



PERSONNEL
POLICY
MANUAL

July 2021

United Cerebral Palsy of Northeastern Maine
700 Mt. Hope Avenue, Suite 320
Bangor, ME 04401

PERSONNEL POLICY MANUAL

WELCOME!

Thank you for joining us in assisting and serving individuals with developmental, behavioral and educational needs. United Cerebral Palsy (UCP) of Northeastern Maine was formed in 1954 by parents of children with disabilities and people in the community. Through the years, our organization has grown, and today serves over 750 families a year through a variety of services and programs. UCP of Northeastern Maine supports hundreds of people in learning countless new skills, assisting families, and enriching the lives of both employees and clientele beyond measure.

UCP is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Our people are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and the company's achievement as well.

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

Whatever your position at UCP, you are here to contribute to our mission. In order to do that, you need to know the basic ideas and policies by which we operate. This booklet has been prepared to outline many of our personnel policies. Please note that although there is a great deal of information contained in this personnel policies manual, there are additional policies that each employee is responsible for reviewing and adhering to located on the Employee Portal as well as the company-shared drive at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies. For your convenience, in cases where additional policy language is referenced within this document, a hyperlink has been made available to the referenced policy. For questions regarding this Policy Manual as well as the additional policies referenced, please contact Human Resources or your supervisor.

We welcome you to the UCP team and look forward to having you help us make a difference in the lives of our clients and in our community.

CORPORATE STRUCTURE

The Board of Directors is the corporate entity that holds the ultimate responsibility for the business and services of United Cerebral Palsy of Northeastern Maine, a private nonprofit organization. Board members are unpaid volunteers from our community.

BOARD AND STAFF RELATIONSHIP

It shall be the responsibility of the Personnel Committee of the Board of Directors and the Chief Executive Officer to establish personnel practices and policies for the organization. These policies shall be subject to the approval of the Board of Directors. The Personnel Practices and policies shall be in written form available to employees, interns, volunteers, and contracted staff of the organization.

MISSION STATEMENT

The mission of UCP is to advance the independence, productivity and full citizenship of people with disabilities who have multiple needs.

VISION STATEMENT

The following statements were the work of the Board and Employees of UCP. This is our vision for the future of UCP. Together we will build the following:

1. An organization where all programs and services work towards community inclusion.
2. An organization that acknowledges and provides choices and self-determination in all aspects of life for children, youth and adults.
3. An organization that will be a leader in helping to build and educate a community that is accepting of, safe for, and respectful toward all people.
4. An organization that will work with other community resources, families, and consumers to provide high quality services to people with disabilities.
5. An organization that promotes the knowledge of and use of technology for people with disabilities in daily living, work and recreation.
6. An organization that helps families and people with disabilities through all of life's transitions.
7. An organization that supports its employees, interns, and volunteers through ongoing technology, training, and a safe work environment.

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EMPLOYMENT PRACTICES

This policy manual of United Cerebral Palsy of Northeastern Maine (hereinafter referred to as UCP) will assist you in answering many of the questions you may have about your work here. While it contains a wide range of material, some subjects and details have been simplified or summarized to keep the policy manual to a manageable size. In addition, the policy manual may not provide the final word in every case. We know that individual circumstances may require special attention. For this reason, such matters should be discussed with your supervisor or the Human Resources department.

Because of constantly evolving policies, the information contained in this policy manual is subject to change without prior notice. Employees should access the most current version of this document on the Employee Portal or on the Company-shared drive (located on the network at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies when additional policy information is needed. The policy manual will be updated periodically to reflect substantial policy changes and the most current version will be used when determining UCP's policies and practices.

As defined by certification requirements in 14-197 CMR Chapter 10, any employee, client, guardian, advocate or representative of the Department who does not have access to the employee portal or company shared drive, may request a paper copy of the personnel policies through the front desk during regular operating hours.

A. EQUAL OPPORTUNITY

UCP is firmly committed to the policy of affording equal employment and participation to all of its employees, interns, and volunteers. Applications for employment and all matters of employment are handled in a manner consistent with local, state, and federal laws. UCP will take actions to ensure that each employee, intern, volunteer and applicant will be afforded equal treatment with respect to all matters of employment, regardless of race, color, sex (including pregnancy, gender identity and sexual orientation), age, physical or mental disability, genetic information, religion, ancestry or national origin, marital status, parental status, political affiliation, an individual's previous assertion of a claim or right against a prior employer under the Workers' Compensation Act, previous actions taken that are protected under the Whistleblowers' Protection Act, or being a veteran of the Vietnam era, special disabled, recently separated, or other protected veteran.

Any employee, intern, or volunteer with questions or concerns about any type of discrimination in the workplace should bring these issues to the Human Resources Department's attention. Employees, interns, and volunteers can raise concerns and make reports without fear of reprisal. An employee, intern or volunteer found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment. An employee who feels that any of UCP's employment practices may be contrary to law is

encouraged to bring any such concern immediately to the Human Resources Department's attention.

B. HIRING PRACTICES

1. The Board of Directors shall have the responsibility for the employment of the Chief Executive Officer of the organization upon the recommendation of the Personnel Committee.
2. The Chief Executive Officer or designee shall have the responsibility for the employment of the staff of the organization.
3. The Chief Executive Officer or designee shall make available to all new employees/volunteers/contracted staff at the time of hire the written personnel practices and policies of the organization.
4. The Chief Executive Officer or designee will make every effort to post open staff positions for a minimum of two working days. UCP reserves the right to fill positions internally without posting as appropriate to organizational needs.
5. All positions will be filled in accordance with state and federal regulations. The Chief Executive Officer shall have the responsibility to hire or delegate the hiring of all staff positions.

1. Nepotism: It is the policy of UCP to select the most qualified candidates for positions. Therefore, close relatives may be employed in the same or different areas of the organization. However, alternative arrangements for supervisory decisions acceptable to the Chief Executive Officer, Program Director, and/or Human Resources leadership must be made before employment or transfer of a close relative. Supervisory decisions include, but are not limited to initial hiring, retention, discipline, evaluation, promotion, salary, and approval of expenditures. UCP will attempt to avoid any circumstances in which there are direct or indirect lines of supervision between immediate relatives. In all cases, the potential conflict of interest must be documented and the plan on how the conflict of interest will be managed will be documented by Human Resources and kept in the personnel file.

For the purposes of clinical supervision, it is recognized that a close relative may be the only appropriate supervisor in some situations; however, this is to be avoided whenever possible.

For the purposes of this policy, close relatives include, but are not limited to: spouses and domestic partners, children, stepchildren, foster children, parents, stepparents, grandparents, grandchildren, sisters, brothers, half-sisters, half-brothers, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law, uncle, aunt, niece, and nephew.

This policy applies to all full-time, part-time, per diem employees, and independent contractors.

2. Promotions: It is UCP's intent to try to fill vacant positions from within the agency and to offer promotional opportunities to qualified employees, interns, or volunteers as appropriate.

While it is the intention of UCP to give the opportunity of promotions to our employees, management reserves the right to advertise and recruit qualified applicants from outside of the agency.

3. Background Checks: Annual background checks of all employees, interns, independent contractors, and volunteers will be conducted. The following background checks will be run annually: criminal record check, driving record check (if required to drive for work purposes), DHHS Child Protective, DHHS Adult Protective, National Sex Offender Registry, Office of the Inspector General Exclusions, and MaineCare Exclusions. In some programs, where regulations require the use of the Maine Background Check Center, certain background checks are only required every five years due to the ongoing review by the State of employees who have been entered into that system. Background checks will be conducted at hire in other states in which an employee has resided within the past seven years. Employees working in an education program will be required to obtain certification through the Maine Department of Education that they have passed a Criminal History Record Check, as well as certification through the Office of Child and Family Services resulting in a Provider Letter of Eligibility. Both certifications are obtained by way of fingerprinting. Credit checks may be performed for those positions that are deemed financially sensitive. Additional checks may be added at UCP's discretion or as needed for licensing purposes.

4. Re-hire: Employees who have been re-hired within one year will go through an abbreviated orientation to ensure that UCP records are accurate and all required documentation is in place.

If an employee is re-hired and a year or more has passed since their termination, UCP will treat these re-hires as a new hire.

The effective date of benefits, including service recognition, will be based on the rehire date and the appropriate waiting periods will apply. Exceptions will be made when complying with benefits laws for specific plans.

C. ORIENTATION

1. Supervisor Orientation: Human Resources will provide each Department Director and Program Supervisor with orientation/training materials that include information regarding Sexual Harassment Awareness and Prevention, Equal Employment Laws, and Effective Hiring Practices.

2. New Employee Orientation: Upon being hired, all employees, interns, and volunteers will complete the mandated paperwork as well as attending Human Resources, UCP, and program orientations. All employees, interns, and volunteers will receive a personnel policy manual and job description.

All employees, interns, and volunteers will receive and complete required trainings/certificates within the allotted time given.

Employees, interns, and volunteers will meet with their department director/supervisor to review their program/department policies and forms.

D. EMPLOYMENT AT WILL

These policies are prepared only for general guidance in addressing Human Resources matters, and do not constitute a contract or a guarantee of employment. The agency reserves the right to interpret and/or change these policies at any time. Employment at UCP is at will, and no employment contracts are offered. This means that either the agency or an individual employee may terminate the employment relationship at any time for any reason. To the extent that there may be contractual employment obligations on the part of the agency, they can only be authorized by an affirmative vote of the Board of Directors and delivered in writing to the employee. No other person or group of persons has authority to contractually bind the agency upon terms and conditions of employment or to modify the at-will status of employment by the agency.

E. TERMS OF EMPLOYMENT

Since employment at UCP is at will, there is no specific term of employment by the agency; any employee may decide to leave at any time or the agency may decide to terminate the employment at any time for any reason. However, notices are encouraged and lack of notice may lead to an employee being ineligible for rehire in the future. In all instances of resignation, reduction in staff or dismissal, the employee shall be paid accrued earned time up to the maximum allowed per the Earned Time Benefit Program Policy.

1. Resignation: A voluntary termination made by the employee for any reason he or she chooses. An employee may resign by presenting his/her resignation in writing to their immediate supervisor. All direct service staff shall give a minimum of two weeks' notice to resign in good standing. The Chief Executive Officer, directors, supervisors, and all administrative staff shall give a minimum of four weeks' notice of resignation.

2. Reduction in Staff: When it is necessary to reduce the staff because of reorganization, shortage of work or funds, or for other operational reasons, the agency will attempt to give four weeks' written notice or four weeks' pay in lieu of notice to the Chief Executive Officer, directors, supervisors, and all administrative staff. The direct care staff may receive a two week notice. The following factors will be considered in positions subject to reductions in which there are multiple incumbents: required and/or preferred qualifications, departmental/agency short-term and long-term needs, performance records, and seniority.

UCP reserves the right to furlough or reduce staff without notice or pay in lieu of notice when an urgent situation warrants such action and a notice and pay in lieu of notice are not feasible, while still ensuring compliance with state and federal law.

3. Dismissal of Staff: Dismissal may occur as a result of conduct or performance issues or UCP may choose to exercise employment at will. An employee who is being dismissed from employment will be notified verbally and in writing by their supervisor and/or Human Resources representative.

4. Requests for References: Human Resources must approve all letters of reference in response to requests by former or existing employees. UCP supervisory staff should immediately contact Human Resources upon receiving such a request and prior to the release of any letter of reference. Calls requesting employment verification or an employment reference should be directed to the Human Resources Department.

F. PERSONNEL RECORD

Policy Statement: UCP will maintain confidentiality for each employee and individual employment records will contain only appropriate and legal information. Although each employment record is the property of UCP, the contents are available for review to:

1. Members of management on a "need-to-know" basis.
2. An employee in whose name the record is maintained.
3. A former employee in whose name the record is maintained, upon receipt of a written request.
4. An authorized representative of the employee or a representative of a federal or state agency, who, under specific law, has a legal reason to review the file.
5. Parents of employees under the age of 18 have the right to review their child's personnel file.

Once the child is 18 or older, written permission must be granted by the employee.

Human Resources will retain access to and control of all personnel records and will be responsible for the security and confidentiality of these records.

Persons authorized to review a personnel file will be allowed to do so during normal office hours at UCP.

A personnel file may only be removed from UCP's premises by authorized UCP personnel. Photocopies may be made of a personnel file for bona fide business reasons or in connection with legal proceedings, or when formally requested, in writing, by the employee. In the case of an employee request to view or copy their personnel file, UCP will ensure such request is met within ten (10) days of the request. There will be no charge for the first copy; however, other copies will be at a reasonable rate. Please see UCP's Confidentiality Policy for additional information related to this topic found on the Employee Portal and Company-Shared Drive.

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G. PERFORMANCE EXPECTATIONS / STAFF CODE OF PROFESSIONAL CONDUCT

This agency was organized and is in business to serve persons with disabilities and their families and to serve as a resource for the community. The primary duty of all employees, contracted staff, interns and volunteers is to benefit the agency's clients through their respective jobs. In order for each employee, contracted staff, intern, and volunteer to perform his/her job for the maximum benefit of the clients, employees, contracted staff, interns, and volunteers must recognize the importance and significance of their jobs and that of other employees, interns, and volunteers.

The agency depends on several sources for money (fees, grants, fund raising, etc.) to pay wages and salaries and to meet all other expenses. Employees, interns, and volunteers of the agency are representatives of the agency and being courteous and respectful of clients, parents, co-workers, visitors, and representatives of other organizations is essential.

The following outlines the general parameters of appropriate job performance. Additional performance expectations may be established by management as appropriate.

General Job Duties and Responsibilities

1. Job Duties: It is expected that employees and contracted staff will perform their job duties competently, efficiently, and accurately.

2. Policy Compliance: Employees, contracted staff, interns, and volunteers will comply with rules, policies, and procedures.

3. Attendance/Absence: Employees are expected to maintain satisfactory attendance. Employees shall give supervisor or designee adequate notice of all absences. Employees will attend work regularly as scheduled without excessive absenteeism. Employees will report to work as scheduled, on time, and be working during the hours agreed upon by their supervisor. Planned absences shall be requested at least two weeks in advance from the employee's supervisor by time off requests using the time and attendance system. Consistent absences that adversely affect the delivery of UCP's services will be considered unsatisfactory performance. Please see UCP's Attendance and Punctuality Policy for additional information on the expectations of satisfactory attendance at work. \\ucp.local\warehouse\Company Shared Folders\Agency Policies

4. Overtime and Nonscheduled Work: Employees will accept and perform a reasonable amount of overtime, emergency, and non-scheduled work as requested by their supervisor or designee. Hourly employees are not authorized to work overtime without prior approval from their supervisor. In the event that overtime is worked, regardless of approval, the time must always be reported by the employee on the timecard so that it can be paid out on the next payroll.

5. Supervision and Staff Meetings: Employees will attend staff meetings, supervision, mandatory in-service training, and other required meetings.

6. Off-site Work Policy: UCP may allow employees to work off-site on occasion when the situation is deemed appropriate.

- a. Staff may work off site with supervisory permission.
- b. All work, regardless of where it is performed, must be recorded as time worked, meaning the employee must clock in and out when performing work in any location.
- c. All client information is confidential. Staff members are responsible for maintaining total confidentiality at all times, especially when client information is taken from UCP sites for the purpose of working off-site
- d. Employees who wish to work from home on a more permanent basis should refer to the “Telecommuting Policy” located on the Employee Portal and Company-Shared Drive.
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7. Continuing Education: Employees will meet continuing education and training requirements for the position and/or license they hold, including education required under program regulations and agency licenses.

8. Outside Employment: If an employee of UCP is considering work outside of the agency, which is directly related to or is similar to the work done at the agency, the nature and extent of such employment must be discussed with the employee’s supervisor. The supervisor, along with the employee, Human Resources leadership and the Chief Executive Officer as appropriate, will determine whether such outside work will have a negative effect on the agency or upon the employee’s responsibilities or position with the agency. If the nature or extents of such work changes during employment with UCP, the employee must discuss this with the supervisor.

9. Name/Address Changes: Employees who experience a name or address change should immediately complete the Change of Address Form located on the Employee Portal under Staff Resources to notify payroll in the Finance Department and the Human Resources Department. For name changes, an employee must complete new W-4 forms and bring a copy of their new social security card to be copied prior to their name being updated in the HRIS/Payroll system.

10. Mandatory Direct Deposit: All employees are required to receive their pay through a direct deposit option and can access pay stubs electronically via the Employee Self Service option with the information provided to them at hire. Any employee who needs an accommodation related to this requirement should contact the Human Resources Department.

Client Care

11. Plans of Care: Employees, interns and contracted staff will follow plans of care/habilitation plans and behavior management plans of the people we serve.

12. Documentation: Employees, interns, and volunteers will prepare and submit documentation as required and on time.

13. Medication Administration: Only employees that are authorized by their job description and have received appropriate training may administer medication. All procedures should be followed regarding medication administration.

14. Authorized Persons: Staff will not permit unauthorized persons to enter program areas. Unidentified or unrecognized persons must be requested to present identification. All visitors (non-employed staff) must enter through the front office of the site they are visiting to be authorized to go to other parts of the building, accompanied by a UCP staff member.

15. Atypical Behavior: Staff observing persons exhibiting atypical behavior in proximity of client areas should take precautionary measures and immediately remove clients from the area.

16. Photographs: Photographs of clients may be taken only upon written guardian/parental/client consent and upon authorization of the program. Client/Guardian will be informed as to intended photograph usage, such as curriculum, fund raising, or publicity. Photography consents will be housed in the client chart.

17. Releasing Clients: Staff will release clients only to authorized individuals. Authorized individuals include: Custodial parents and guardians, specific individuals authorized in writing by custodial parents/guardians to remove a client, school personnel in educational settings, and/or specific individuals verbally authorized by custodial parents/guardians to remove a client. Verbal authorizations must be communicated directly from the custodial parent/guardians to a regular staff member. Staff will exercise caution when releasing clients. When there is a question of identity, they must ask for appropriate identification.

18. Staff/Parent Communications: Staff will maintain professional relationships with clients and their families. Staff must be aware of and report job related issues concerning confidentiality, objectivity, and conflict of interest.

19. Conduct with Clients: When staff are on duty, their primary responsibility is tending to the safety, wellbeing and treatment of their assigned client(s). Staff should treat their client(s) with dignity and respect at all time. Clients are to be supervised at all times. UCP's bathroom facilities are coed. Doors are to remain unlocked and open for preschool age clients.

20. Confidentiality: Information learned about clients or contained in clients' files, reports, etc., is confidential and privileged. No employee, intern or volunteer shall disclose any information about a client to an external party without a written release from the client, parent, or guardian. Information released within the agency will be shared on a need to know basis. Please refer to UCP's policy on Confidentiality located on the Employee Portal or on the Company-Shared drive at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies

21. Allegations of Abuse against an Employee: It is the policy of UCP to ensure that all employees are informed and adhere to the requirements of reporting neglect, abuse, and/or exploitation. Please refer to UCP's separate Reporting of Neglect, Abuse, or

Exploitation policy regarding staff responsibilities found at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies

UCP administration is aware of the difficult and sensitive position of employees, interns, and volunteers working with people with disabilities. This policy is to protect them, as well as the clients in UCP programs.

In the event that an allegation of abuse of a client is made against an employee, intern, or volunteer, the following steps will be taken:

- a. All staff members must adhere to the state mandate for reporting actual or suspected incidences of abuse inside or outside of the agency, including any violation of DHHS Child Care, Mental Health Agency or Child Care Residential Licensing Rule, to the Department of Health and Human Services. In addition, this information must be reported to the immediate supervisor and/or Chief Executive Officer. In cases where a concern is raised outside of business hours, staff must make contact with their supervisor, a UCP Director or the on-call clinician. Such reports are to be made immediately and should never wait until the next business day.
- b. Upon learning of an allegation, the Chief Executive Officer, designee, and/or the program supervisor will meet with the employee/intern/volunteer and discuss the allegation. Effective immediately, the employee/intern/volunteer will be relieved of his/her duties pending investigation. Employees will be suspended without pay pending the results of our investigation. If an allegation is found to be unsubstantiated, any regular part-time and full-time employee will receive pay for loss of work time during the suspension. Per Diem employees will receive no pay. Volunteers and interns may return to work if allegation is unsubstantiated.
- c. If, for any reason, allegations become known by persons other than the Chief Executive Officer or Supervisor, only the Chief Executive Officer will respond to any questions, inquiries, etc., including media contacts.
- d. Confidentiality will be maintained and notification of allegations will be made to only those in an official capacity with the right to know such as Department of Health and Human Services, UCP Board of Directors Representative, parents, and/or law enforcement.
- e. During the time allegations are being investigated, regular contact by an UCP representative may take place and the employee, intern, or volunteer may be kept informed of the progress of any investigation, as is reasonable under the circumstances.
- f. Upon completion of the investigation, appropriate action will be taken. If the allegation is proven to be false, the employee, intern, or volunteer may be reinstated to previous responsibilities. If it is proven to be true, immediate dismissal as presented in the Personnel Policies will take place.

Personal Standards

22. Personal Hygiene: Employees, interns, and volunteers will maintain appropriate personal hygiene. Fingernails, in particular, should be manicured to a length that minimizes chance of injury or infection control issues.

23. Dress Code: Attire and Grooming Policy

Employees, interns, and volunteers will maintain a clean and neat appearance by wearing clothing that is appropriate for the position, ensuring that clothing maintains a sense of modesty and promotes safety. Due to sensitivities in the workplace, perfumes, colognes and perfumed lotions should not be used by employees prior to or during their workday.

Certain staff may be required to meet special dress, grooming, and hygiene standards as determined by department management, such as wearing uniforms or protective clothing, depending on the nature of their job. In addition, department management may set additional standards not covered here, for their specific department, based on operational needs and preferences.

When representing UCP by meeting with members of the community, employees should dress in appropriate wear and in most cases, in business casual attire.

The following are examples of attire that is not acceptable in any position at UCP:

- Sweatpants (exceptions may be made by management based on client and training activities)
- Shorts less than mid-thigh length
- Beachwear (exceptions allowed when working in ELC pool area or when appropriate for client activities)
- Exposed spaghetti straps
- Crop tops (any shirt that exposes abdominal skin)
- Graphics or writing on clothing that may be offensive or concerning to clients and co-workers
- Pajamas
- Exposed undergarments
- Flip Flops (casual plastic or rubber sandals with a thong between the big and second toe that has no other back strap or support to hold the shoe in place)

Staff may be asked to remove personal jewelry or cover tattoos if these creates distractions or is deemed as unsafe or unprofessional.

The following department/position specific guidelines are in addition to the guidelines applicable to all UCP staff as referenced in the above section.

Office/Administrative Staff (Administrative Staff including HR, Finance, Marketing, Trainers, and Management)* (Management includes all supervisory positions with the exception of Bridges Lead Teaching staff and supervisory staff working one-on-one with clients on a daily basis)

Office and administrative staff are expected to present a professional, businesslike image to staff, clients, visitors, customers, and the public. Khakis, dress slacks, dress shorts, and jeans in good

condition are acceptable. When worn, skirts, dresses, and dress shorts must be no more than 2 inches above the knee.

The following attire is never acceptable for the office setting:

- Exercise wear (ex. Yoga pants, tank tops, sweatshirts, etc.)
- Athletic sandals
- Jean shorts
- Casual t-shirts

*Exceptions to the information above may be approved in certain cases, where work requires out-of-office activities and/or work with clients.

In-Home Staff (HCT, RCS, Clinicians) / Bridges Pre-School Classroom Staff / Case Managers, Waiver Homes)

When working with children and adults with disabilities one-on-one, UCP recognizes that staff need to dress more casually than office staff based on the activities of the day. When working with clients, employees are allowed to wear jeans that are clean, free of rips, holes, tears, and fraying. Clothing must not be excessively tight or revealing. Staff should follow guidelines applicable to all staff as noted earlier in this section.

Elizabeth Levinson Center

Jeans that are clean and free of rips, holes, tears and fraying are allowable to promote a home-like atmosphere for our residents. Hair must be up at all times for direct staff care. Shawls, scarves, dangling clothing, yoga pants, and hoodie sweatshirts are not permitted in any department.

Footwear must be worn in the facility at all times. Footwear that is acceptable for direct care must be approved footwear that has a rubber sole or other non-slip material, is held secure to the foot, (e.g. sneakers), and is considered safe for direct care settings. No crocs, boots or heels are permitted in direct care. Open-toed shoes are not acceptable in any positions; however, sandals and flip flops are permitted when working in the pool area only.

Due to safety issues, nursing and direct care staff must keep nails cut and clean. Acrylic nails are not acceptable at any time for nursing and direct care staff at ELC.

Dietary staff must wear hairnets or hats while working. Employees who enter the kitchen beyond the red lines must also wear hair nets or hats while in the kitchen.

Jewelry should be worn at a minimum and with safety in mind. All body piercings must be studs as no hoops or dangles are allowed.

Maintenance/Housekeeping/Laundry (all UCP sites)

Maintenance staff may wear jeans or work pants due to the nature of their work, following guidelines applicable to all positions. Maintenance/Housekeeping/Laundry employees should always wear closed-toed shoes. Maintenance workers may be required to wear steel-toed

shoes/boots and other personal protective equipment as appropriate. No loosely fitted clothing is allowed.

Reasonable Accommodation of Religious Beliefs

UCP recognizes the importance of individually-held religious beliefs to persons within its workforce. UCP will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of issues of safety for the particular employee as well as co-workers. Staff members requesting a workplace attire accommodation based on religious beliefs should be referred to the Human Resources department.

Concerns: Any questions about a department's guidelines for appropriate attire should be discussed with your immediate supervisor or with Human Resources.

24. Personal Visitors/Phone Calls: Visits and phone calls from family and friends during work hours may occasionally be necessary, but should never take place in the presence of clients. Personal phone calls or visits should never interfere with staff's responsibilities with clients. Employees, interns, and volunteers' own children and spouses, or friends may not be present with the employee, intern, and volunteer during working hours except with advance permission in exceptional circumstances. Permission to have children, spouse or friends present when he/she is working shall be at the discretion of the Chief Executive Officer or designee.

25. Professional Boundaries with Clients: This policy serves to uphold UCP's high standards of professional and ethical conduct, specifically with respect to relationships with the clients we serve. Developing personal relationships with clients or their family members beyond that which is necessary for job performance has the potential to undermine client progress and put clients, employees, and the organization at risk and is strictly prohibited.

It is essential that appropriate professional and personal boundaries be maintained when working or interacting with clients. Absent extenuating circumstances (and with knowledge of UCP management), staff should refrain from non-program related communications with clients and client family members. This includes but is not limited to phone calls, texts, emails, or use of on-line forums, such as social media platforms. Staff is strictly prohibited from sharing contact information and from connecting with clients in any manner other than through approved methods and only for program related communications. Communicating with or to clients via personal social media platforms is never acceptable and is strictly prohibited.

In order to ensure professional boundaries are maintained, employees are not to share personal information with clients/client family members.

The following are additional examples of inappropriate behavior for employees who work in client homes or with clients in the community:

- Taking client to staff person's or friend/acquaintance of a staff person's home or property, driveway, etc.
- Conducting any type of personal business with clients (shopping, "dropping personal things off," "picking personal things up," etc.

- Social encounters with friends/acquaintances while a client is present
- Smoking
- Sleeping

If at any time a staff member becomes aware of a situation with a client that has the potential to violate professional boundaries, they should immediately notify their supervisor to determine an appropriate plan to ensure professional relationships remain intact.

26. Pets: For the safety of staff, clients and visitors, employee pets are not allowed on any UCP premises or in the course of UCP business or providing services to clients without the approval of the Chief Executive Officer.

27. Personal Limitations: Staff must realize their individual emotional and physical limitations. When such limits are strained, know when to request support and/or relief. Employees have access to 24/7 support through the Employee Assistance Program. Further information is available in the Human Resources Department.

28. Conversation/Communication: Staff is employed to care for clients. Conversations between staff regarding clients must be limited to work related issues. It is each employee, intern, and volunteer's responsibility to assist in the transmission of accurate information. Rumors about clients or staff are not appropriate topics of conversation.

29. Bathroom Facilities/Personal Needs: Staff will utilize designated bathroom facilities for personal needs. Clients must not be present. Doors must be completely closed.

30. Medications: All staff, intern, volunteer, and client medications must be locked in a secure location.

31. Valuables: Staff should leave valuables at home or locked in their personal vehicle and should not bring valuables into their work site. UCP is not responsible for any lost or stolen items brought to work by staff.

32. Communicable Diseases: All employees, interns, and volunteers are responsible for reporting a symptom or signs of any reportable communicable disease to his/her supervisor. Employees, interns, and volunteers shall be expected to leave the job site and not return to work until he or she receives written approval from a physician or supervisor. Please refer to the Communicable Disease Policy located on the Employee Portal and Company-Shared Drive. \\ucp.local\warehouse\Company Shared Folders\Agency Policies.

33. Telephone: Staff is required to have a telephone number where they can be readily reached. Staff should keep agency updated on changes in telephone numbers.

34. Medical Requirements: Early Childhood Education and Elizabeth Levinson Center employees, interns, and volunteers born after 1957 must provide proof of current

immunizations at beginning of employment and be in compliance with immunization requirements under licensing rules as a condition of employment.

35. Convictions: All employees, interns and volunteers are required to report to the Human Resources Department immediately if they are convicted of any crime, including misdemeanors. Employees who are required to drive for work purposes must immediately report moving violations to the Human Resources Department.

Health and Safety

UCP is committed to providing services and programs in a safe and healthy manner.

If a situation occurs in which the health or safety of staff or clients is jeopardized by a client, the following procedure will be implemented:

1. The program director and other easily available team members will meet immediately with the client and/or parent/guardian, if available, to discuss the incident and an alternative service to be offered to the client on a temporary basis.
2. A meeting of the client's larger team will be arranged.
 - A. This meeting will address:
 - i. The situation(s) in the client's service/program that may have precipitated the incident;
 - ii. Further assessments/consultations that may be necessary to address incident;
 - iii. The development and implementation of a plan that is appropriate for the client.

35. Health and Safety: Employees, contracted staff, interns, and volunteers will take reasonable precautions for health and safety of the people we serve, fellow employees, interns, and volunteers, and property. Staff may be required to take additional precautions as recommended by the CDC, State of Maine and regulatory agencies in extraordinary circumstances and as communicated by UCP leadership.

36. Universal Precautions: Employees, interns, and volunteers will follow universal precautions. See UCP of Maine Exposure Control Plan.

37. Incidents/Accidents: Employees, interns, and volunteers will report all of their work incidents, accidents, and injuries immediately to their supervisor and will complete an Incident/Accident (Form I-03) for client related incidents. The employee is required to complete the Occupational Injury Report (Form O-01) to their supervisor within 24 hours in situations where the employee has had a personal incident resulting in injury. This form should be sent by the supervisor to the Human Resources Department for recording and reporting as applicable.

38. Tobacco-Free Policy: UCP is committed to providing a healthy working environment for staff. As such, the use of tobacco, e-cigarettes, vapor pens, snuff, and chew and all smoking products are only permitted in specially designated smoking areas and are never

permitted on or in any UCP owned property or vehicles. It is UCP's goal to reduce harm from tobacco use and secondhand smoke and to provide an environment that promotes individuals to live a healthy lifestyle. There will be no smoking in any of UCP's vehicles or in a situation where the employee/volunteer/intern is with a client, regardless of location. No staff member will transport in their own vehicles if a person has smoked in that vehicle within 12 hours prior to transport.

UCP provides access to tobacco cessation resources for staff through the Employee Assistance Program.

39. Drug Free Workplace Policy: UCP is committed to a drug-free work environment. Employees may not use or be under the influence of alcohol, prescribed medications, or legal drugs that may impact their ability to perform their job, or illegal substances while on UCP premises or conducting any UCP work or volunteer activities. Please refer to UCP's Drug Free Workplace Policy at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies

40. Diversity, Equity and Inclusion Policy: UCP is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. UCP is committed to ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces respectful communication and cooperation between all staff, teamwork and employee participation that allows for the representation of all groups and employee perspectives.

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

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

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

41. Harassment: It is the policy of UCP to promote a safe environment for its employees, contracted staff, volunteers, interns, people it serves, their families, and visitors to the agency.

UCP is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate unlawful harassment of our employees, contracted staff, interns, and volunteers by anyone, including any supervisor, co-worker, or third party.

Harassment consists of: unwelcome conduct, whether verbal, physical or visual, that is based on race, sex, color, religion, national origin, disability, age, Vietnam Era, special disabled,

recently separated, and other protected veterans, status as a whistle blower, genetic information, sexual orientation, gender identity, or gender expression.

Harassment that affects job benefits, interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment will not be tolerated.

Harassment may include: derogatory remarks, epithets, offensive jokes, the display or circulation of offensive printed, visual or electronic material, or offensive physical actions.

Sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors, or other physical, verbal or visual conduct based on sex constitutes harassment when:

- (1) Submission to the conduct is required as a term or condition of employment or is the basis for employment action, or
- (2) The conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive workplace.

Sexual harassment may include: sexual propositions, innuendo, suggestive comments, sexually oriented jokes or teasing, or unwelcome physical contact such as patting, pinching, or brushing against another person.

All UCP employees, interns, and volunteers are responsible for helping to enforce this policy against harassment.

HOW TO REPORT HARASSMENT: Any employee, contracted staff, intern, or volunteer who has been the victim of prohibited harassment or who has witnessed such harassment must immediately notify the Assistant Director of Human Resources so the situation can be promptly investigated and remedied. If it is the Assistant Director of Human Resources who is responsible for the harassment or reporting the situation to the Assistant Director of Human Resources fails to remedy the situation, these complaints must immediately be reported to the Director of Operations. If the complaint involves the Director of Operations, it must immediately be reported to the Chief Executive Officer. If the complaint involves the Chief Executive Officer, the President of the Board or the Chair of the Personnel Committee should be contacted.

It is UCP's policy to investigate all harassment complaints thoroughly and promptly. However, no employee, intern, or volunteer has a right to any specific investigative procedure or remedial measure. To the fullest extent practicable, UCP will maintain the confidentiality of those involved. If an investigation confirms that harassment has occurred, UCP will take corrective action. Corrective action may include discipline up to and including immediate termination of employment.

UCP forbids retaliation against anyone who has reported harassment or who has cooperated in the investigation of harassment complaints. Employees, contracted staff, interns, and volunteers may notify the Maine Human Rights Commission by calling (207) 624-6290.

All employees will receive harassment education and training at hire and managerial employees will receive additional training on an annual basis to ensure that the response to any allegations of harassment is responded to immediately and appropriately. **All employees, contracted staff, interns, board members and volunteers are responsible for helping to enforce this policy against harassment.**

42. Weapons: Employees and others on UCP premises may not carry a concealed or unconcealed weapon of any kind. Please refer to UCP's Weapon policy at:
\\ucp.local\warehouse\Company Shared Folders\Agency Policies

H. SOLICITATION

In an effort to ensure a productive and harmonious work environment, persons not employed by UCP may not solicit or distribute literature in the workplace at any time for any purpose.

UCP recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time or anywhere on UCP premises, as such solicitation has the ability to interfere with the normal operations of the Company, be detrimental to efficiency, be distracting, and can pose a threat to security.

In addition, the posting of written solicitations on company bulletin boards is restricted. The company maintains bulletin boards to communicate Company information to employees and to post notices required by law. Any unauthorized posting of notices, photographs, or other printed or written materials on bulletin boards or any other Company property is prohibited.

UCP approved functions, such as United Way and other charitable fundraisers are exempt from this policy.

All managers are responsible for administering this policy and for enforcing its provisions.

I. CONFLICT OF INTEREST

The purpose of the Conflict of Interest policy and procedures is to prevent the personal interest of staff members, board members, and volunteers from interfering with the performance of their duties to UCP, or result in personal financial, professional, or political gain on the part of such persons at the expense of UCP or its Members, supporters, and other stakeholders.

All employees, interns, and volunteers, including Board Members, are required to provide notice in writing regarding any and all potential conflicts of interest. Please access the full Conflict of Interest Policy and signature form on the UCP Original Forms folder at:
\\ucp.local\warehouse\Company Shared Folders\Agency Policies

Each board member, employee, contracted staff, intern, or volunteer shall review and sign a statement which affirms that the employee, intern, volunteer:

- Has received a copy of the conflict of interest policy
- Has read and understands the policy, and
- Has agreed to comply with the policy

J. FINANCIAL CODE OF ETHICS

If any employee reasonably believes that there is a violation of the organization's Financial Ethics Policy, a report of the violation must be made to the Organization's Compliance Officer. The Compliance Officer is a member of the UCP Board of Directors. The Officer's contact information is posted at each work site as well as on the Employee Portal.

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

UCP will not retaliate against an employee who, in good faith, has reported a violation on the basis of a reasonable belief that a policy, practice, or activity is in violation of the policy.

UCP will also not retaliate against an employee who discloses or threatens to disclose to a public body any policy, practice, or activity that the employee reasonably believes is in violation of a law, rule, or regulation mandated pursuant to law, clear mandate, or public policy.

An employee is protected from retaliation if he or she brings the alleged unlawful policy, practice, or activity to the attention of UCP and provides UCP with a reasonable opportunity to investigate and correct the alleged unlawful activity. An allegation proved to be unsubstantiated and made maliciously or with the employee's knowledge of it to be false will be viewed as a serious offense. The employee would be subject to discipline up to and including termination of employment.

K. PERFORMANCE REVIEW

At the end of 90 days, new employees will have a performance review done by the supervisor.

Employee's performance shall be reviewed on an annual basis. The performance review will be discussed with the employee by the employee's supervisor, and the employee will receive a copy.

Your supervisor will make every effort to give you early notice when your performance is considered unsatisfactory and may try to encourage improved performance through coaching. However, we reserve the right to practice at-will employment.

1. Performance Issues: Employees shall be considered at-will and therefore may be discharged at any time for any reason, or no reason at all, by UCP.

If deemed appropriate by UCP, an employee may be placed on a performance improvement plan or be subject to progressive discipline as appropriate due to performance or behavior concerns and/or violations of UCP standards and policies. Supervisors should work with Human Resources regarding performance improvement plans and disciplinary actions to ensure appropriate application of UCP policies and organizational consistency in approach.

Generally, the UCP formal disciplinary process consists of the following steps:

- 1: Coaching (informal or formal)
- 2: Written Warning
- 3: Suspension or Final Written Warning in Lieu of Suspension
- 4: Discharge

In some cases, based on the severity of the offense, a supervisor may skip steps in the discipline process, including processing a discharge for a serious offense, even if a first time issue.

Supervisors, in many cases, may choose to have an informal verbal conversation regarding concerns prior to initiating the formal performance improvement process. Prior performance improvement plans or discipline shall not necessarily be considered precedent setting. Performance improvement plans shall be developed to reflect the severity of the violation.

All performance improvement plans or discipline must be approved in advance by the Assistant Director of Human Resources or Director of Operations.

Employees are encouraged to respond to their Performance Review or Performance Improvement Plan as indicated on the forms used in such processes.

2. Appeal Policy.

Appeals for non-termination disciplinary action should be appealed to the next level in the chain of command, or the Director of the supervisor who issued the disciplinary action. For ELC, a non-termination disciplinary action appeal should be appealed to the Director of Operations as the Administrator is involved in any disciplinary action at that time. The appeal must be provided to the appropriate Director within 72 hours of receiving the disciplinary action. These appeals shall be acted upon as soon as possible, but no longer than 15 calendar days after receipt by the Director. In cases where the employee is dissatisfied by the decision on the appeal, the employee may advance their appeal in writing to the Director of Operations for a formal review and decision. In the case of an escalated appeal to the Director of Operations for non-termination discipline, the request for review to the Director of Operations must be received

within 72 hours of the appeal decision by the Program Director. Appeals to the Director of Operations shall be acted on as soon as possible, but no longer than 15 calendar days after receipt. The decision of the Director of Operations shall be final.

In cases of employment termination, employees may appeal directly to the Chief Executive Officer within 72 hours of the termination. Appeals shall be acted upon as soon as possible, but no longer than 30 calendar days after receipt by the Chief Executive Officer and may be attended to by anyone designated by the Chief Executive Officer. The decision of the Chief Executive Officer shall be considered final.

Employee time spent in appeal meetings is not compensated.

If a Performance Improvement Plan, discipline, or termination is initiated by the Chief Executive Officer, the appeal will be forwarded to the Personnel Committee of the Board of Directors.

L. CONCERNS POLICY

An employee has the right to present to their supervisor a concern related to conditions of employment excluding performance reviews or termination.

The purpose of this policy is to maintain and improve the quality of UCP's services, by offering a means to formally criticize operations, to improve productivity by allowing energies to be focused on work instead of conflict; by spreading goodwill through satisfaction gained by using this policy; by encouraging solutions within UCP; employees are encouraged to voice concerns about significant issues; to document concerns and grievances; and to provide feedback that may improve operations.

Employees are expected to act in good faith in bringing concerns to management, should participate in an on-going discovery cooperatively, and provide all relevant information necessary to understand the complaint.

Management is expected to respond to a concern in a timely manner, be open and receptive to feedback made in good faith, and exercise appropriate judgement and discretion, refraining from discussing concerns except on a need-to-know basis, or as may be necessary during the process of discovery/investigation.

M. ELECTRONIC COMMUNICATION SYSTEMS

It is important that every employee/volunteer understand that all of the electronic communication systems used while at work, including but not limited to, office computers, the Internet, voicemail, UCP provided cell phones, as well as all information transmitted, received, or stored in these systems are the property of UCP. These electronic communication systems are provided

for employee, contracted staff member, intern, and volunteer to use solely for business purposes. Thus, the agency needs to be able to access and/or disclose any information in the electronic communication systems, even those protected by your individual password, at any time, with or without notice to the employee, intern, and volunteer. Employees, interns, and volunteers have no expectation of privacy in connection with the use of these systems, or the transmission, receipt or storage of information in such systems. Therefore, employees, interns, and volunteers should not use these electronic communication systems to store or transmit any information that they do not want management and/or other employees, interns, and volunteers to see, hear, or read.

UCP electronic property such as cell phones, laptops/computers and/or telephones is for UCP business use only.

Your communication through these electronic communication systems must always be handled in a professional and ethical manner, since it reflects UCP, our customers, referral sources, and other employees, interns, and volunteers. Nothing should be communicated through the electronic communication systems that would be inappropriate in any other form of business communication. Specifically, the electronic communication systems are not to be used in a way that may be disruptive, illegal, offensive to others, or harmful to morale. Each employee, intern, and volunteer is responsible for transmission of all information. If you are not sure whether you have the right to use certain information—ask your supervisor.

The use of derogatory, inappropriate, discriminatory, and/or non-professional communication, including, but not limited to, slander, harassment of any type (sexual, racial, etc.) or obscenity is prohibited. Similarly, there is to be no display or transmission of sexually explicit images, messages, or cartoons.

1. Computers: Accessing pornographic Internet sites is strictly prohibited. Solicitation of non-UCP business or personal or private use of UCP's Internet or e-mail resources is prohibited. Also prohibited is the purchase of products or services through the Internet, or downloading or uploading software, data files, etc., without the express approval of your Supervisor and/or the IT department. Non-work related streaming audio and video over UCP Internet is prohibited.

Most of our electronic communication systems are password-protected and all UCP computers must be encrypted with encryption software. Employees/volunteers are required to keep their passwords confidential, change them on a regular basis, and comply with all security procedures. The unauthorized use of a password, or the unauthorized access to or retrieval of information transmitted or stored in the electronic communication systems, is strictly prohibited.

UCP computers contain confidential information and shall not be left unattended. Employees are required to lock computer screens if stepping away from the computer for any period of time. If any technology that contains confidential information is left in a vehicle, it must be left secure in the trunk.

2. Cell Phones: Use of personal cellular phones is prohibited while working with clients, in agency public spaces, or in client space. An exception is made if you are away from an UCP

facility and an emergency arises, making it necessary for you to call for help. When working and driving for UCP business, no electronic communication system will be used, including use of any hands-free communication devices. When operating these devices, please pull over to a safe area.

Cell phones are disruptive and should be turned to a silent mode while in any UCP facilities or vehicles or with a client.

Violation of the above electronic communication systems policy is grounds for disciplinary action, up to and including discharge.

In any case where a personal cell phone is used for work purposes, including communicating with clients or staff members, the cell phone must be password protected by the employee to ensure that non-employees cannot access contact information of clients or staff. In addition, the employee must immediately delete any contact information or communications with clients and staff upon ending employment and not respond to client contacts when not employed.

N. SOCIAL MEDIA POLICY

UCP recognizes the importance of online social media networks as a communication tool and respects the right of employees to use these mediums during their personal time. Use of these mediums during UCP time or on UCP equipment, however, is prohibited.

UCP takes no position on a staff member's decision to participate in the use of social media networks. In general, employees who participate in social media are free to publish their own personal information without censorship by UCP. Employees must avoid, however, posting information that could place UCP at competitive or legal compliance risk or that would violate its policies regarding confidentiality of client information.

If an employee chooses to identify him or herself as an UCP employee on any social media network, he or she must state in clear terms that the views expressed are the employee's alone and that they do **not** reflect the views of UCP. Employees are prohibited from acting as a spokesperson for UCP or posting comments as a representative of the entity. Types of information employees are not permitted to discuss or display online, include: information that is confidential or proprietary to UCP including information about or identifying UCP clients; use of UCP logos on any social media network without permission; and images of UCP clients.

Nothing in this section shall be interpreted or applied as limiting an employee's right to engage in protected concerted activity as provided by the National Labor Relations Act.

The nature of any social media posting and degree of harm to UCP and/or its clients will be factors in determining whether discipline will be imposed and the severity of any such discipline, up to and including termination of employment.

O. COMPENSATION

The Personnel Committee and the Chief Executive Officer will review compensation annually. Compensation adjustments will be made within the limits of the budget, the organization's financial resources, and the employee's performance.

1. Work Schedule, Pay Period, and Overtime: Your supervisor will schedule your work hours. These schedules will vary from department to department and from program to program.

For purposes of payroll computation, the workweek shall be the 7-day period, Friday through Thursday. For ELC, the workweek shall be the 7-day period, Sunday through Saturday. Payday is every other Friday, and payment will be made by employee-authorized direct deposit, with appropriate deductions being made. Exceptions can only be approved by the Chief Executive Officer.

Any non-exempt employee who works in excess of 40 hours in any workweek shall be paid at the rate of one and one-half times the employee's regular hourly rate for all hours worked in excess of 40 hours. Earned-time taken in any given pay period will not be considered as hours worked and will not be included in any calculation of overtime. Earned time will be paid at the employee's normal hourly rate.

Overtime must have prior approval by a manager. Employees are expected to notify a manager prior to overtime being accrued.

All employees working shifts of six or more hours are required to take at least a thirty (30) minute unpaid rest break. Any exceptions to this rule must be approved by Human Resources leadership to ensure compliance with Maine law.

2. Compensation and Wages: It is the intent of UCP to maintain a pay scale and to compensate full time, part time, and salaried employees for length of service and reward employees for outstanding performance.

The majority of UCP's funding comes from state dollars; through Medicaid, grants, and other contracts. No guarantees exist for our funding; hence, the Board of Directors cannot guarantee annual increases or compensation for outstanding performance. Every effort will be made, when fiscally able, to make monies available for increase.

3. Pager/On-Call Pay: When staff are required to carry a pager or be "on-call" and available and respond to UCP business after typical working hours, the following pay will apply:

1. Monday – Friday \$10.00/day
2. Saturday & Sunday \$15.00/day
3. Holidays \$25.00/day

4. ELC Night Differential

ELC direct care employees only (CNA/DTA, DT, LPN, and RN) are eligible for a night differential of \$2.00 for any hours worked between the hours of 10:00 p.m. – 7:00 a.m.

5. ELC Weekend Differential

All ELC hourly staff are eligible for a weekend differential of \$1.00 for any worked hours worked between the hours of Saturday at 12:00 a.m. (Friday midnight) to Monday at 12:00 a.m. (Sunday midnight.)

6. Hourly Staff Holiday Pay:

All hourly employees (excluding ELC staff) will receive an additional \$2.00 per hour in holiday pay for each hour that they work on the following holidays: after 5:00 p.m. New Year's Eve, New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, after 5:00 p.m. Christmas Eve, and Christmas Day.

Elizabeth Levinson Center Only:

Employees of ELC will have six holidays a year, in addition to earned time off. Holidays are as follows: Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day, and New Year's Day. Holidays are defined as the actual day not the observed day. ELC employees are eligible for Holiday pay the first of the month following thirty (30) days after hire.

Holiday pay for ELC staff is 8 hours for workers who regularly work 30 or more hours weekly. Holiday pay is prorated for part time employees who have been employed at ELC prior to February 1, 2012. This is paid whether or not the employee is working on the holiday.

Additionally, time and a half is paid to ELC staff for any/all hours worked on the holiday.

P. DEPARTMENT/PROGRAM CLOSURE

The following days have been designated for closure:

1. Holiday Office Closures: New Year's Day, Christmas Day, Thanksgiving Day, Memorial Day, July 4th, and Labor Day. In addition, UCP offices will close at 12:00 noon on Christmas Eve and New Years' Eve when those days fall Monday – Friday.

2. Inclement Weather: UCP offices and services remain open during inclement weather, unless closed by the decision of the Chief Executive Officer. Employees should use their own judgment when it comes to travel decisions and weather. If staff is unable to report to or complete work due to inclement weather, they must notify their supervisor. In cases where the office is closed or an employee is unable to make it to work due to weather, staff should use earned time for the loss of hours.

3. Legally Mandated Closures: UCP will follow State and Federal guidelines for agency closure as applicable.

Q. CLASSIFICATION OF EMPLOYEES & BENEFITS

Each program at UCP will classify employees as follows:

TEMPORARY: A person who works in addition to or in place of a full or part time employee for a definitive period of time, not to exceed seven months, and receives no benefits.

FULL-TIME: Regularly scheduled to work 30 hours or more per workweek.

PART-TIME: Regularly scheduled to work less than 30 hours per workweek.

PER DIEM: An employee who is not regularly scheduled.

SALARIED: Salaried employees must meet the exempt test guidelines. A weekly salary is paid for the satisfactory completion of the duties assigned, regardless of the number of hours required. These employees are exempt from overtime provisions.

SALARIED NON-EXEMPT: Salaried non-exempt staff are paid a weekly salary, but are not exempt from overtime provisions. Salaried non-exempt staff will use the time and attendance system to record their worked time and will be paid overtime for any hours in excess of forty (40) hours per week. The overtime rate will be based on 1 ½ times the staff member's weekly salary divided by forty hours.

Each program may have its own benefit package based on its needs and funding.

R. EMPLOYEE BENEFITS

UCP offers benefit-eligible employees a competitive benefits package. On occasion, some programs may have their own benefit package based on the program's needs and funding. UCP reserves the right to amend or change benefits at any time, as allowed under plan documents. UCP employees who average at least 30 hours per week are benefit-eligible on the first day of the month following 30 days of becoming eligible. (For example: If you begin work on January 10, your benefits eligibility is March 1st).

Each fiscal year UCP contributes a dollar amount toward medical benefits for employees who enroll in its health insurance plan to help offset the cost. This amount varies year to year in accordance with the budget. In addition to multiple choices for health insurance plans, UCP offers the following voluntary benefits.

- Dental Insurance
- Vision Insurance
- Short-term Disability
- Long-term Disability
- Life Insurance for the employee, spouse, and/or children
- Identity Theft Protection
- Accident Protection
- Critical Illness Insurance

- Hospital Indemnity
- Pet Insurance

401(k) Retirement Plan:

UCP offers a 401(k) plan to eligible employees who regularly work 30 hours per week or more and employees working more than 1,000 hours in their anniversary year or the 401(k) plan year.

Earned Time:

UCP offers paid time off for staff through an earned time program for all eligible employees. Please see specifics on eligibility, accrual, and usage in the Earned Time Benefit Program Policy on the Employee Portal or on the company shared drive at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies. Earned time balance and accrual will be reflected on employee electronic pay stubs and may be used as approved by your supervisor. For employees who work in two locations that offer a different level of benefits, their earned time benefit will be calculated at a blended rate.

Employee Assistance Program:

UCP offers access to a free, confidential assistance and counseling program available to employees and dependents 24/7 through UCP's EAP provider.

Training Dollars:

Please see Section X. for information on UCP's training benefit.

For additional information regarding these benefit plans including plan details and employee premium costs, please contact Human Resources.

S. Non-FMLA LEAVES

(See Section T. for information on Family Medical Leaves)

1. Jury Duty: Regularly scheduled fulltime and part-time employees will be granted time to perform jury duty. Employees will report for work before and after jury duty when practical. Upon receipt of the check paid by the government entity, the agency will pay the employee his/her regular earnings.

2. Bereavement: Regularly scheduled full-time and part-time employees may be granted up to three shifts leave with pay in order to attend funeral services and/or discharge personal affairs when there is a death in the immediate family. "Immediate family" shall be interpreted to mean wife, husband, legal domestic partner, children, father, mother, sister, brother, grandparents, step-parents, step-children, half-brothers, half-sisters, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandparents-in-law. One day of paid bereavement time is given for the death of aunts and uncles. Employees who wish to save one bereavement day to use for spring intermittal or postponed burials may request to do so with the Director of Operations who will notify Payroll of the approval to delay one benefit day. UCP reserves the right to request proof (i.e., death certificate, newspaper article, obituary notice) that shows the death and the relationship of the employee to the deceased.

3. Military (non-FMLA): An employee who is required to perform military training duty will be granted time off from work as necessary. A regular full-time employee employed for at least 12 months may take non-FMLA, Military Leave without loss of pay for a period not to exceed ten (10) working days for one required training period per calendar year. The agency will pay the difference between any pay received for military duty and the worker's regular pay. The employee must provide a copy of the pay voucher to the agency upon separation from the training.

Military leave will not affect employment status, rate of pay, or eligibility for vacation or other leave. COBRA benefits will be offered to employees who are on an extended military leave.

4. Leave for Victims of Violence: A statute enacted by the State of Maine that requires all employers to grant leave to any employee because the employee is a victim of violence, assault, sexual assault, or stalking. UCP will grant a “reasonable and necessary leave from work, with or without pay” to an employee who needs the leave to prepare for or attend court proceedings, receive medical treatment, or obtain necessary services to remedy a crisis. UCP should be given a reasonable notice when possible. An employee can use available earned time during this leave, or may take an unpaid leave if he/she has no earned time.

5. Maine’s Family Sick Leave Act: This enables employees to use their earned time either for themselves or to care for a sick child, spouse, or parent. Maine law allows employees to use up to 40 hours of their already earned leave to care for an ill family member. In this case, they can no longer be fired, demoted, suspended, or punished in any way for leaving work to care for an immediate family member.

The Agency complies with all State and Federal Laws.

UCP sponsored leave plans run concurrently with any of the above leaves.

T. FAMILY AND MEDICAL LEAVE

Family Medical Leave Act. An employee may qualify for time off from his or her job under the Federal Family Medical Leave Act (FMLA). An employee is eligible under this act if he or she has worked for UCP for at least one year and for 1,250 hours during the previous twelve (12) months preceding the beginning of the leave. The FMLA entitles qualified employees to take family or medical leave in the following circumstances:

1. The employee is unable to perform the functions of that employee's job because of a serious health condition;
2. The birth and care of a newborn child;
3. The placement with the employee of a child for adoption or foster care;

4. To care for the employee’s spouse, son, daughter, or parent with a serious health condition;

5. If the employee experiences a qualifying need that arises out of the fact that a spouse, parent, or child has been called to or is on active military duty as a member of the National Guard or military reserves or has been notified of an impending call or order to active duty. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

In addition, a qualified employee who is the spouse, parent, child, or next of kin of a “covered service member” with a serious illness or injury that was incurred in the line of duty while on active duty in the armed forces, National Guard or Reserves may take up to 26 workweeks of leave in a single 12-month period to care for the covered service member. Leave under this section may not exceed 26 weeks in a single 12-month period even when combined with other FMLA qualifying leave. This leave can be taken on a continuous, intermittent, or reduced schedule basis.

The FMLA entitles an eligible employee to take up to 12 weeks of unpaid leave per year (if no earned time is available) for the above qualifying reasons. A 30-day advance written notice is required for all foreseeable events on forms to be provided. Employees must use available earned time during any FML absences. If an employee does not have enough accrued earned time to cover the full absence, earned time may be split up evenly across the weeks of leave in order to cover benefit deductions for the length of leave. In the case where an employee will receive compensation outside of earned time (i.e. short-term disability), the employee may request reducing the use of earned time, leaving up to a maximum of eighty (80) hours in their earned time bank to use as approved upon their return. Please see the Earned Paid Leave & Earned Time Benefit Program Policy for additional rules related to use of earned time.

Eligible employees may continue health insurance coverage under the same conditions as when continuously working during the FMLA absence. The 12-month period in which the 12 weeks of leave may occur is a “rolling” 12-month period measured backward from the date of any use of FMLA leave time. An employee who returns to work before or at the end of the 12-week period will be returned to his/her previous position or an equivalent position with equivalent pay, benefits, and other employment terms.

Leave for a newborn child or for adoption or foster care placement of a child must be complete within 12 months of the birth, adoption, or placement. The leave cannot be taken intermittently or on a reduced schedule unless both UCP and the individual agree on the schedule of intermittent or reduced leave.

Leave for a serious health condition (for child, spouse, or parent or the employee's own condition) may be taken intermittently or on a reduced schedule but only if certified by a health care provider as needed for medical reasons.

Employees must keep their supervisors informed about the day they intend to return to work. For employees who are approved for intermittent FMLA leave, such contact must be made every day that the employee intends to use intermittent leave. For employees on an approved FMLA leave that extends more than 30 days, such contact must be made at a minimum of every 30 days. Failure to keep UCP updated may result in corrective action.

An employee utilizing intermittent leave must make reasonable efforts to schedule the intermittent leave so as not to disrupt the operation of his or her position. UCP may temporarily transfer an employee on intermittent or reduced schedule leave to an available alternative position if the leave is foreseeable based on planned medical treatment for the employee, a family member, or a covered service member, including during a period of recovery from one's own serious health condition, a serious health condition of a spouse, parent, son or daughter, or a serious injury or illness of a covered service member, or if UCP agrees to permit intermittent or reduced schedule leave for the birth of a child or for placement of a child for adoption or foster care. In such cases, the alternative position shall have equivalent pay and benefits.

In the event FMLA leave is required for planned medical treatment, the course of treatment should be scheduled so as not to unduly disrupt UCP's operations. Employees should consult with their supervisor prior to arranging appointments so that a schedule can be agreed upon that best suits both employee needs and the needs of UCP. If the leave is foreseeable, 30 days' prior written notice to UCP is required. When 30 days' notice is not practicable, employees must notify their supervisor as soon as practicable and must comply with UCP's normal call-in procedures. Failure to provide proper notice may result in delay or denial of the leave, and may result in corrective action. If the leave is for the planned medical treatment of the employee or a family member, or requires intermittent or reduced schedule leave, employees may be required by their supervisor to arrange a particular schedule or to reschedule appointments or treatments, subject to the consent of the health care provider.

When FMLA leave is requested because of the employee's own serious health condition, or the serious health condition of a covered relative, appropriate medical certification as requested by UCP must be provided in a timely manner, i.e. within 15 calendar days after being requested, unless it is not practical under the circumstances despite the employee's diligent, good faith efforts. Under exceptional circumstances, the certification must be submitted as soon as possible. Failure to provide satisfactory medical certification will result in denial of leave until appropriate medical certification is provided.

If UCP has reason to question the certification provided by the employee or if the certification is not fully completed, we may request authentication or clarification directly from the health care provider. In addition, UCP may require a second opinion from an independent medical provider selected by UCP with the expenses borne by it. If the opinions of the employee's certification, and the second opinion obtained by UCP are not compatible, then UCP can require a third opinion at its expense, which can be issued by a mutually agreed health care provider.

Once the certification is submitted and is complete, UCP will inform the employee whether he/she is eligible under FMLA. If the employee is eligible, he/she will be provided with notice of designation of leave and the amount of leave counted against the employee's leave

entitlement. If the employee is determined not to be eligible, UCP will provide the employee with the reason(s) for the ineligibility.

In situations where an employee's circumstances change and the amount of leave originally anticipated is no longer necessary, the employee should give reasonable notice (a minimum of two days) to his/her supervisor when early return to work is foreseeable. An employee may not be required to take more leave than necessary to address the qualifying circumstances.

UCP is required to maintain its contribution toward medical coverage for up to the 12 weeks of FMLA leave at the same level as if the employee were actively at work. For service member leave, UCP will maintain its contribution toward medical coverage for up to 26 weeks of FMLA leave at the same level as if the employee were actively at work. Benefits funded by UCP also continue during this period.

If employee contributions are required, such contributions remain the employee's responsibility for payment. At the employee's option, payment may be made either in advance, in a lump sum, or monthly, during the leave. Employees paying for coverage continuation on a monthly basis will be required to pay on the first of each month for that month's coverage. If payment is not received in a timely manner, coverage will be canceled, effective as of the due date.

Paid FMLA will not be considered "time worked" for purposes of computing overtime.

Before an employee can return from a leave for their own serious health condition, the employee must present a certification from their health care provider that they are fit-for-duty and able to return to work. An employee returning from an approved FMLA will be restored to the same position that the employee held when the leave started, or to an equivalent position, with equivalent benefits, pay and other terms and conditions of employment. Any employee who chooses not to return to work upon release by their physician will be considered to have resigned their position effective the last day of the leave.

U. MAINE FAMILY AND MEDICAL LEAVE

Employees of UCP may be eligible for state family and medical leave if they have at least 12 consecutive months of service. Maine FMLA provides up to 10 weeks of leave in any two year period in certain situations, including:

- A serious health condition of the employee;
- The birth of the employee's child or the employee's domestic partner's child;
- The placement of a child age 16 or less with the employee or with the employee's domestic partner in connection with the adoption of the child by the employee or the employee's domestic partner;
- A spouse, domestic partner, child, domestic partner's child, parent, or sibling with a serious health condition;
- The donation of an organ of that employee for a human organ transplant;

- The death or serious health condition of the employee’s spouse, domestic partner, parent or child if the spouse, domestic partner, parent, or child as a member of the state military forces, or the US Armed Forces, including the National Guard and Reserves, dies or incurs a serious health condition while on active duty.

Domestic partner is defined as the partner of an employee who: is a mentally competent adult as is the employee; has been legally domiciled with the employee for at least 12 months; is not legally married to or legally separated from another individual; is the sole partner of the employee and expects to remain so; is not a sibling of the employee; and is jointly responsible with the employee for each other's common welfare as evidenced by joint living arrangements, joint financial arrangements, or joint ownership of real or personal property. Sibling means a sibling of an employee who is jointly responsible with the employee for each other’s common welfare as evidenced by joint living arrangements and joint financial arrangements.

If an employee qualifies and is eligible for leave under both state and federal FMLA, those entitlements will run concurrently and the employee will be entitled to the benefit of whichever law is most beneficial to him/her.

UCP’s FMLA policy is administered in accordance with the Maine and the federal law and regulations. Please direct any questions you may have regarding your eligibility to Human Resources Department.

V. PERSONAL LEAVE OF ABSENCE

An unpaid Leave of Absence (LOA), not qualifying for Family Medical Leave, may be granted by the Chief Executive Officer. An employee’s tenure and performance will be used as a basis for the decision and requires the support of department management. During an approved leave of absence, UCP will continue to pay the employer portion of benefits for up to twelve (12) weeks and employees are required to pay their portion of any elected benefits during such leave. Earned time will not accrue during the period of leave. If approved, this is a job-protected leave, however, the employee may not necessarily be returned to their same position upon return. Any leave of absence of twelve (12) or more weeks will result in UCP offering COBRA coverage resulting in the employee paying for their own benefits for the remainder of the period they are on leave. Any employee on a non-FMLA leave who does not pay their portion of their elected benefits during their leave will be offered Cobra after the first full month of missed premiums.

A written request for an unpaid leave will be signed by the supervisor, submitted to Human Resources, and will be determined on a case-by-case basis at the Chief Executive Officer’s discretion.

W. USE OF PERSONAL AUTO/TRANSPORTATION POLICY

Employees using their personal car for business use are reimbursed by the agency per mile at a rate currently authorized by the organization's governing board. The agency is not liable for damage to employees' vehicles.

Employees must maintain valid registration, inspection sticker and insurance on vehicles used for work purposes and must provide proof to the Human Resources office as requested. Failure to provide requested copies can result in suspension from work until compliance is reached.

X. TRANSPORTING CLIENTS

Staff may transport clients in their own or agency vehicles when it is part of their job description, and the guidelines are followed as outlined in this personnel policies manual.

If there is a client who requires accessible transportation, UCP will make arrangements with an appropriate transportation provider. In some situations, a program director may approve an individual to accompany a client in transport, but only if the companionship is documented as part of the plan of care and the individual accompanying the client is eighteen (18) years of age or older. In all circumstances in which an individual is approved to accompany the client, a waiver must be signed by the individual not receiving client services at UCP.

When staff is transporting a client, the client's medical release form signed by their guardian or self shall be in the vehicle at all times.

In the case of an accident, the staff shall go to the nearest emergency room if it appears that the staff person or the client is in need of medical attention.

Staff are responsible for reporting an accident, as soon as possible, to their program director or Chief Executive Officer directly, or through the after-hours o-call staff if during non-working hours.

If there is an accident, staff shall complete an incident report for the client injury and an Occupational Injury Report form for self, if injured.

All staff required to drive for work purposes, must present a valid driver's license upon hire as well as upon renewal of an expiring driver's license, and must complete required background checks for an annual driving check, maintaining an acceptable driver status for insurance purposes.

Any staff who are required to drive their personal vehicle for work purposes must present proof of vehicle registration and insurance upon hire, and prior to expiration/renewal. Staff must realize that their auto insurance policy is the primary insurance when they are transporting clients.

Please refer to UCP's Mileage Reimbursement and Travel Pay Policy on the Employee Portal for mileage reimbursement rates and guidelines. \\ucp.local\warehouse\Company Shared Folders\Agency Policies

Y. STAFF TRAINING/DEVELOPMENT

Each department allocates in its annual budget a set amount of funds for staff training and development. This money can be used for continued learning expenses as well as for initial or renewal licensures, certifications, and other requirements (e.g. fingerprinting and Maine Roads to Quality expenses). All requests for use of training dollars must be approved by the employee's immediate supervisor. Final approval for payment is subject to the review of the Director of Operations. Approval is dependent on organizational performance and current financial status. Requests for training dollars must be submitted at least three weeks prior to the training fee due date and signed by the staff person's supervisor.

Training dollars must be used for continued learning that is of benefit both to the employee and UCP. Training dollars can be used for tuition, books, conference registration fees, and other directly related expenses. On occasion, UCP may designate employee training dollars to specific trainings that are part of the overall strategic plan and/or operational plan for the organization.

The amount of training dollars available to staff is:

- Full-time employees are eligible for up to \$500 each fiscal year;
- Part-time employees working 20-39 hours are allocated up to \$250 per fiscal year; and
- Employees working 19 hours per week or less are allocated up to \$125 per fiscal year.

In addition to training dollars, each department budgets staff time that is used for training/development.

Staff may attend conferences and workshops or take courses related to their current position at UCP. Staff are required to submit proof of completion (as applicable) for their training file. Following all conferences, workshops, and courses, staff should discuss the training with their supervisor and other team members.

Meals during the approved staff trainings are reimbursed by the meal (see below) or as a per diem rate when time away is 24 hours or more. The following rates will be reimbursed for meals:

Breakfast	\$8
Lunch	\$10
Dinner	\$20
Incidental Expenses	\$2

UCP will allow a per diem allowance of \$35.00 without receipts or a per diem cap of \$70.00 supported by receipts. Any amounts in excess of these per diems will be borne by the employee. UCP will not reimburse an employee for alcoholic beverages of any type.

UCP provides mandatory staff trainings, such as BHP certification, Safety-Care, and CPR/First Aid. The cost of required trainings does not come from the training dollars referenced above. If

a training/credential required for a position at UCP is offered internally and an employee takes the training elsewhere, the employee may be responsible for the cost of the training accessed externally.

Scott Tash, CEO

Date

Employee Receipt of Personnel Policy Manual

This is to acknowledge that I have received a copy of the UCP Personnel Policy Manual and have had contents reviewed with me at orientation.

I understand the **UCP of Maine Personnel Policy Manual is located on the company network in the Policies folder located at: \\ucp.local\warehouse\Company Shared Folders\Agency Policies and on the Employee Portal** and that it is my responsibility as an employee to refer to versions found at one of these locations for the most up-to-date language.

If I have any questions about the contents of the manual, I will contact my supervisor or a human resources representative.

Employee Printed Name

Date

Employee Signature

Reviewed and approved by the UCP Board of Directors June 2004
Reviewed and approved by the UC Board of Directors June 2007
Reviewed and approved by the UC Board of Directors June 2008
Reviewed and approved by the UC Board of Directors June 2009
Reviewed and approved by the UC Board of Directors June 2010
Reviewed Revisions and approved by the UC Board of Directors March 2011.
Reviewed and approved by the UCP Board of Directors June 2011
Reviewed and approved by the UC Board of Directors January 2012
Reviewed and approved by the UCP Board of Directors May 2012
Amendment reviewed and approved by the Personnel Committee November 2012
Reviewed and approved by the UCP Board of Directors June 2013
Reviewed revisions and approved by the Personnel Committee September 2014
Reviewed and approved by the UCP Board of Directors October 2014
Amendment reviewed and approved by the UCP Board of Directors June 2016
Amendment reviewed and approved by the UCP Board of Directors June 2017
Amendment reviewed and approved by the UCP Board of Directors June 2018
Amendment reviewed and approved by the UCP Board of Directors June 2019
Amendment reviewed and approved by the UCP Board of Directors June 2020
Amendment reviewed and approved by the UCP Board of Directors June 2021