohibited procedures
7. Basic first aid
8. Payroll procedures
9. ADLs, IADLs
10. Coordinated service and support plan, coordinated service and support plan addendum
11. Individual abuse prevention plan; program abuse prevention plan
12. Medication setup, assistance, administration procedures; medical equipment as needed
13. Mental health crisis response and de-escalation techniques
14. Documentation requirements
15. Emergency procedures; fire escape plan and severe weather plan
16. Incident reporting
17. Medal program
18. Bloodborne pathogens
19. HIPAA and data privacy compliance
20. Policies and procedures
21. Positive Support Rule
22. Prevention of Sexual Violence
23. Safe transportation
24. Comprehensive RN supervised training (if applicable); TB blood draw (if applicable)
25. Tour of assigned program location; supervised on-the-job training: job- and site-specific functions

### Ongoing Training

**Zumbro House, Inc.** provides its direct service employees with ongoing training designed to meet the needs identified in the persons served CSSP/ISP and will focus on meeting the person's need regarding health, safety, and rights protection. Training will also be provided in other areas as identified by **Zumbro House, Inc.** management in order to enhance the employee's ability to provide competent and qualified care for the individuals we serve.

Employees will complete ongoing training to meet the following minimum standards:

1. If the direct care employee has been employed for less than five years, the employee will complete 24 hours of training annually.
2. If the direct care employee has been employed for more than five years, the employee will complete 12 hours of training annually.

It is the employee's responsibility to complete required training and/or provide documentation of required training from other sources. Trainings will be conducted through staff meetings, one-on-one training, electronic learning curriculum, and/or pre-approved outside sources.

Training received by the staff person from sources other than the license holder in the same subjects as identified in 245D.09 subd. 4 may count toward the orientation and annual training requirements if received in the 12-month period before the staff person's date of hire. All training will be documented for each employee and maintained in the employee's personnel file.

## **Harassment**

**Zumbro House, Inc.** is committed to providing a work environment that is free from all forms of harassment. The most productive and satisfying work environment is one in which work is accomplished in a spirit of mutual trust and respect. Harassment is defined as conduct or actions implied or explicit based on race, color, creed, ancestry, national origin, age, disability, sex, marital status, sexual orientation, membership or activity in a local organization that it interferes with a person's work or creates an intimidating hostile or offensive work environment.

Sexual Harassment, as defined in this policy, includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature (e.g. signs or posters), or requests for sexual favors. Sexual harassment influences or tends to affect the career, salary, working conditions, responsibilities, duties, or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment.

**Zumbro House, Inc.** encourages employees to report any harassment they feel they have experienced to their supervisor, Human Resources, or the company President. Supervisors will inform Human Resources of any reported harassment and all reports of harassment will be investigated. Any form of harassment characterized above is considered to be a major violation of company policy. The parties directly involved will be notified of the investigative findings and their options. Corrective action will be implemented immediately upon conclusion of the investigation.

## **Supervisor/Employee Professional Conduct**

Adverse workplace behavior or behavior that affects the workplace that arises because of personal relationships will not be tolerated. Any personal relationship with any employee who reports to the supervisor must report the situation to Human Resources immediately. The nature of the relationship that is prohibited by this policy includes dating, romantic involvement, and sexual relations; close friendships are strongly discouraged in any reporting relationship. The company will then decide what, if any, actions are necessary to take in regard to assignments and jobs.

Additionally, any business transactions between employees are prohibited. This includes buying or selling goods, soliciting, and/or hiring for any non-**Zumbro House, Inc.** related purposes.

Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and the risks associated with alcohol use. Alcoholic beverages shall not be served or used on the **Zumbro House, Inc.** premises at any time. Alcoholic beverages shall not be used in conjunction with any company business meeting.

## **Drug Abuse/Alcohol Abuse**

This policy is implemented because we believe that the impairment of any **Zumbro House, Inc.** employee due to his or her use of illegal drugs, misuse of legal drugs, chemical abuse or due to alcohol abuse is likely to result in the risk of harm to other employees, the impaired employee, or to third parties, such as persons served, customers or guests. Moreover, drug and alcohol abuse adversely affects employee morale and productivity.

“Impairment” or “being impaired” means that an employee’s normal physical or mental abilities or faculties while at work have been detrimentally affected by the use of illegal drugs, misuse of legal drugs, chemical abuse or alcohol use.

The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to termination. Likewise the use, possession, transfer or sale of any illegal drugs on company premises or in any **Zumbro House, Inc.** storage area or job site is prohibited. Employees who violate this rule are subject to termination. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of the company.

When an employee is involved in the use, possession, transfer or sale of illegal drugs in violation of this policy, the company may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the employee’s supervisor and the personnel director. **Zumbro House, Inc.** is aware that chemical abuse is a complex health problem that has both physical impact and an emotional impact on the employee, his or her family, and social relationships. A drug abuser is a person who uses illegal drugs or misuses legal drugs, as defined above, for non-medical reasons, and this use affects job performance detrimentally or interferes with normal social intercourse at work.

A supervisor/manager who suspects drug or alcohol abuse should discuss the situation immediately with his or her supervisor/manager. Because each case is usually different, the handling and referral of the case must be coordinated with the supervisor/manager and the Director of Human Resources.

The company is concerned with its employee’s privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the company shall maintain employee medical and personal information in confidence and release this information to authorized company personnel on a “need to know” basis. An exception to this policy is when the employee signs a release for the transfer of such information on forms acceptable to the company to designated persons or agencies.

Nothing contained in this section shall eliminate or modify the company’s right to terminate any employee at any time for any reason.

Criminal conviction for the sale of narcotics, illegal drugs or controlled substances will result in corrective action up to and including termination. Any employee convicted of criminal drug use or activity must notify Human Resources no later than five days after the conviction.

## Smoking

**Zumbro House, Inc.** recognizes the rights of individuals who are smokers and non-smokers in the living and working areas of the facilities of **Zumbro House, Inc.** This policy is intended to provide for the comfort and the health of all persons served and employees.

Smoking in facilities, homes, buildings and vehicles owned by **Zumbro House, Inc.** is prohibited.

1. Designated areas outside of each building will be established where smoking is permitted. These designated areas are to be determined at each site based on the structure of the building and to assure the greatest degree of comfort. The designated smoking area must not be located where smoke interferes with the comfort of other persons.
2. Each site will have only one designated area for smoking.
3. Cigarette butts must be disposed of in designated receptacles only, located at each smoking area.
4. Employees who smoke may do so on their unpaid 30 minute break (if a break is applicable to the employee). If an employee does not have a unpaid 30 minute break, they are not permitted to take smoking breaks.
5. Employees and person served are not permitted to exchange or accept cigarettes from either party.

## Employee Work Related Injury or Illness Reporting, Investigation and Prevention Policy

**Zumbro House, Inc.** strives to provide its employees with a safe and healthful workplace environment. To accomplish this goal, both management and employees must diligently undertake efforts to promote safety.

All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. A First Report of Injury form must be completed and submitted to the central office no later than 24 hours following the work related injury or illness. In the case of serious injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the employee and could subject **Zumbro House, Inc.** to fines and penalties.

**Zumbro House, Inc.** is committed to preventing work related injuries and illnesses through thorough evaluation of procedures and investigation of accidents. Many accidents occur at social service agencies throughout the United States every day. The failure of people, equipment, supplies, or surroundings to behave or react as expected causes most of the accidents. Accident investigations determine how and why these failures occur. By using the information gained through an investigation, a similar or perhaps more disastrous accident may be prevented. **Zumbro House, Inc.** will conduct accident investigations with accident prevention in mind. Investigations are NOT to place blame.

An accident is any unplanned event that results in personal injury. When the personal injury requires little or no treatment, it is minor. If it results in a fatality or in a permanent total, permanent partial, or temporary total (lost-time) disability, it is serious. **Zumbro House, Inc.** will investigate all accidents regardless of the extent of injury.

In spite of their complexity, most accidents are preventable by eliminating one or more causes. Accident investigations determine not only what happened, but also how and why. The information gained from these investigations can prevent recurrence of similar or perhaps more disastrous accidents. Accident investigators are interested in each event as well as in the sequence of events that led to an accident. The accident type is also important to the investigator. The recurrence of accidents of a particular type or those with common causes shows areas needing special accident prevention emphasis.

## I Reporting and Investigation Procedure

An incident report and First Report of Injury report will be forwarded to the central office within the same shift in which the accident occurred. In addition to a First Report of Injury being submitted to the central office, a verbal notification should be made to the Program Director, including a thorough description of the incident and any follow up needed. The Program Director will forward the information onto the Zumbro House, Inc. central office. The central office will report the accident to the West Bend NSI Claim Line (651-319-0613). This call may be made prior to receiving a First Report of Injury, and as soon after the basics of a claim are established. The sooner the claim is submitted, the more effectively West Bend NSI can manage it.

An investigation will be conducted within 24 hours of the occurrence. The actual procedures used in a particular investigation depend on the nature and results of the accident. The agency director will complete the investigation or will appoint an individual to be in charge of the investigation. The investigator uses most of the following steps:

1. Define the scope of the investigation.
2. Select the investigator(s). Assign specific tasks to each.
3. Present the incident report to the investigator, which will include:
  - a. Description of the accident.
  - b. Normal operating procedures.
  - c. Location of the accident site.
  - d. List of witnesses.
  - e. Events that preceded the accident.
4. Inspect the accident site.
  - a. Secure the area. Do not disturb the scene unless a hazard exists.
  - b. Prepare the necessary sketches and photographs. Label each carefully and keep accurate records.
5. Interview each victim and witness. Keep accurate records of each interview.
6. Determine:
  - a. What was not normal before the accident.
  - b. Where the abnormality occurred.
  - c. When it was first noted.
  - d. How it occurred.
7. Determine:
  - a. Why the accident occurred.
  - b. A likely sequence of events and probable causes (direct, indirect, basic).
8. Check each sequence against the data from step 7.
9. Determine the most likely sequence of events and the most probable causes.
10. Conduct a post-investigation briefing.
11. Prepare a summary report, including the recommended actions to prevent a recurrence. Distribute the report according to applicable instructions.



An investigation is not complete until all data are analyzed and a final report is completed. In practice, the investigative work, data analysis, and report preparation proceed simultaneously over much of the time spent on the investigation.

## **II. Fact Finding Procedures**

Gather evidence from many sources during an investigation. Get information from witnesses and reports as well as by observation. Interview witnesses as soon as possible after an accident. Inspect the accident site before any changes occur. Take photographs and make sketches of the accident scene. Record all pertinent data on maps. Get copies of all reports. Documents containing normal operating procedures, flow diagrams, maintenance charts, or reports of difficulties or abnormalities are particularly useful. Keep complete and accurate notes in a bound notebook. Record pre-accident conditions, the accident sequence, and post-accident conditions. In addition, document the location of victims, witnesses, machinery, energy sources, and hazardous materials.

In some investigations, a particular physical or chemical law, principle, or property may explain a sequence of events. Include laws in the notes taken during the investigation or in the later analysis of data. In addition, gather data during the investigation that may lend itself to analysis by these laws, principles, or properties. An appendix in the final report can include an extended discussion.

## **III. Change Analysis**

As its name implies, this technique emphasizes change. To solve a problem, an investigator must look for deviations from the norm. Consider all problems to result from some unanticipated change. Make an analysis of the change to determine its causes. Use the following steps in this method:

1. Define the problem (What happened?).
2. Establish the norm (What should have happened?).
3. Identify, locate, and describe the change (What, where, when, to what extent).
4. Specify what was and what was not affected.
5. Identify the distinctive features of the change.
6. List the possible causes.
7. Select the most likely causes.

## **IV. Report of Investigation**

As noted earlier, an accident investigation is not complete until a report is prepared and submitted to proper authorities. Reports should be concise and solution oriented.

The following outline will be used in the Investigation Report:

1. Background Information
2. Account of the Accident (What happened?)
3. Discussion
4. Recommendations to prevent a recurrence

## Return to Work After Serious Injury or Illness

As a joint protection to the employee and the company, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments or stating specifically the time frame they need to be excused from work. A serious injury or illness is defined as one that results in the employee being absent from work for more than two (2) days, or one which may limit the employee's future performance of regular duties or assignments. (Also see Medical/Family Leave policy.) The doctor's note will be required by the start of the third (3) day absent and will be update per the discretion of the Human Resources Department and dependant on injury/illness. For individuals not covered under state/federal FMLA laws, **Zumbro House, Inc.** may elect to terminate employment if an unscheduled absence extends beyond 5 days. This election will be determined by the hardship placed on the department as a result of the absence.

**Zumbro House, Inc.** management shall ensure that employees who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

If the cause of the employee's illness or injury was job-related, **Zumbro House, Inc.** will make every reasonable effort to assign the returning employee to assignments consistent with the instructions and restrictions of the employee's doctor until the employee is fully recovered. It is the employee's responsibility to forward the physician's work restriction/release orders to human resources. A doctor's written release is required before recovery can be assumed.

## Performance Improvement

Performance improvement may be suggested whenever company management believes that an employee's performance is less than satisfactory and can be resolved through adequate counseling. Corrective counseling is completely at the discretion of company management. The company desires to protect its investment of time and expense devoted to employee orientation and training whenever that goal is in the company's best interests. The company expressly reserves the right to discharge "at will." Even if corrective counseling is implemented, it may be terminated at any step at the discretion of management. Management, in its sole discretion, may warn, reassign, suspend or discharge any employee at will, whichever it chooses and at any time.

The supervisor/manager will determine the course of action best suited to the circumstances. The steps in performance improvement are as follows:

**Verbal counseling** — As the first step in correcting unacceptable performance or behavior, the supervisor/manager should review pertinent job requirements with the employee to ensure his or her understanding of them. The supervisor/manager should consider the severity of the problem, the employee's previous performance appraisals and all of the circumstances surrounding the particular case. Stating that a written warning, probation or possible termination could result if the problem is not resolved should indicate the seriousness of the performance or misconduct. The employee should be asked to review what has been discussed to ensure his or her understanding of the seriousness of the problem and the corrective action necessary. The supervisor/manager should document the verbal counseling for future reference immediately following the review. A verbal warning may be bypassed if the performance infraction is serious enough to warrant a written warning, suspension or termination.

**Written counseling** — If the unacceptable performance or behavior continues, the next step should be a written warning. Certain circumstances, such as violation of a widely known policy or safety requirement, may justify a written warning without first using verbal counseling. The written warning defines the problem and how it may be corrected. The seriousness of the problem is again emphasized, and the written warning shall indicate that suspension or termination or both may result if improvement is not observed. Written counseling becomes part of the employee's personnel file.

**Suspension** — If the problem has not been resolved through written warning or if the circumstances warrant it, or both, the employee may be placed on unpaid suspension. Suspension is a serious action in which the employee is advised that termination will occur if improvement in performance or conduct is not achieved. The employee's supervisor/manager, after review of the employee's corrective counseling documentation, will determine the length of suspension. Typically, the suspension period should be at least three days and no longer than 30 days, depending on the circumstances. A written suspension notice to the employee is prepared by the supervisor/manager. The notice should include a statement of the following:

- The specific unsatisfactory situation;
- A review of oral and written warnings;
- The length of suspension;
- The specific behavior modification or acceptable level of performance;
- Suggestions for improvement; and
- A statement that further action, including termination, may result if defined improvement or behavior modification does not result. "Further action" may include, but is not limited to, reassignment, reduction in pay, grade or demotion.

The supervisor/manager should personally meet with the employee to discuss the suspension and answer any questions. The employee should acknowledge receipt by signing the letter. If the employee should refuse to sign, the supervisor/manager may sign attesting that it was delivered to the employee and identifying the date of delivery. The suspension notice becomes part of the employee's personnel file.

At the completion of the suspension period, the supervisor/manager will verbally review performance expectations with the employee and indicate that further performance infractions may result in termination.

**Involuntary Termination** — The involuntary termination notice is prepared by the supervisor/manager with concurrence of, and review by, the company administrator. The employee is notified of the termination by the supervisor/manager and will be instructed to turn in keys and any other company property. Final time sheets (for non-exempt employees) must be turned in to the supervisor/manager prior to leaving the premises. The former employee will not be permitted to encroach on company property or have verbal or written contact with current persons served. Involuntary termination is reserved for those cases that cannot be resolved by corrective counseling or other disciplinary procedures, and in those cases where a major violation has occurred which cannot be tolerated.

The following definitions and classification of violations, for which corrective counseling, performance improvement or other disciplinary action may be taken, are merely illustrative and not limited to the examples listed below. A particular violation may be major or minor, depending on the surrounding facts or circumstances. Determination as to the severity of a given violation is at the discretion of **Zumbro House, Inc.**

Violations include infractions with some effect on the continuity, efficiency of work, safety, and harmony within the company, and/or may include any deliberate or willful infraction of company rules and may preclude continued employment of an employee will be considered in decision making for discipline. Listed below are a few examples.

- Unsatisfactory job performance;
- Defacing company property;
- Interfering with another employee's job performance;
- Performing unauthorized personal activities on company time;
- Unauthorized use of the company telephone or equipment for personal business.
- Fighting or verbally threatening physical harm (or implied) on company premises;
- Any act which might endanger the safety or lives of others;

- Repeated occurrences of related or unrelated minor violations, depending upon the severity of the violation and the circumstances;
- Departing company premises during working hours for personal reasons without the permission of the supervisor/manager;
- Bringing firearms or weapons onto the company premises;
- Deliberately stealing, destroying, abusing, or damaging company property, tools, or equipment or the property of another employee or visitor;
- Disclosure of confidential company information or trade secrets to unauthorized persons;
- Willfully disregarding company policies or procedures;
- Willfully falsifying any company records;
- Willfully deleting any files and company records;
- Insubordination;
- Employee's conviction for or confession to fraud, misappropriation, embezzlement, theft or the like against the company;
- Employee's conviction of a felony or a crime involving moral turpitude;
- If Employee performs any intentional act which, under the reasonable man standard, damages the reputation of the company;
- Employee's conviction for or confession to sexual harassment in any form towards employees of the company or anyone affiliated with the company; or
- Employee's excessive absence from performing his duties for the company, as determined by the company, in the company's sole and absolute discretion.

## Separation of Employment

Separations are to be treated in a confidential and professional manner by all concerned. The supervisor/department manager must assure thorough, consistent and evenhanded separation procedures. This policy and its administration will be implemented in accordance with the company equal opportunity statement.

Separated employees are entitled to receive all earned pay up to the date of termination.

Employment with the company is normally terminated through one of the following actions:

**Resignation** — An employee who wants to terminate employment, regardless of employee classification, is expected to give as much advance notice as possible. If an employee resigns, the company may waive the notice period, or shorten the notice period, depending on the needs of the company. This is not to be construed as a reflection upon the employee's integrity but an action in the best interests of business practice. It may be construed that an employee wishes to resign if he or she doesn't return phone calls from company representatives or changes contact information without notifying the company. In these instances, a letter will be sent to the employee indicating that resignation will be assumed if contact is not made within a given period of time.

**Substandard Performance Termination** — An employee may be discharged if his or her performance is unacceptable. The supervisor/manager shall have counseled the employee concerning performance deficiencies, provided direction for improvement, and warned the employee of possible termination if performance did not improve. The supervisor/manager is expected to be alert to any underlying reasons for performance deficiencies such as personal problems or illegal drug abuse. The management team must concur in advance of advising the employee of termination action. Documentation to be prepared by the supervisor/manager shall include reason for termination, performance history, corrective efforts taken, alternatives explored and any additional pertinent information.

**Misconduct Termination** — An employee found to be engaged in activities such as, but not limited to, theft of company property, insubordination, conflict of interest or any other activities showing willful disregard of company interests or policies will be terminated as soon as the supervisor/manager and management team have concurred with the action. Termination resulting from misconduct shall be entered into the employee’s personnel file. The employee shall be provided with a written summary of the reason for termination, upon the employee’s request. No salary continuance or severance pay will be allowed.

**Layoff** — When a reduction in force is necessary or if one or more positions are eliminated, employees will be identified for layoff after evaluating the following factors:

1. Company work requirements;
2. Employee’s abilities, experience, and skill;
3. Employee’s potential for reassignment within the organization; and
4. Length of service.

The immediate supervisor/manager will personally notify employees of a layoff. After explaining the layoff procedure, the employee will be given a letter describing the conditions of the layoff, such as the effect the layoff will have on his or her anniversary date at time of call-back, the procedure to be followed if time off to seek other employment is granted and the company’s role in assisting employees to find other work. After consultation with the employee’s supervisor/manager, the employee will follow one of the following procedures:

#### **Termination Processing Procedures**

- Employees will be terminated through face to face, telephone or written notification.
- All outstanding advances charged to the terminating employee will be deducted from the final paycheck by the payroll department.
- On the final day of employment, the supervisor/or Human Resources will receive all keys and company property from the employee.
- The supervisor/manager/HR rep. shall conduct an exit interview with the employee.
- The employee will receive his or her final paycheck by mail at the address on file. The final paycheck will be issued during the next scheduled payroll, following the termination. The final check shall include all earned pay and any expenses due the employee.

Accrued PTO will be paid when all of the following conditions have been met:

- Voluntary Resignation notice is submitted in writing via the designated “Employee Resignation” web form located on the ZH website.
- The employee completely fulfills the job functions of the position through the final day of the resignation period.
- The employee leaves the company in good standing and does so professionally, without any attempts to disseminate negativity or propagate ill-will towards the company.
- Terminated or laid-off employees are not eligible for PTO pay out.

Eligibility is met by providing notice within minimum criteria stated below.

Non-Exempt (hourly) Employees -

13 calendar days or less-payout up to 0 hours

14-20 calendar day notice –payout up to 15 hours

21 or greater calendar days-payout up to 30 hours

Exempt (salaried) Employees -  
20 calendar days or less-payout up to 0 hours  
21-29 calendar days-payout up to 25 hours  
30 or greater calendar days-payout up to 50 hours

The start of the notice period will begin the following business day when received after 12 noon. If received on a Saturday, Sunday or a Holiday, notice period will begin on the next business day.

Former employees are not to have any ongoing contact (written, phone, or in-person) with Zumbro House, Inc. persons served, nor should they return to any **Zumbro House, Inc.** site or organized function after their employment has ended.

## **Separation of Employment/Off Boarding- Program Coordinator-PC**

Leading up to a PC's last day the Program Director, Division Director, Director of Operations, and the Controller may discuss a transition plan to ensure a smooth transition from one PC to another. The custody of the finances may vary depending on the notice provided by the PC that is leaving the position.

### Client Finance

Both the PC and PD should agree to status of the completeness of the finances and make any arrangements to obtain needed items before the PC's last day. Once notified, the Finance Department will provide a list of PC's company credit card purchases that require receipts. The management of the finances is now in the PD's trust.

When necessary, the PD will collect any missing receipts, ledgers, pay stubs and bank statements from the PC prior to the PC's final sign off. On or before the last day of work the PD must collect the following items:

- House ledgers and receipts/gas receipts
- US Bank credit card
- Login/password information used to access paystubs or other data
- Any other Zumbro House property, which may include folders, notes, calendars and flash drives.
- Any programming items

The PD will inform the Director of Operations and the Controller of any unresolved/incomplete items.

## **Grievance Procedure - Employee**

**Zumbro House, Inc.** recognizes the value of a grievance procedure that provides for the timely review of employee grievances in a fair yet workable manner. A grievance is considered to be any dispute between an employee and the company which impacts an employee's ability to perform his or her job.

Although purely personal matters between employees would not ordinarily give rise to a grievance subject to this grievance procedure, any matter that adversely affects an employee's ability to perform his or her job could be the subject of a grievance. Use good individual judgment and common sense as your guide.

An employee may express a verbal grievance to his or her immediate supervisor/manager. If the concern is not resolved to the employee's satisfaction within one week, the employee may put in writing the details of his or her grievance and submit the grievance to the immediate supervisor/manager

The problem will be discussed in the presence of the employee and supervisor/manager. Final resolution of the grievance will be made by the appointed administrative personnel and discussed with the employee and supervisor/manager.

If the employee still feels that the matter has not been resolved to his or her satisfaction, a letter may be forwarded to the company President, explaining the circumstances, and requesting further consideration. The President will, within one week of receiving the letter, contact the employee in writing to inform him or her of a final resolution to the issue.

## **Employment Disputes**

Any dispute or claim that arises out of or that relates to employment with **Zumbro House, Inc.** or that arises out of or that is based on the employment relationship (including any wage claim, any claim for wrongful termination or any claim based on any employment discrimination or civil rights statute, regulation or law), including tort or harassment claims (except a tort that is a "compensable injury" under workers' compensation law), shall be resolved by arbitration in accordance with the then effective commercial arbitration rules of the American Arbitration Association by filing a claim in accordance with the Association's filing rules, and judgment on the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof.

## **ZUMBRO HOUSE COVID-19 VACCINE POLICY**

In accordance with Zumbro House's duty to provide and maintain both residence and a workplace that is free of known hazards, we are adopting this policy to safeguard the health of our employees and their families; our residents and visitors; and the community at large from infectious diseases, such as COVID-19, that may be reduced by vaccinations. This policy will comply with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention and local health authorities, as applicable.

All employees are strongly encouraged to receive COVID-19 vaccinations as soon as possible. This policy may evolve to a mandate over time. Face masks, social distancing, temperature checks and hygiene practices will continue to be mandatory and enforced.

Employees should provide proof of vaccination to HR for employment records as available. Employees who do not provide timely proof of vaccination may be required to wear additional PPE at all times while in the workplace and when engaging with residents.

## **COVID 19 Testing Policy (Program Coordinator/ Admin Roles)**

Testing will be administered by a third-party testing company and/or a local health care affiliate selected by Zumbro House to complete **Rapid Testing**. Testing may occur prior to an employee's return to work on site, as a condition of the

employee's continued work, and/or at any other time at the sole discretion of Zumbro House. In addition, Zumbro House may administer routine testing through random sampling of residents and staff. Out of pocket testing cost not covered by insurance and related to **Zumbro House requested** testing are covered by Zumbro House. Employee testing requirements will be applied in a consistent, non-discriminatory manner in accordance with all applicable laws and regulations and state and federal guidelines. Employee test results will not be included in an employee's personnel file. Failure to comply with testing requirements will disqualify an employee from working on site, is considered insubordination, will constitute an unexcused absence and, and may subject an employee to discipline, up to and including termination of employment. This policy applies only to requests by Zumbro House for an employee to undergo testing as part of an overall employee testing program. All individuals who have concerns about their own health or the health of a member of their household should contact their primary care provider.

### **Duration**

This policy will be in effect until further notice.

### **Compensation**

Payroll will be processed according to internal procedures and in accordance with applicable state and federal labor laws. Please be mindful of the following things regarding payroll:

Payroll is processed bi-weekly. The pay period starts at 12:00am Sunday morning and ends two weeks later at 11:59pm Saturday night. Payroll is then processed in the following week. No changes will be made after Monday of that week, with payroll submitted on Wednesday, and Pay being delivered on Friday.

Time worked is tracked using ADP, an electronic time-keeping system. During your orientation you will register for ADP, selecting a username and password. This username and password will be used to access the time clock through ADP to record time for each shift worked.

It is the employee responsibility to clock in at the beginning of their shift and clock out at the end of their shift. Employees will log into ADP upon arrival at the site and clock in and login and clock out at the end of their shift. Clocking in and out is only to be done on company computers. Employees should regularly check their timecard to verify the accuracy of the information reported on it.

Time is calculated and paid to the nearest quarter hour. Clock in and clock out times are rounded to the nearest quarter hour. Therefore, total time worked is rounded to the nearest quarter hour using decimal points (example: 6.0 hours, 6.25 hours, 6.5 hours, 6.75 hours). This means that we use a 7 minute rounding system. For example, if you clock in between 7:53 am and 8:07 am, it will be recorded as 8:00 am, but if you clock in at 8:08 am it is rounded to 8:15 am.

Employees are to clock in at the beginning of their shift. In the event that the employee arrives early, they are to wait till their designated shift to clock in and begin work. Employees who repeatedly clock in early, clock in late, clock out early, or clock out late without prior approval from a supervisor will be subject to disciplinary action.

In the event that time is missing or not accurately reported from the timecard, it is the employee's responsibility to notify payroll through the use of the "TERF". The "TERF" or Time Edit Request Form is the only way that payroll can change time entries on a timecard. This form can be completed on the company website. It is the employee's responsibility to ensure that the TERF is accurate when submitted; if it is incorrect it can result in disciplinary action. The TERF form is to be completed in its entirety, as this allows us to resolve any reoccurring problems. TERFs are to be submitted to payroll within 24 hours of the missed punch to provide enough time to process them. We will process TERFs as received, but do not guarantee that they will be processed in the period received due to the high volume of TERFs that are received each period. TERFs will be verified on camera and the actual hours worked will be paid. TERFs not processed in the current payroll will be processed in the following payroll. In the event that a TERF is not received and there are missing punches on the timecard at the end of the period, these punches will be removed so we can process payroll. These employees will be notified through their PC's, in the following pay period, of their missing punches and



their subsequent removal. Once the TERF is received for these removed punches, it will be processed in that payroll as a retro payment to that employee. Payroll will maintain a list of all removed punches. Employees who repeatedly forget to clock in or clock out will be subject to disciplinary action.

Once you sign your TERF, you are certifying that the hours noted on it are correct. Any misrepresentation of hours worked or “padding” may result in termination of employment.

Your supervisor will review your timecards in ADP before processing the payroll. Employees should also review their timecard throughout the pay period.

Expense reports not accompanied by a corresponding receipt will not be reimbursed. Expense reports should be faxed in to the office before the end of the pay period.

You MUST log all time worked, whether or not you received pre-approval from your supervisor to work hours differing from the schedule. Zumbro House, Inc. WILL pay you for all time worked. It is your responsibility to log all of your time worked using the ADP time-keeping system.

If you feel like your supervisor has put direct or implied pressure on you or has intimidated you not to report ALL of your worked hours, please contact ZH President, Christopher Onken or the Human Resources Representative. You WILL be paid for all time worked – pre-approved or not. It is not the policy of Zumbro House, Inc. to intimidate employees or otherwise pressure them to not report all hours worked.

If you come in late for a shift, you may not stay late to “make-up” the time.

Overtime is paid for any regular time worked over forty hours in a work week (Sunday at 12:00am to Saturday at 11:59pm). It is the employee’s responsibility to notify the supervisor as soon as they are aware that they will be approaching overtime. In addition, the employee must indicate exactly how many hours of overtime they will accrue. Any overtime worked must be pre-approved by a supervisor. Further, staff may be asked to leave a shift early if overtime is imminent. Please notify your supervisor as soon as possible if you’d like to take time off. As stated in the Reliability Policy, the earlier you notify your supervisor, the better chance your time off will be authorized. Just because Time Off is requested does not mean that it is guaranteed or automatically approved. Payments will be provided via direct deposit into a checking or savings account or onto a prepaid debit card. Required information to set this up includes the routing and account numbers of the account and the completed Direct Deposit Form found on the Zumbro House, Inc. website (Employees Only/Payroll/Direct Deposit Form). This can be faxed or emailed to the office, attention Payroll. Only preprinted routing and account numbers will be accepted; no handwritten numbers will be processed. Options for providing this include a voided check, a preprinted direct deposit form from the bank, or information containing this information from your bank/debit card website.

## **Equal Pay**

**Zumbro House, Inc.** will not pay wages to any employee at a rate less than the company pays employees of any federally protected class for work that is substantially equivalent requiring comparable skills.

This policy is to be construed in accordance with applicable federal and state laws and regulations.

## **Job Descriptions**

Job descriptions are available on the website for all positions in the company. The items included in each position description are the following:

1. Title of position;
2. Department;
3. Position qualifications (essential qualifications including job experience, skills, and education); and

4. Job summary or overview;
5. Assigned duties and responsibilities;
6. Supervisor or manager.

Position descriptions are used to determine employee selection, job requirements, performance criteria, organizational structure, and the relative worth of jobs in relation to each other. Company management annually reviews all company positions to ensure equity and consistency in our personnel system.

## **Workday**

The nature of our business demands workday or workweek hours to accommodate the needs of the individuals we serve. Variation to the schedule will be made or approved by department managers. Employee work schedules are subject to change; depending on the needs of the agency and the persons served we serve. The hours that an employee is hired into, are not guaranteed, and may change at any time without notice.

## **Pay Advances**

Zumbro House, Inc. does not grant early paychecks or pay advances.

## **Overtime Compensation**

Nonexempt (hourly) employees will be paid at the rate of one and one-half times their regular hourly rate of pay for all time worked in excess of 40 hours in any one workweek. For work weeks that include a Zumbro House, Inc. recognized holiday, holiday worked hours will be paid at one and one-half times the regular rate of pay, and therefore will not be included in the total regular hours worked for overtime calculation. A workweek is defined as Sunday at 12:01am to Saturday at 11:59pm.

Overtime is never at the employee's discretion. It shall only be incurred at the request or approval of the company through the employee's supervisor/manager. Unapproved overtime hours WILL BE PAID, however, disciplinary action may occur if this policy is disregarded. If an employee feels pressure from his/her supervisor to "not report" overtime worked, the employee must immediately inform human resources.

## **Rest Periods**

Direct support positions require seamless supervision of persons served; this includes all Direct Support Professional (DSP) and PC positions. DSP and PCS are allowed a 30 minute paid rest period/meal break provided they continue providing support services and supervision to the individuals served, only staff on site. All other positions will incorporate a 30 minute unpaid break which may be taken either off-site or on-site as there is a replacement as with Wings DSP/ Charge coverage. Employee's base work hours are agreed upon hire, including designated rest periods.

## **Performance Review**

An employee's first 90 days of employment with Zumbro House, Inc. is considered probationary. Either probationary status will end, or it will continue for a pre-determined amount of time, depending on the documented performance of the employee in his or her first 90 days. A follow up review will be scheduled if probationary status is extended, to determine if the requested performance improvement is noted. The follow up review will be scheduled between 30-90 days from the end of the initial 90 day probationary period.

**Zumbro House, Inc.** has adopted a management by objective approach to performance appraisal. It is the supervisor's/manager's responsibility to develop and maintain a work environment in which employees can openly discuss performance and develop plans. The employee will be notified at least two days in advance of the performance review date. Also included in the notification will be the time, place, and the discussion topics for the employee to prepare for the review. The employee, as well as the supervisor/manager, is to bring the following to the review meeting:

- A list of the employee's job performance "strengths";
- A list of the employee's job performance "areas to improve";
- A summary of overall employment performance.

The supervisor/manager is responsible for establishing a relaxed atmosphere at the performance review and encouraging two-way communication. The discussion should be conducted in a positive manner, in complete privacy and with no interruptions. The supervisor/manager shall verify that the employee is familiar with his or her job duties, previous goals and the appraisal criteria or factors. The employee should be encouraged to submit comments about the appraisal that will become part of the record. The employee must be given a signed copy of the appraisal. The appraisal is then submitted for review by the next level of management, and will be subsequently placed in the employee's personnel file.

Employees will be eligible for annual performance reviews, per the employee's request. In the event of a status change within the year such as a promotion or demotion or a change in compensation within the year, the employee would become eligible for a performance review one year from the date of the change.

## **Salary/Wage Administration**

It is the policy of **Zumbro House, Inc.** to award increases to employees for their dedication to the growth of the company based on their skills, improvement and outstanding performance. Common Reviews will be completed each year for DSPs following the successful completion of Annual Training. March of each year a compensation analysis will be initiated and based on date of hire, adjustments may be made. Increases are not automatic.

Administrative positions are reviewed based on their milestone anniversary date in a position. Performance reviews do not automatically trigger a merit increase. Any pay increase is determined on an individual's performance and the completion of job functions documented on the employee's job description. Increases are not retroactive to the anniversary date of employment.

## **Request for Final Paycheck (Upon Termination)**

A terminated employee can request at time of termination to have their final paycheck disbursed within 24 hours of request. This is a Minnesota State Law. This does not apply for resignations.

The termed employee must submit an email from their own personal email to validate their identity, and request payout of their remaining pay. The email should be sent to [HR@zumbrohouse.com](mailto:HR@zumbrohouse.com).

Also included in the email, the termed employee must state their full first and last name and a full current address the check can be sent.

Zumbro House Inc will issue the check within 24 hours and have the mail sent via US Postal Service with the postmark date reflecting the check was issued within the 24 hour request.

## **Payroll Deductions**

The following mandatory deductions will be made from every employee's gross wages: federal income tax, Social Security FICA tax and applicable state taxes.

Every employee must fill out and sign a federal withholding allowance certificate, IRS Form W-4, on or before his or her first day on the job. This form must be completed in accordance with federal regulations. The employee may fill out a new W-4 at any time when his or her circumstances change. Employees who paid no federal income tax for the preceding year and who expect to pay no income tax for the current year may fill out an Exemption from Withholding Certificate, IRS Form W-4E. Employees are expected to comply with the instructions on Form W-4. Questions regarding the propriety of claimed deductions may be referred to the IRS in certain circumstances.

Other voluntary contributions (if applicable) are also deducted each pay period.

Every employee will receive an annual Wage and Tax Statement, IRS Form W-2, for the preceding year on or before January 31. Any employee, who believes that his or her deductions are incorrect for any pay period, or on Form W-2, should check with the Accounting department immediately.

If Zumbro House, Inc. received a court ordered wage levy, child support order, or any other mandated deduction, ordered by federal, state or county authorities, the amount of the deduction will be made on the pay period following the receipt of the order, or at a time specified on the order.

## **Employee Benefits**

### **401K Plan**

Any employee who has worked 1,000 hours from their date of hire, is 21 years or older, and has been actively employed by **Zumbro House, Inc.** is eligible to participate in and ADP 401K retirement plan. Please see Human Resources for enrollment and plan details.

### **Group Dental Plan**

All regularly schedule (40 hours per week) Full Time employees are eligible for our group dental insurance plan. Each eligible employee will have the option to waive participation. If the employee elects to waive coverage he or she must sign a statement indicating as such. It is the employee's responsibility to sign the declination form if not interested in coverage. The declination form may be rescinded at any time. The employee shall pay **50%** of the premium for the individual dental coverage – to be decided on a pre-tax basis at each pay period – and the company will pay **50%** of the premium for individual dental coverage. The employee is responsible for paying for **100%** of the cost of dependent/family coverage. Note that coverage rates are reevaluated and adjusted by the insurance company on an annual basis. Current premium rates are available by contacting the Human Resources Director.

If the employee initially waives coverage and then decides to take coverage, he or she must wait until the open enrollment period. This is usually the month preceding the renewal month. Please contact the Human Resources Director for more information about the open enrollment.

#### **Eligibility**

The employee is a regularly scheduled full time employee (40 hours) for dental coverage.

The employee is eligible for coverage effective on the first day of the month following the 90<sup>th</sup> day of employment.

Zumbro House, Inc. has the right to change insurance companies, change group plans, or to modify or terminate eligibility requirements, benefits, or coverage at any time and without notice.

### **Paid Time Off (PTO)**

The Purpose of PTO is to afford eligible, regular full-time employees, not including the DSP or the FDA the flexibility to use their time off as they wish. Regular full-time employee is defined as any employee regularly scheduled to work 40 hours per week. PTO may be used by an eligible full-time employee for any reason including; vacation, illness, doctors' appointment, etc. Please note that PTO is not intended for employee tardiness, employees are expected to arrive on time for their scheduled shifts. Supervisors will institute the progressive performance policy for continued infraction of tardiness.

Non-exempt employees who take any time off shall use the time off as unpaid time. If employees choose to receive PTO for this time off, they must submit the PTO Email-me form located on the Zumbro House website under "employees only," and "payroll", no later than Monday of pay week. If a PTO form is not submitted, time off will default to unpaid time. Zumbro House, Inc. will not retroactively issue payment for time off if a PTO form is not submitted before the deadline. Accrued PTO will be paid only to the extent that it does not exceed their total scheduled hours in the work week.

Exempt employees who take partial days off, whether late arrival or leaving early, must use PTO to cover the time off. If the employee does not have enough accrued PTO to cover the time off, they will have to go negative in their PTO balance. Negative PTO balances will be held against future PTO accruals and if an employee leaves the company with a negative balance, it will be held against final payment. Non-exempt employees may not have a negative PTO balance. Exempt employees who take full days off, PTO should be used to the extent of their available balance. If an exempt employee does not have enough PTO to cover the full day off, it will result in an unpaid day.

PTO eligible employees will start accruing PTO at the starting of their first full pay period worked. PTO is then accrued over each two-week period and awarded on the payday for that period. PTO is available for use in the pay period following the award date and cannot be requested in advance of the award date. Exempt and Non-exempt employees can use their accrued PTO in quarter-hour increments. Up to 80.00 hours of PTO may be carried over from one calendar year to the next, balances above 80 hours if not used will be lost as of December 31<sup>st</sup>.

Zumbro House, Inc. requests a one week notice for scheduled time off of one day or less and a two week notice for scheduled time off of two days or more. Requests should be made in writing on the designated "time off request form" and should be submitted to the employee's supervisor within the appropriate time frame. A time off request submission is not an automatic or assumed approval for the time off. Time off is granted per the designated supervisor's discretion. Employees providing direct support services who submit requests for time off are responsible to find their own shift replacement, with approval from the designated supervisor.

Part-time employees are not entitled to PTO. Employees who are not entitled to PTO may request permission from their supervisor/manager to take up to 40 hours of unpaid time off per year.

Employees moving from a PTO eligible position to a non-PTO eligible position are required to request in writing upon resignation from their position their request to have their PTO paid out. Adhere to the Separation of Employment policy guidelines for timely submission of resignation and the allotted amount of PTO payout based on the submission.

Employees are not eligible to take paid time off (PTO) during their resignation period. If an employee does not work a regularly scheduled shift in their resignation period, it will be an unpaid day. In the event that a salaried employee works fewer than their regularly scheduled hours in a day, PTO will be taken to supplement their hours. PTO may not be requested during a resignation notice period and managers should not approve it. In the event of job abandonment or termination of employment, employees will not be eligible to use PTO in their final pay period of employment.

For all exempt and non-exempt PTO accruing employees, excessive unpaid time off will result in disciplinary action up to and including employment termination. Supervisors will refer to the steps outlined in the "Progressive Discipline Policy". The only possible exception to this policy must be granted by the Company President or by federal or state law.

## Sick and Safe Policy

In accordance with the Minneapolis Code of Ordinance Title 2, Chapter 40 Zumbro House Inc offers Sick and Safe Time to qualifying employees who work at least 80 hours within Minneapolis city limits during a calendar year. Employees will accrue 1.00 hour of Sick and Safe Time for every 30.00 hours worked within Minneapolis city limits. Sick and Safe Time can only be used after 90 calendar days of employment with Zumbro House Inc. Accrual is limited to 48.00 hours per calendar year and employees may only carryover 80.00 hours into the new year. The Sick and Safe Time balance is limited to 80.00 hours, once this limit is reached, there will be no additional accrual until the balance falls below 80.00 hours.

Minneapolis Sick and Safe Time is intended for qualifying absences including:

- Diagnosis, treatment, recuperation, or preventative care for a medical or mental health condition, illness, or injury
- Medical or mental health emergencies

- Closure of an employee’s place of business for public health reasons
- Care for a family member or member of household due to unexpected closure of their school or place of care, including for inclement weather
- Medical and psychological counseling
- Relocation, victim services, and other safety planning
- Seeking a restraining order or legal counsel
- Participating in a legal proceeding

For any of the qualifying family or household members:

- The employee's child, step-child, adopted child, foster child, adult child, spouse, sibling, parent, step-parent, mother-in-law, father-in-law, grandchild, grandparent, guardian, ward, or registered domestic partner
- People who currently reside in the employee’s home

Employees must provide reasonable notice to Zumbro House Inc of their intent to use Sick and Safe Time. Sick and Safe Time may only be used for scheduled shifts within the Minneapolis City limits and must be used in 4.00 hour increments. In the event that an employee misses 3 consecutive shifts, Zumbro House Inc will require a doctor’s note/documentation for use of Sick and Safe Time.

If an employee transfers to a location outside the city limits of Minneapolis, they will retain their unused Sick and Safe Time balance, but will not be able to use it for shifts schedule outside Minneapolis city limits and will not accrue more Sick and Safe Time for hours worked outside Minneapolis city limits. In the event of separation of employment with Zumbro House Inc, for any reason, unused Sick and Safe Time will be lost and will not be paid out. If an employee is rehired within 90 days of separation, they will retain their Sick and Safe Time balance.

## Holidays

**Zumbro House, Inc.** recognizes 6 holidays each year. Non-exempt employees that work on a recognized holiday are entitled to pay at a rate of 1.5 times the employee’s regular rate of pay. Time and a half is paid for time worked between the hours of 12:01am and 11:59 pm on the holiday. Because holiday worked hours are paid at one and one-half the regular rate of pay, they are not included in the regular hours worked for overtime calculation.

Exempt, or salaried, employees will not be required to work on the holidays unless necessary to meet the needs of the program. If a holiday falls on a Saturday or Sunday, exempt employees and the Zumbro House, Inc. Administrative Office will observe the holiday either on the business day preceding or the business day following the holiday, as determined by the current holiday schedule. The following is a list of recognized holidays:

January	New Year’s Day
May	Memorial Day
July	Independence Day
September	Labor Day
November	Thanksgiving Day
December	Christmas Day

## Leave of Absence

A Leave of Absence is defined as a period of time that one is approved to be away from his/her place of employment

while maintaining the status of “employee.” **Zumbro House, Inc.** will support employees by granting leaves of absence as outlined in the policy below.

When an employee would like to request a leave, they will complete the Leave of Absence Request Form and submit it to Human Resources. All leaves requested will be evaluated promptly. Leaves of absence will fall into the categories as defined in the policy.

## **Family/Medical Leave**

**Zumbro House, Inc.** recognizes that its employees on occasion will have the need to take an extended period of time away from work to care for a child after birth, adoption, or foster care placement, to care for their spouse, child, or parent with a medical condition, because of a serious medical condition of their own, or to care for a family member injured while serving in the military. The requirements for this type of leave are as outlined in the Family and Medical Leave Act of 1993, and as outlined in this policy.

### ***Eligibility Requirements***

To qualify for Family/Medical Leave (FMLA), you must have been employed by Zumbro House, Inc. for at least 12 months and you must have worked at least 1250 hours in the 12 months immediately preceding the requested leave. You must also work in a location where Zumbro House, Inc. has at least 50 employees within 75 miles. Leaves under this policy may be taken:

- For the birth of a child, or placement of a child with you for adoption or foster care; or
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform their job; or
- Military Caregiver Leave to provide care for a covered family member with a serious illness or injury incurred in the line of duty; or
- Qualifying Military Exigency Leave arising from the employee’s spouse, child or parent who is in the National Guard or Reserves being notified of a federal call to order or active duty. Exigency leave can be taken under eight identified circumstances, which can be obtained from Human Resources.

### ***Procedures***

**Notice.** You must Provide **Zumbro House, Inc.** with thirty days notice if the absence is foreseeable. If the leave of absence is not foreseeable, you must notify **Zumbro House, Inc.** as soon as practicable, meaning the same business day or the business day following your knowledge of the need for leave.

**Request.** To request a Family/Medical Leave, you will need to complete a Leave of Absence Request Form and submit to Human Resources.

**Notice of Eligibility.** The Notice of Eligibility and Rights and Responsibilities (US Department of Labor form WH-381) is sent to the requesting employee within 5 business days of receipt of the Leave of Absence request. This notice informs the employee if they are eligible for Family/Medical Leave. It also informs the eligible employee if Doctor’s Certification is necessary and the deadline to return the needed certification. Doctor’s certification is required if the leave is for reasons of a serious illness of the employee or a covered family member. The notice will also inform the employee of any required usage accrued Paid Time Off, and the expectation regarding status updates during an approved leave. Copies of any required Doctor’s Certification Forms will be included with this notice.

**Second Opinion.** Should Zumbro House, Inc. disagree with the opinion given by your health care provider, Zumbro House, Inc. reserves the right to require opinions from a second health care provider at the company's expense.

**Third Opinion.** If the two doctors disagree about your condition, a third health care provider, agreed upon by you and the company, will render a binding decision. This third opinion would also be at the company's expense.

**Designation of Leave.** Upon receipt of the necessary certification or documentation, Zumbro House, Inc. will, within 5 business days, send the employee a Leave Designation Notice (US Department of Labor form WH-382), informing them if the leave is approved, if additional information is needed to make the determination, or if the leave is denied.

***Benefit Status during a Family/Medical Leave.***

**Dental Insurance.** Zumbro House Inc. will maintain any dental insurance coverage that you have at the time of your Family Medical Leave for the duration of the leave. You will be required to pay your normal portion of the dental insurance premiums by the established pay dates when the premiums would have been deducted from your paycheck.

**Accrual of Other Benefits.** An employee will not accrue Paid Time Off while on a Family/Medical Leave. In addition, all other benefits provided by Zumbro House, Inc. will cease during the leave. In the event an employee returns to work part-time during a leave of absence, the employee will not accrue PTO benefits. An employee's benefit status will be reinstated upon return from leave, after resuming full-time status and a 40 hour per week work schedule.

***Return from Leave***

**Failure to Return.** When Family/Medical Leave expires, your failure to return to work will be grounds for immediate termination unless a written request for extension is submitted and approved by Human Resources. The extended leave would be considered a Personal Leave.

**Fitness for Duty Certificate.** Where your leave was taken because of your own illness or injury, you must provide a fitness-for-duty certification form a physician before your return. Failure to provide this may result in delay or denial of your reinstatement.

**Reinstatement.** Upon your return, you will be entitled to reinstatement to your current position or to an equivalent position with the same pay and benefits, subject to the company's business needs. Determination of equivalence will be at the company's sole discretion.

***False Claims***

An employee who fraudulently obtains Family/Medical Leave from Zumbro House, Inc. is not protected by the company policies for restoration or maintenance of dental benefits (if applicable). The Employee will be subject to appropriate disciplinary action, including discharge. Repayment of co-paid dental premiums will be required by the company.

**Minnesota Parental Leave**

Employees may take up to 12 weeks of unpaid leave upon birth or adoption of their children when:

- They work for a company with 21 or more employees.
- They work for a company for at least 12 months and they worked at least half time during the past 12 months.

When does the parental leave start:

- The leave must be taken within 12 months of the birth or adoption
- Employees must request the leave from the employee



- Employees can choose when the leave will begin
- Employers can adopt reasonable policies about when request for leave must be made.

Reference to Minnesota Parental Leave will occur and rules/restrictions will apply.

## **Minnesota Pregnancy Leave/Nursing Mothers**

Female employees may take up to 12 weeks of unpaid leave during or following pregnancy when:

- They work for a company with 21 or more employees at one site;
- They worked at least half time during the past 12 months and;
- They have been with the company for at least 12 months

Pregnancy leave may be taken if the woman cannot work because of:

- Prenatal care
- Pregnancy
- Childbirth, or
- Related health condition.

## **Pregnancy Accommodations at Work**

Required Accommodations

A pregnant employee may request and her employer must provide:

- More frequent restroom, food and water breaks;
- Seating, and
- Limits on lifting more than 20 pounds

Other Accommodations:

A pregnant employee may request other reasonable workplace accommodations when:

- She has been given advice from a health care provider or doula; and
- The accommodation would not impose an undue hardship on the employer's business

Other accommodations may include the temporary transfer to a less strenuous or hazardous job. An employer cannot require an employee to take an accommodation. An Employer cannot retaliate against an employee for requesting or taking an accommodation. Employees may have additional rights under the Minnesota Human Rights Act.

## **NURSING MOTHERS**

A mother who needs to express breast milk for her child at work:

- Must be provided reasonable unpaid break time to express breast milk and
- Must when possible be provided a private area to express milk that:
  - ❖ Not a bathroom
  - ❖ Is shielded from view
  - ❖ Is free from intrusion of coworkers and the public and
  - ❖ Has access to an electrical outlet.

The employer must make a reasonable effort to provide a private area to express milk. Employers are not required to provide break time if doing so would seriously disrupt operations. Breaks already provided may fulfill this requirement.

## Personal Leave

Personal leave can be requested for medical reasons when employees do not qualify for FMLA, or any other non-medical reason. Employees must request a Personal Leave of Absence by completing a Communication Form and submitting it to Human Resources. Normally, personal leaves are granted for periods of up to 60 days. Each Personal Leave will be considered by Human Resources and their supervisor for approval on its own merits, and the following will be taken into consideration:

- The reason for the request;
- The amount of time required;
- The employee's performance record; and
- The employee's length of service.

Personal Leaves for medical reasons will require documentation regarding the necessity of the leave from the employee's physician. Zumbro House, Inc. may choose to accommodate any temporary restrictions that an employee may have to support them in avoiding a medical leave.

Employees who do not return to work upon expiration of the leave will be subject to immediate termination effective on the established end date of the personal leave.

## Military Leave

To protect the rights of employees entering the armed forces of the United States and to ensure conformance with applicable federal laws, an unpaid leave of absence must be granted to all employees, except temporary, who enter military service for active duty as a result of the following:

- Initial training period in the National Guard and Reserves
- Being ordered to active military service as a member of the Reserves or National Guard for an indefinite period or for a periodic training period for up to ten days; and
- Any service requirements under the Selective Service Act.

Zumbro House, Inc. will abide by the re-employment requirements a stated in the Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

## Bereavement Leave

The company will grant unpaid time off in the event of death of the following immediate family members:

Spouse	Grandchild	Sister
Parent	Grandparent	Father-in-law
Child or Stepchild	Brother	Mother-in-law

The employee and supervisor/manager will determine the amount of time the employee will be absent from work. The maximum leave is 3 days. Employees must provide a copy of the funeral program (not obituary).

## **Jury Duty**

**Zumbro House, Inc.** will grant employees unpaid time off for mandatory jury duty or court appearances as a witness when the employee must serve or is required to appear as a result of a court order or subpoena. A copy of the jury order, court order or subpoena must be supplied to Human Resources when requesting time off.

## **Voting**

**Zumbro House, Inc.** follows Minnesota Statute standards as it pertains to voting.

Per 204C.04 Minnesota Statute:

“Every employee who is eligible to vote in an election has the right to be absent from work for the time necessary to appear at the employee's polling place, cast a ballot, and return to work on the day of that election, without penalty or deduction from salary or wages because of the absence. An employer or other person may not directly or indirectly refuse, abridge, or interfere with this right or any other election right of an employee.”

## **Employee-Incurred Expenses and Reimbursement**

**Zumbro House, Inc.** will pay all actual and reasonable business-related expenses incurred by employees in the performance of their job responsibilities. All employee travel, mileage, purchase requisitions and other business-related expense reports must have pre-approval from the company President or Director of Operations. Employees are required to request approval in advance of expenditures to ensure no delay in company reimbursement. All expense reports are due on the last day of the pay period. Prior to being reimbursed, these reports must have the employee's signature and date and must be approved by the President or Director of Operations. Expense reports must be accompanied by corresponding receipts. Any expenses submitted without a receipt, will not be reimbursed. The only exception to this policy is when a receipt is not possible, such as a parking meter or vending machine.

Employees are expected to use company vehicles for business travel. If a company vehicle is not available, and the employee wishes to request mileage reimbursement for the use of their personal vehicle, he/she may do so with the pre-approval of the company President or Director of Operations, only. Any use of a personal vehicle without such pre-approval, is not eligible for mileage reimbursement. If mileage reimbursement is pre-approved, it will be paid at a rate of \$.40 per mile.

## **Relocation of Current or New Employees**

**Zumbro House, Inc.** shall not provide reimbursement for moving expenses incurred by any new or current employee without prior written approval.

## **Fleet Usage and Driver Safety Policy**

The purpose of this policy is to ensure the safety of those individuals who drive and provide resident transportation in both company and personal vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, Zumbro House endorses all applicable state motor vehicle regulations relating to driver responsibility. Zumbro House expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely. The President, the Director of Operations and HR

Director participate in the Fleet Safety Committee are responsible for general administration of this policy.

**Fleet Safety Committee** is responsible for:

- Reviewing accidents and employer's overall driver safety record to determine if there should be changes in policy or procedure; or if other corrective action (such as training, equipment changes, etc.), should be implemented to enhance the safe operation of company vehicles, and/or personal vehicles on company business.
- Reviewing driving records of individual employees and making act when driving privileges should be suspended or revoked.
- Reviewing all other issues that arise with respect to compliance with this policy.

### **Driver Guidelines and Reporting Requirements**

1. Company vehicles are to be driven by authorized employees only, except in case of repair testing by a mechanic.
2. Any employee who has a driver's license revoked or suspended shall immediately notify the Human Resource Department by 9 a.m. CST time the next business day, and ***immediately discontinue operation of the company vehicle***. Failure to do so may result in disciplinary action, including termination of employment.
3. All accidents in company vehicles, regardless of severity, must be reported to the police and to the Program Director and Human Resources. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). Accidents in personal vehicles while on company business\* must follow these same accident procedures. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of employment.
4. Drivers must report all ticket violations received during the operation of a company vehicle, or while driving a personal vehicle on company business\*, within 24 hours to the Operations and Human Resources.
5. Motor Vehicle Records will be obtained on all drivers prior to employment. A driving record that fails to meet the criteria stated in this policy, or is considered to be in violation of the intent of this policy will result in a loss of the privilege of driving a company vehicle and may result in termination of employment.

*\* Company business is defined as driving at the direction, or for the benefit, of employer. It does not include normal commuting to and from work.*

### **Driver Criteria & Administration**

Employees must have a valid and current Driver's license to operate a company vehicle, or a personal vehicle with current auto insurance while on company business.

Employees are expected to drive in a safe and responsible manner and to maintain a good driving record. The Fleet Safety Committee is responsible for reviewing records, including accidents, moving violations, etc., to determine if an employee's driving record indicates a pattern of unsafe or irresponsible driving, and to make a recommendation for suspension or revocation of driving privileges.

*\* Violations include any ticket, charge, or other law enforcement proceeding relating to these, as well as independent evidence of violations deemed relevant by the Security department.*

### **1800howsmysdriving**

Zumbro House participates in a fleet monitoring program designed to increase safety with an ongoing flow of feedback from the driving public. Awareness of such feedback has been proven to be the single most influential factor when it comes to altering driver behavior, leading to drastic improvements in not only safe, but efficient driving.

### **Geotab**

Zumbro House fleet vehicles are also equipped with technology for our resident and employee safety. A few of the features include:

- Tracking, reporting, speeding violations on a dashboard and via automatically generated and emailed reports.
- Real time map that shows where all vehicles are located at any given moment

- Ability to view exact routes taken
- Geofencing sends notifications when a vehicle has crossed over site defined boundaries
- Vehicle maintenance alerts and scheduling

### **Driver Safety Rules**

1. Driving on company business and/or driving a company vehicle while under the influence of intoxicants and other drugs (which could impair driving ability) is forbidden and is sufficient cause for discipline, up to and including termination of employment.
2. Cell phone use while driving is prohibited. Drivers need to be aware when use of the cell phone is creating a distraction from safe driving and adjust their usage accordingly, including pulling off the road to text or call. While driving, attention to the road and safety should always take precedence over all else.
3. No driver shall operate a company vehicle when his/her ability to do so safely has been impaired by illness, fatigue, injury, or prescription medication.
4. All drivers and passengers operating or riding in a company vehicle **must** wear seat belts, even if air bags are available.
5. No unauthorized personnel are allowed to ride in company vehicles.
6. Drivers are responsible for the security of company vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
7. Head lights shall be used 2 hour before sunset and until 2 hour after sunrise, or during inclement weather or at any time when a distance of 500 feet ahead of the vehicle cannot be clearly seen.
8. Fleet vehicles are not authorized during periods of inclement weather as communication by the PD and/or office.
9. All State and Local laws must be obeyed.

### **Defensive Driving Guidelines**

- Drivers are required to maintain a safe following distance at all times. Drivers should keep a two second interval between their vehicle and the vehicle immediately ahead. During slippery road conditions, the following distance should be increased to at least four seconds.
- Drivers must yield the right of way at all traffic control signals and signs requiring them to do so. Drivers should also be prepared to yield for safety's sake at any time. Pedestrians and bicycles in the roadway always have the right of way.
- Drivers must honor posted speed limits. In adverse driving conditions, reduce speed to a safe operating speed that is consistent with the conditions of the road, weather, lighting, and volume of traffic. Tires can hydroplane on wet pavement at speeds as low as 40 mph.
- Radar Detectors are strictly prohibited in company Vehicles. Drivers are to drive at the speed of traffic but never to exceed the posted speed limit.
- Turn signals must be used to show where you are heading; while going into traffic and before every turn or lane change.
- When passing or changing lanes, view the entire vehicle in your rear view mirror before pulling back into that lane.
- Be alert of other vehicles, pedestrians, and bicyclists when approaching intersections. Never speed through an intersection on a caution light. When the traffic light turns green, look both ways for oncoming traffic before proceeding.
- When waiting to make left turns, keep your wheels facing straight ahead. If rear ended, you will not be pushed into the lane of oncoming traffic.
- When stopping behind another vehicle, leave enough space so you can see the rear wheels of the car in front. This allows room to go around the vehicle if necessary, and may prevent you from being pushed into the car in front of you if you are rear-ended.
- Avoid backing where possible, but when necessary, keep the distance traveled to a minimum and be particularly careful.

***\*Check behind your vehicle before backing.***

***\*Back to the driver's side. Do not back around a corner or into an area of no visibility.***

### **Accident Procedures**

1. In an attempt to minimize the results of an accident, the driver must prevent further damages or injuries and obtain all pertinent information and report it accurately.

- Call for medical aid if necessary.
- Call the police. All accidents, regardless of severity, must be reported to the police. If the driver cannot get to a phone, he should write a note giving location to a reliable appearing motorist and ask him to notify the police.
- Record names and addresses of driver, witnesses, and occupants of the other vehicles and any medical personnel who may arrive at the scene.
- Pertinent information to obtain includes: **license number of other drivers; insurance company names and policy numbers of other vehicles; make, model, and year of other vehicles; date and time of accident; and overall road and weather conditions.**

2. Do not discuss the accident with anyone at the scene except the police. Do not accept any responsibility for the accident. Don't argue with anyone.

3. Provide the other party with your name, address, driver's license number, and insurance information.

4. Immediately report the accident to the Security and Fleet offices. Provide a copy of the accident report and/or your written description of the accident to the Fleet office ASAP.

5. There will be a formal accident review conducted on each accident to determine cause and how the accident could have been prevented.

## Miscellaneous Policies

### Confidentiality and Use of Company Information and Intellectual Property

It is the responsibility of all **Zumbro House, Inc.** employees to safeguard sensitive company information. All employees must agree to nondisclosure upon accepting employment with the company. All clinical programming, documents and forms, including Medal programs, schedules, tracking mechanisms, etc. are the private property of Zumbro House, Inc.

The nature of our business and the economic well being of our company are dependent upon protecting and maintaining proprietary and clinical company information. Continued employment with the company is contingent upon compliance with this policy. Each company supervisor/manager bears the responsibility for the orientation and training of his or her employees to ensure enforcement of company confidentiality. Sensitive company information is defined as trade secrets or confidential information relating to products, processes, know-how, customers, programs, drawings, forms, test data, marketing data, accounting, pricing or salary information, business plans and strategies, negotiations and contracts, inventions and discoveries.

In consideration of their employment with **Zumbro House, Inc.** employees will be exposed to information and materials which are confidential and proprietary and of vital importance to the economic and clinical well-being of the company. Employees will not at any time disclose or use, either during or subsequent to their employment, any information, knowledge or data which they receive or develop during their employment which is considered proprietary by **Zumbro House, Inc.** or which relates to the trade secrets of the company. Such information, knowledge or data includes the following which is by example only: processes, know-how, designs, programs, diagrams, forms, person's served data, accounting or financial data, pricing or salary data, marketing data, business plans and strategies, negotiations and contracts, research, customer or vendor lists, inventions and discoveries.

**Upon termination of their employment with Zumbro House, Inc. they must promptly return any and all documents containing the above information, knowledge or data, or anything relating thereto, to the company.**

**Former employees are not to have any ongoing contact (written, phone, or in-person) with Zumbro House, Inc. persons served, nor should they return to any Zumbro House, Inc. site or organized function after their employment has ended.**

**Any current or former employee found to have violated the directives in this policy, will be subject to legal action.**

### Confidentiality of Company Information — E-Mail/Internet

Company computers and e-mail system are company property.

All employees are expected to use good judgment in using electronic mail and to avoid indiscretions such as offensive or inappropriate websites, email messages, or any other material that the management deems inappropriate. E-mail messages and internet should be used for business and not for soliciting outside business ventures or other matters unrelated to the company's affairs. Personal internet usage will not be tolerated. Misuse of e-mail and internet will result in disciplinary action up to and including termination. Zumbro House, Inc. reserves the right to view employee emails and internet histories at any time, on company owned computers. Employees' personal computers or other mobile communication or computer devices may not be used for personal use, during work hours. In addition, no personal device that allows access to the internet will be made available to any person's served under any circumstance.

### **Staff Reimbursement for Damaged or Stolen Property**

**Zumbro House, Inc.** will not be held financially responsible for damage to personal property of its employees caused by events attributable to the day to day operations of the program. This includes property destruction caused by person's served behaviors or theft, including (but not limited to) vehicle damage/theft.

- Employees are encouraged to avoid wearing jewelry, especially necklaces or other items that can be easily grabbed or destroyed, including any non-essential articles of clothing or accessories.
- Glasses should be removed during times of person's served volatility. Items such as purses, keys, coats, and other valuables, should be locked in a designated place in the house, or kept in the employee's car.

### **Conflict of Interest and Non-Competition**

No employee of **Zumbro House, Inc.** shall engage in the same or a similar line of business as that carried on by the company. An employee shall not have a financial interest in a company which is a competitor of the company.

- Should an employee leave **Zumbro House, Inc.** either voluntarily or involuntarily, he or she will not make an attempt to take persons served or customers of the company, for any personal business venture, or a business venture for which he or she has a stake.
- Persons served, legal representatives and customers of Zumbro House, Inc. shall not be contacted by a former employee or agent of a former employee for any reason, at any time.

**Any attempt to sabotage or otherwise harm Zumbro House, Inc. during or after employment, will be perceived as harassment, and will be referred to local authorities as a legal matter.**

### **Gratuities to Government Employees or Officials**

In adherence to government regulations, no employee may offer a gratuity to any government employee or official on behalf of, or in pursuance of, **Zumbro House, Inc.** Gratuities are defined as meals, drinks, gifts, expenses, cash or any other item of value, including personal service.

**Zumbro House, Inc.** strictly forbids any form of a business gift to federal, state, county or municipal employees. Management is charged with the responsibility of maintaining adherence to this policy.

Violation of this policy will be treated as a major violation and, depending on the circumstances, may be grounds for immediate termination or other appropriate action.

### **Gratuities or Gifts from Persons Served/Legal Representatives**

Due to conflict of interest and potential financial exploitation, employees of **Zumbro House, Inc.** may not accept gifts, cash or other items of value — including personal service — from an existing or prospective person's served or legal representative. If a gift, cash or other item or service of value is offered to an employee by a person's served or legal

representative, they should be politely informed of this policy.

**Violation of this policy in any form will result in immediate disciplinary action, up to and including termination.**

## **Political Activities**

In recognition of its responsibilities as a business citizen, **Zumbro House, Inc.** encourages its employees to accept the personal responsibility of good citizenship, including participation in civic and political activities, in accordance with their interests and abilities.

**Zumbro House, Inc.** accepts without reservation the basic democratic principle that all employees are free to make their own individual decisions in civic and political matters. Therefore no employee's status with the company will be affected, in any way whatsoever, because of participation or nonparticipation in lawful civic and political activities.

Participation in civic and political activities is considered to be a personal matter and, as such, is to be carried on outside of normal working hours. No political activities or solicitations will be carried on within company premises.

Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of, or in concert with, any individual candidate for political office, or of a political party, which seek to influence the election of candidates to federal, state, or local offices. The definition includes employees who are or may be candidates for political office. Further, employees may not post politically biased material in or on company property.

## **Employee Privacy**

**Zumbro House, Inc.** recognizes our employees' rights to privacy. In achieving this goal, the company adopts these basic principles:

1. The collection of employee information will be limited to that which the company needs for business and legal purposes;
2. The confidentiality of all personal information in our records will be protected;
3. All in-house employees involved in record keeping will be required to adhere to these policies and practices. Violations of this policy will result in disciplinary action;
4. Internal access to employee records will be limited to those employees having an authorized, business-related, need-to-know basis. Access may also be given to third parties, including government agencies, pursuant to court order or subpoena;
5. The company will refuse to release personal information to outside sources without the employee's written approval, unless legally required to do so. The only information that will be provided to outside sources will include job title, dates of employment, pay, and any known knowledge of criminal history;
6. The company will only release an employee personnel file directly to the employee after receiving a written consent. Outside sources will be referred to this policy when requesting an employee's personnel file;
7. Employees are permitted to see the personal information maintained about them in the company records. They may



correct inaccurate factual information or submit written comments in disagreement with any material contained in their company records.

## Telephone, Computer, and PDAs

Personal calls and texting made or received on company phones or on personal cell phones is prohibited, except in emergency or urgent situations. If an employee is found to be on the phone for personal reasons in excess of these standards, then disciplinary action will ensue.

- **Employees are not permitted to bring personal computers to work or to use the company computer for personal use.**
- **No personal device that allows access to the internet will be made available to any person's served under any circumstance.**

## Social Media Policy

For the purposes of this policy, "social media" is defined as primarily internet and mobile-based tools for the sharing and discussing of information. Examples include, but are not limited to:

- Social Communication Sites (i.e. Facebook, Twitter, LinkedIn, etc.)
- Forums
- Blogs
- Photos
- Podcasts
- Videos
- Real-time Web Communications (i.e. chat, chat rooms, video chat)

Communication via social networking sites has become the norm. Online, an employee's personal and business personas are likely to intersect. **Zumbro House, Inc.** respects the right to free speech for all of its employees; however, employees must remember that customers, colleagues, supervisors, and even persons served, may have access to information that is posted online. Even information that is only intended for friends or family members may be forwarded on to others without your knowledge. Proprietary or confidential information regarding **Zumbro House, Inc.** or its persons served must not be disclosed via social media, even in private messages between site members or other **Zumbro House, Inc.** employees, past and current.

Employees will be accountable for information that is posted online if it reveals confidential company or person's served information, represents the company unprofessionally, or is contradictory to the values and philosophy of Zumbro House, Inc. Disciplinary action for violation of this policy will be at the discretion of the supervisor based on the severity of the infraction and will include verbal counsel, written warning, suspension, or termination of employment.

## Employee Conduct Policy

Employees of **Zumbro House, Inc.** are expected to act with honesty, integrity, and represent the company professionally at all times. Any behavior, whether within or outside of work hours, that is deemed contradictory to the company philosophy or derogatory, defamatory, or slanderous toward the company, its employees, or its persons served, will result in disciplinary action up to and including termination of employment. The aforementioned behavior is inclusive of negative comments or conversation regarding the company, its management, or its policies. Employees who have a concern are expected to address it professionally with their supervisor or in writing via the Employee Suggestion Form.

**Employees are required to report any criminal charges or convictions incurred to a supervisor or HR representative within 48 hours unless circumstances prohibit the employee from reporting within that time. If the nature of the charges may result in disqualification by the Minnesota Department of Human Services, or otherwise call into**

**question the employee’s ability to complete job responsibilities with honesty and integrity, their employment will be suspended or terminated per the discretion of the management.**

## Attire & Grooming Standards

**Zumbro House, Inc.** strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed.

- Apparel with offensive stamps is not allowed.
- Apparel with words and screen printed images are not allowed.
- **Zumbro House is a scent free work place.** Perfumes and colognes are not permitted.

## Procedures

All **Zumbro House, Inc.** staff members are expected to present a professional, businesslike image to residents, clients, visitors, and the public. Acceptable personal appearance, like proper *maintenance of work areas*, is an ongoing requirement of employment with **Zumbro House, Inc.**

Specific workplace attire and grooming guidelines are communicated to staff members during new-hire orientation and evaluation periods. Any questions about the department’s guidelines for attire should be discussed with the immediate supervisor and/or Director of HR.

Any staff member who does not meet the attire or grooming standards will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.

- All WINGS staff members must wear their identification badge at all times while at work.
- Certain staff members may be required to meet special dress, grooming and hygiene standards, such as wearing uniforms or protective gear/ clothing, depending on the nature of their job.

General attire guidelines include that apparel must be clean, well-fitting, in good condition and not revealing. For example, clothing that reveals an employee’s chest, back, stomach or undergarment is not appropriate.

Appropriate	Inappropriate
<b>Slacks</b>	
<ul style="list-style-type: none"><li>• Khakis or corduroys</li><li>• Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing)</li><li>• Skorts, capris, dress, skirt- knee length or longer</li><li>• Non athletic leggings</li></ul>	<ul style="list-style-type: none"><li>• Sweatpants, leggings, exercise wear</li><li>• Shorts, low-rise or hip-hugger pants or jeans</li></ul>
<b>Shirts</b>	

<ul style="list-style-type: none"> <li>• Polo collar knit or golf shirts</li> <li>• Oxford shirts</li> <li>• Company logo wear</li> <li>• Short-sleeved blouses or shirts</li> <li>• Turtlenecks</li> <li>• Blazers or sport coats</li> <li>• Jackets or sweaters</li> <li>• T-shirts or sweatshirts***</li> </ul>	<ul style="list-style-type: none"> <li>• Shirts with writing (other than company logo)</li> <li>• Beachwear</li> <li>• Sleeveless blouses or shirts</li> <li>• Exercise wear</li> <li>• Crop tops, clothing showing midriffs, spaghetti straps</li> </ul>
<b>Shoes</b>	
<ul style="list-style-type: none"> <li>• Boating or deck shoes</li> <li>• Athletic shoes, tennis shoes *</li> <li>• Casual, open-back shoes (e.g., mules, sling backs)**</li> </ul>	<ul style="list-style-type: none"> <li>• Thongs, flip-flops</li> </ul>
<b>Other</b>	
	<ul style="list-style-type: none"> <li>• Hats, hoods</li> </ul>

\*\*\*Residential Sites- T-shirts or sweatshirts are appropriate

\*\*WINGS/ Residential Sites- enclosed shoes ONLY

\*Headquarter Casual Fridays- only day that jeans/ tennis shoes are appropriate

***Addressing workplace attire and hygiene problems***

Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she may be required to go home, change into conforming attire or properly groom, and return to work.

If a staff member’s poor hygiene or use of perfume/cologne is an issue, the supervisor should discuss the problem with the staff member in private and should point out the specific areas to be corrected. If the problem persists, supervisors should follow the normal corrective action process up to and including termination.

**Visitors**

Family members and friends of employees may not enter **Zumbro House, Inc.** property or have contact with **Zumbro House, Inc.** persons served, unless pre-authorized by human resources, due to issues of confidentiality. Pets are not permitted on **Zumbro House, Inc.** property at any time.

Individuals under the age of 18 are not permitted at any **Zumbro House, Inc.** residential site.

Law enforcement or government officials, including health, licensing or fire inspectors, shall be directed immediately to the top level management personnel on site. This person shall determine proper governmental authority, review court orders or subpoenas, and assist the law enforcement or government officials in a manner which provides full cooperation with minimal disruption to company operations.

**Employee of the Month**

The employee of the month program has been developed to encourage recognition of employees with exemplary individual achievement, contribution, and performance in their jobs. These individuals consistently exhibit a positive and supportive attitude and make contributions beyond the usual expectations of their role.

**Criteria of Employee of the Month**

Employee must be employed a minimum of six months.

Employee should be reliable and dependable.

Nominee needs to be approved by the Program Director as a qualifying candidate.

The employee must demonstrate a willingness to take initiative beyond their normal and expected duties.

Employee should be inspiring and supportive that others see as an example.

Employee should demonstrate high quality work and commitment to their job.

Employee must demonstrate they work as a team member to support the residents as well as other staff.

**Process to nominate an Employee of the Month candidate:**

Complete the "Employee of the Month" nominee form on the Zumbro House website by the 25<sup>th</sup> of each month to submit nominee.

Nominees can be submitted by any employee of Zumbro **House. Inc.**

The Employee of the Month committee will review the nominees, their performance, and determine who the best candidate of each given month will be.

**Awards:**

Employee of the Month will be recognized by member or members of the Upper Leadership Team.

Employee will receive a gift certificate as a form of recognition to thank the employee for all of their hard work and dedication.