



Our
Community
Our Kids

Your Guide to Employment

ACH Child and Family Services Employee Handbook Part II

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CHAPTER 6: OPERATIONS

HOURS OF WORK, MEAL, AND BREAK PERIODS

ACH Child and Family Services has established its hours to best serve the business needs of ACH Child and Family Services and its clients. ACH Child and Family Services administrative office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The rest of ACH Child and Family Services operates 24 hours a day, 7 days a week. Work schedules, including meal and break periods, are determined by your supervisor based upon business needs and providing service to customers. You are responsible for knowing and adhering to ACH Child and Family Services operating hours and their scheduled work hours.

You are not guaranteed break periods. If granted, breaks will be at the discretion of and scheduled by your supervisor.

STANDARDS OF CONDUCT

ACH Child and Family Services is committed to conducting its business affairs with the highest standards of honesty and integrity. As such, ACH Child and Family Services expects you to conduct yourself in a business-like and professional manner. It is important that employees make certain ACH Child and Family Services business operations are conducted in a manner consistent with ACH Child and Family Services standards of conduct. Examples of such conduct include, but are not limited to:

- Conducting business in an honest and ethical manner and encouraging the same ethical behavior in others.
- Maintaining an appropriate level of confidentiality of ACH Child and Family Services employees and client information.
- Complying with all policies, procedures, and applicable laws and regulations.
- Treating fellow employees, clients, visitors, and others in a professional, courteous, and respectful manner.
- Refraining from behavior or conduct deemed offensive or undesirable, or which is subject to disciplinary action.
- This commitment applies to relationships with competitors, clients, vendors, and the general public.

CONFLICTS OF INTEREST

Definition of Conflict of Interest

A Conflict of Interest Is a situation in which a person has a private or personal interest sufficient to appear to influence the objective exercise of his or her duties in the best interest of ACH Child and Family Services, our mission and our clients as a board member, advisory committee member, paid consultant, employee, or subcontractor.

Examples of Conflicts of Interest:

- Direct or indirect financial interest in the organization's assets, leases, business transactions or professional services
- Board of Director's receiving payment/honoraria for services rendered as a board member
- Receipt of Goods and Services

- Favors or Gifts
- Inappropriate use of donor information
- Steering referrals for personal gain or the gain of family members
- Preferential treatment in applying for or receiving services through ACH Child and Family Services
- Nepotism - personal relationships that lead to preferential treatment in the workplace
- You are prohibited from engaging in any activity, practice, or act which conflicts with, or appears to conflict with, the interests of ACH Child and Family Services, its clients, or vendors. You are required to fully disclose any potential conflict of interest to your supervisor or another member of management.
- A conflict of interest exists when you, knowingly or unknowingly, engage in any activity that may compromise you, another employee, or ACH Child and Family Services in its relationship with a client or vendor.

You are prohibited from engaging in any activity, practice, or act which conflicts with, or appears to conflict with, the interests of ACH Child and Family Services, its clients, or vendors. You are required to fully disclose any potential conflict of interest to your supervisor or another member of management.

A conflict of interest exists when you, knowingly or unknowingly, engage in any activity that may compromise you, another employee, or ACH Child and Family Services in its relationship with a clients or vendor.

Full disclosure to the CEO of any potential conflict of interest before it occurs is required. If you believe that unusual circumstances justify you engaging in an activity which may result in a conflict of interest, you may request in writing that the CEO review the situation and grant an exception.

Due to ACH/OCOK access to information and case management around Placement and Permanency, the following is required to avoid conflict of interest:

1. All employees have a duty to report any child abuse or neglect investigation they are part of, whether it is self, or from a family member, or personal close relations/connection.
2. If you work in ACH administration or programs, you must inform your manager and Human Resources Director if you are in the process of or currently doing foster, adoption or becoming a care giver. If you are seeking to become a foster/adoptive parent, please know you must report it and only do so outside of the Region OCOK is responsible for.
3. OCOK employees cannot seek to become foster parent [unless it is for the sole purpose of taking a relative or kinship placement](#). There should be no appearance of conflict or a scenario which creates a conflict initially or during the term of an adoption process.

ETHICS

Responsibility to Children, Youth, & Families

ACH Child and Family Services is committed to conducting businesses with the highest standards of professional integrity, honesty and service to our population needs. All staff must conduct themselves in a manner, consistent with ACH Child and Family Services service standards.

Professional boundaries are established with the purpose of preventing practices that can be disrespectful, degrading, intimidating or misinterpreted by our clients and their families. It is our responsibility to make sure children, youth, their families and other decision makers participate in the services provided understanding that professional and personal boundaries are always practiced. The purpose of the relationship between staff and client should be “goal oriented” and should always promote a positive change in the client. Staff members should

refrain from providing favors, assistance, personal resources and overall showing favoritism to any client over another.

Responsibility as an employee:

- Provides expertise and protection. Recognizes, respects, and advocates for the rights of the child, youth, and family
- Recognizes that professional responsibility is to the child, youth, and family and advocates for their best interest
- Ensures that services are sensitive to and non-discriminatory of children, youth, and families regardless of race, color, ethnicity, national origin, national ancestry, age, gender, sexual orientation, marital status, religion, abilities, mental or physical handicap, medical condition, political belief, political affiliation, socioeconomic status
- Maintains competency by taking responsibility for identifying, developing, and fully utilizing knowledge and abilities for professional practice
- Obtains training, education, supervision, experience, and/or counsel to assure competent service
- Knows and follows agency policy and procedure
- Recognizes the needs of children, youth, and families and respects the goals that are established for meeting those needs
- Designs individualized child, youth and family care to determine and help meet the psychological, physical, social, cultural, and spiritual needs of the clients
- Designs programs for children, youth, and families which address developmental status, understanding, capacity, and age
- Needs of children, youth, and families are addressed on an individual basis
- Considers the implications of acceptance for the child, youth, and the family when gratuities of benefits are offered from a child, youth or family
- Recognizes that competent service often requires collaboration between ACH, children, youth, families, program options, and outside services. Such service is a cooperative effort drawing upon the expertise of man
- Observes, assesses, and evaluates services/treatments prescribed or designed by other Professionals, such as psychiatrists, medical doctors, faith community, school personnel, community agencies, vendors, psychologists, etc.
- Refers children, youth, and families to other professional and/or seeks assistance to ensure appropriate services
- Recognizes the child's and youth's membership within a family and community and facilitates the participation of significant others in services of ACH Child and Family Services
- Fosters client self-determination
- Respects the privacy of children, youth, and families and holds in confidence information obtained during professional service
- Ensures that the boundaries between professional and personal relationships with the child, youth, and family are explicitly understood and respected, and that the practitioner's behavior is appropriate to this difference. The following are considered unethical behavior
 - Sexual intimacy with a child or family member
 - Outside personal contact with a child or family while they are utilizing ACH Child and Family Services service

- Showing favoritism or selective gift-giving to a specific child, youth, or family member
- Exchanging personal information such as telephone numbers or emails
- Keeping secrets with a child, youth, or family
- Changing schedules to spend more time with a specific client or family
- Wearing provocative or revealing clothing
- Swearing and telling off-color jokes to children and families
- Allowing children into staff living quarters
- Discussing personal issues with children, youth, or families such as sex life, personal problems, drinking consumption, etc.
- Providing any form of affection that may cause a concern for the children, youth, families, and co-workers
- Providing favors, assistance, or personal resources that can be viewed as a concern for child, families, or co-workers
- Socializing with clients and their families outside of work, meeting for drinks, accepting invitations outside work, going to weddings, birthday parties etc. Outside contact with clients and their families is prohibited while client is receiving services at ACH Child and Family Services and upon discharge

Responsibility to ACH Child and Family Services

- Treats colleagues with respect, courtesy, fairness, and good faith
- Ensures that administrators and supervisors lead programs in high quality and ethical practice in relation to children, youth, families, staff, governing bodies, and the community
- Respects the commitments made to the employer/employing organization
- Maintains a high level of confidentiality related to employee/employer relations
- Promotes ethical conduct, for all personnel associated with ACH Child and Family Services
- Encourages collaborative participation by professional, family, and community to share responsibility for children, youth, and family outcomes

Responsibility to Society

- Contributes to the profession in making services available to the public
- Promotes understanding and facilitates acceptance of diversity in society
- Demonstrates the standards of this code with all clients, personnel and volunteers
- Encourages informed participation by the public in shaping social policies and institutions
- Promotes fiscal responsibility in relation to donations, contributions, and financial assistance

ACH Child and Family Services Staff Rights and Responsibilities

The program supervisory and management staff of ACH Child and Family Services have the following rights and responsibilities:

- Make the final decisions regarding clients in the areas of treatment issues, placement and/or removal, and discharges.
- Provide program staff with accurate, current, and objective information to allow program staff to make informed decisions regarding the placement of a client into the program.
- Develop and provide staff training.
- Keep program staff informed of all impending changes in placement decisions.

- Keep program staff informed regarding a client's visits with the biological family. ACH Child and Family Services provides all information to the program staff when received from DFPS.
- Solicit and include staff's input and participation in the client's service planning and implementation.
- Service plan review input will be obtained by program staff attendance at service plan reviews and/or telephone conversations.
- Supervise the program and inspect or visit the program unannounced at any reasonable time if such a need presents itself.
- ACH Child and Family Services staff is available for support and consultation on a 24-hour basis in the event of an emergency.
- ACH Child and Family Services supervisory, management, and direct care staff will be responsible for:
 - Understanding and following agency policies and procedures and minimum standards
 - Development and implementation of a service plan individualized to the client
 - Development and implementation of daily therapeutic routine and schedule that provides skill development and positive normalized experiences for clients in residential care
 - Development of peer relationships for clients through involvement in community activities
 - Advocate for appropriate educational services for each client that are provided through the local school system
 - Arrangement for therapeutic intervention as needed
 - Structure and supervision to allow the clients to experience feeling safe and develop trusting relationships
 - Develop and implement a formalized behavioral program to assist the client in learning more socially appropriate behaviors
 - Network with community resources to provide a continuum of care for specialized needs;
 - Schedule diagnostic evaluations as needed
 - Supervision and reviews of the client's needs and treatment by a multidisciplinary treatment team
 - Promoting community integration and normalization according to the needs of each client served
- Program staff will participate and encourage the client's participation in:
 - Conferences required by the Department which include but are not limited to, medical, school, Family Group Conferences, Permanency Conferences, Circles of Support Conferences, CPS Transition Plan Meetings, and legal staffing
 - Meetings as required by the court
 - Any other meetings and activities required by the Department or a court having jurisdiction over the client and necessary to ensure that the Contractor is complying with a client's Plan of Service
- ACH Child and Family Services direct care staff will:
 - Implement the service plan and ensure that the client receives all recommended services including those specifically outlined in the service plan
 - Complete and maintain compliance with all required training and actively participate in the training program provided by the agency
 - Immediately inform clinical or supervisory staff of any changes or updates in the client's psychological, educational, or medical/dental situation
 - Participate in and attend the client's plan of service and reviews
 - Be responsible for carrying out their portion of the client's plan of service, including transportation to biological family contact as described in the service plan
 - Adhere to the agency and program policies and procedures, supervisory guidance, and minimum standards

- Implement and consistently follow any behavior or safety plans for clients
- Provide the agency with current, accurate, and complete data and information concerning the clients in their care in the form of verbal communication and required logs, reports, medication records, incident reports, or other required documentation within required timelines
- ACH Child and Family Services and the Program Staff are responsible for communicating with each other in a timely and professional manner

CONFIDENTIALITY OF ACH CHILD AND FAMILY SERVICES INFORMATION

Safeguarding the confidential nature of information concerning ACH Child and Family Services transactions, present and prospective customers, suppliers, and shareholders is essential to the conduct of ACH Child and Family Services business. Caution and discretion are required in the use of such information and in sharing it only when required in the normal course of business. Confidential records of ACH Child and Family Services are not to be removed from the premises without prior consent of CEO and Department Director.

While ACH Child and Family Services normal operations require the full flow of information throughout the organization, confidential information available to one department or division of ACH Child and Family Services should be communicated to other departments or divisions only when required in the normal course of business.

Confidential information obtained as a result of employment with ACH Child and Family Services will not be used as a means of obtaining personal gain or for the private use of others. Researching information from ACH Child and Family Services records about clients or other employees for non-business-related reasons is prohibited. You are approved to access current and active clients in ACH Child and Family Services client data system as they relate to your program. Use or disclosure of such knowledge or information in an inappropriate manner can result in civil and/or criminal penalties, both for you and for ACH Child and Family Services.

Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandates how protected health information of ACH Child and Family Services clients can be disclosed. Any inappropriate use or disclosure of client information will subject the employee to disciplinary action, up to and including termination.

Only authorized ACH Child and Family Services employees are to release information to the public. All media inquiries must be referred to the CEO or to the Chief of Marketing and Development.

OUTSIDE EMPLOYMENT

You should not have outside employment that might interfere with your best performance at ACH Child and Family Services, and any such employment should never result in a conflict of interest. Outside employment must not interfere with work assignments and performance or adversely reflect upon ACH. You should inform your supervisor if any outside employment is obtained.

Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

You are expressly prohibited from engaging in any activity that competes with any activity of ACH Child and Family Services or compromises its interests. This prohibition includes performing any services that create a conflict of interest, the unauthorized use of any ACH Child and Family Services equipment, and the unauthorized use or application of any confidential trade information or techniques. In addition, you are not to conduct any outside business during paid working time.

EMPLOYEES WHO ARE ENROLLED IN SCHOOL

ACH Child and Family Services encourages you to enroll in college or other educational courses during your employment with ACH Child and Family Services. However, those employees who work directly with children cannot be enrolled in courses during the summer unless approved by their supervisor. The employee may be able to take classes at night, weekends, online, or another time that would not conflict with his/her work schedule. Your school schedule must be approved in advance by your supervisor.

School enrollment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. You should inform your supervisor if you are enrolled in an educational course.

POLITICAL INVOLVEMENT

You should not exhibit political materials at ACH Child and Family Services and should not engage in political arguments and persuasion during work hours. Your involvement in the political process should never disrupt your work or the work of others. Otherwise, individual participation in political and civic activities is encouraged, including voting, engaging in precinct work, and maintaining personal awareness of political issues.

PERSONAL APPEARANCE GUIDELINES

Introduction

ACH Child and Family Services (ACH) considers it very important that you are well groomed, neat, and dressed appropriately for your job function. Appropriate dress and hygiene are important in promoting a positive image. While we trust each employee's common sense and good judgment, a dress code must be followed that is appropriate to our work environment. ACH has adopted a business casual dress code but understands some positions may call for more casual attire. Reasonable accommodations will be made for your religious beliefs, consistent with business necessity, to present a professional appearance to the public. If your religion /culture requires you to wear particular attire that is contradictory to this policy, you should submit a formal request for this accommodation to your supervisor. ACH desires to honor and respect cultural and religious beliefs or practices, as such the agency will reasonably accommodate employee's religious attire unless such accommodations are not reasonable or practical, or if they cause an undue hardship on the agency.

Guidelines:

Office Environment

While ACH observes a business casual dress environment, there may be situations requiring more formal attire. If you are conducting or attending meetings, seminars, etc. where you encounter other business professionals, you are expected to represent ACH in a professional manner and dress appropriately for conducting such business. This may change day to day depending on program needs.

Group Home/Shelter Environment

While ACH does not require direct care staff to adhere to the business casual attire, they are expected to dress appropriately for job related activities so they can fully participate while maintaining a positive example for the children and youth and representing ACH in a professional manner. As in an office environment, if you are conducting or attending school meetings, seminars, probation meetings, CPS hearings, family meetings, etc. where

you meet / encounter other business professionals, you are expected to represent ACH in a professional manner and dress appropriately for conducting such business.

The following guidelines of dress are expected from all employees:

1. Clothing should be worn and fit in such a manner that it does not expose the abdomen, chest or buttocks areas. Short shorts that measure mid-thigh distance above the knee are not allowed. Hip hugger jeans where skin is exposed are not allowed. Tank tops with straps smaller than two fingers, blouses with spaghetti straps, low-cut blouses, t-shirts with questionable slogans, jeans with holes, frayed ends, etc. are not allowed.
2. Clothing should be free of sexually related references, foul language, or any language that suggests or promotes the use of alcohol, illegal drugs, political or controversial topics that don't align with ACH values and/or impedes the employee's ability to do their job.
3. On recreational activities YCW, Youth Mentors, and Youth Advisors must match the standards set for the youth. Only one-piece swimsuits are allowed for female staff.
4. Clothing, jewelry and piercing, and hair, should not be loose or dangle in such a way that it creates a safety hazard.
5. No inappropriate tattoos such as nudity, racial slurs, gang-related symbols, or any other tattoos that may be deemed as compromising a positive role model for youth are allowed. A staff member who has this form of tattoo must cover the tattoo while working. ACH reserves the right to ask staff to cover tattoos while working for business necessity.

Employee Photo Identification Badge

Providing a safe and secure working environment is a priority of ACH. As such, procedures must be defined and enforced, at all levels, using employee identification badges, facility access control measures, and visitor access. Therefore, administrative employees, contractors, and visitors must always display appropriate identification while on ACH properties. Security is the responsibility of all ACH employees and, therefore all employees are responsible for enforcing the employee identification badge program by:

- always Displaying his/her ID badge while on property
- Adherence to the rules set for in this program.

ACH PROPERTY AND SERVICES

All desks, file cabinets, etc., are the property of ACH Child and Family Services and must be accessible to management at all times. Under no circumstances may you use personal locks on offices, furniture, file cabinets, or other property.

Fax machines, copiers, computers, and other office equipment and services are for ACH Child and Family Services business purposes and are not to be used for any unauthorized purposes. It is your responsibility to exercise appropriate care of office equipment and to inform management of any equipment that is not working properly.

ACH Child and Family Services mail facilities are for ACH Child and Family Services official mail. The mail facilities are not to be used in any manner that interferes with the efficient operation of business operations. Under no circumstances are you to use ACH Child and Family Services postage on personal mail.

Office telephones are for business use. Personal telephone calls are to be kept to a minimum so that lines are available for business calls. Personal long-distance calls must not be charged to ACH Child and Family Services.

You are not to remove any item from ACH Child and Family Services premises, other than personal belongings, without prior approval of your supervisor or Human Resources.

All inventions, copyrights, trademarks, ideas, methods, discoveries, designs, developments, and improvements made or conceived by employees who pertain to the products, processes, or business of ACH Child and Family Services are the sole property of ACH. You must promptly and fully disclose and provide all such information and technology to ACH Child and Family Services.

On or before your last day of work, or at any other time when ACH Child and Family Services so requests, you must return to ACH Child and Family Services any and all property, memoranda, notes, records, computer files, manuals, and other documents, including all copies of such documents, in any way relating to the business or affairs of ACH Child and Family Services or any of its employees, customers, clients, consultants, or agents. Likewise, any other items issued to you by ACH Child and Family Services or created as a result of employment with ACH Child and Family Services must be returned.

COMPUTER SOFTWARE

It is the intent of ACH Child and Family Services to comply with copyright laws and software licensing agreements when acquiring, installing, and using software on personal computers owned by ACH Child and Family Services. Unless the license specifically allows otherwise, a given software package may be used on only one computer and ACH Child and Family Services must have an original software license on file for each computer where a given software package is installed. Although most software titles may actually be shared on multiple computers if those computers are attached to a network, it is a violation of the copyright to do so unless:

- the package was specifically designed to run on a network, and ACH Child and Family Services is not exceeding the number of users as designated by that package and the software license contained in that package; or
- ACH Child and Family Services has a site license for that product.

In order to ensure compliance with copyright laws and software licensing agreements, and to help prevent computer viruses from being transmitted through the system, you are not permitted to install or download any software onto ACH Child and Family Services computer system without prior approval from management.

It is illegal to make or distribute copies of copyrighted material without the written authorization of the copyright owner (the only exception being the right of the user to make a backup copy for archival purposes). The copyright law makes no distinction between duplicating software for sale or for free distribution. Unauthorized duplication of software, often referred to as “piracy,” is a federal crime. You are not permitted to make, acquire, or use unauthorized copies of computer software.

You shall use software only in accordance with the terms and conditions of the license included with the software. If you are unwilling to comply with the terms and conditions contained in the software license agreement, you must not use or install the software and should notify your supervisor of the situation.

ELECTRONIC COMMUNICATIONS AND SECURITY POLICY

ACH Child and Family Services provides e-mail, voicemail, and Internet access in order to enable you to communicate more efficiently and to provide an effective resource for the operation of the business.

You generally should use electronic communications for business-related reasons only. Unauthorized personal use (including participation in chat rooms and personal browsing of the Internet), any unauthorized access, and/or misuse of ACH Child and Family Services computer system is strictly prohibited. The following guidelines must be followed regardless of whether the communication is business-related or personal.

All communications composed or sent through ACH Child and Family Services systems must be written in a professional manner, regardless of the mode in which the correspondence is transmitted. This includes messages sent outside ACH Child and Family Services and all internal communications.

Use of ACH's electronic communication equipment must not disrupt the operation of ACH Child and Family Services network or interfere with an employee's productivity.

ACH Child and Family Services equipment may not be used for any non-work-related solicitations.

All e-mail messages must have your name attached. Messages may not be transmitted under an assumed name and you may not attempt to obscure the origin of any message.

You are not authorized to retrieve or read any e-mail messages that are not sent to you unless you are in a position within the organization where there is a business reason.

All documents and communications are considered discoverable. You should not put anything in an email that you are not comfortable being read in court.

ACH Child and Family Services equipment may not be used to send or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from an officer of ACH Child and Family Services.

Electronic communications are not confidential, and you must ensure that confidential information is communicated appropriately. Even when a message is erased from a computer system, it is still possible to retrieve and read that message. The use of passcodes for security does not guarantee confidentiality. All computer passcodes must be available to ACH Child and Family Services management at all times.

All messages composed, stored, sent, or received on ACH Child and Family Services equipment are the property of ACH Child and Family Services. ACH Child and Family Services reserves and intends to exercise the right to review, audit, intercept, access, and disclose all communications produced or transmitted on ACH Child and Family Services equipment. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. Employees sending messages to non-employees should inform them that information contained in or sent to the computer system of ACH Child and Family Services is ACH Child and Family Services property and may be accessed and intercepted for review at any time.

Unacceptable Content

Although the ACH Child and Family Services does not regularly monitor voicemail or electronic messages, please be aware even personal e-mail and voicemail messages may be monitored or reviewed by ACH Child and Family Services management without further notice. Under no circumstances may any posting (i.e. placement of information on a ACH Child and Family Services communication tool), voicemail, e-mail or fax either originating and uploaded at the

ACH Child and Family Services, or originating elsewhere and accessed, forwarded or downloaded by a ACH Child and Family Services employee, be defamatory, obscene or in violation of the letter or the spirit of the ACH Child and Family Services Equal Employment Opportunity Policy.

Examples of unacceptable content include:

- Sexually explicit messages or pornographic, images, cartoons, or jokes
- Unwelcome – propositions, requests for dates, or love letters
- Profanity, harassment, slander, or libel
- Ethnic, religious, gender, or racial slurs
- Personal political beliefs or commentary
- or any other message that could be construed as harassment or disparagement of others based on their sex, race, sexual orientation, age, color, national origin, disability, or religious or political beliefs.

Confidential Information

Confidential information (whether owned by the ACH Child and Family Services, its clients, its vendors, or other persons) is never to be disclosed without authorization. Posting of any data containing confidential information, such as information relating to services, earnings, etc. can constitute a “publication” and could prevent the ACH Child and Family Services from applying for patents or copyrights.

Intellectual Property

The Internet offers a universe of information, useful in conducting and furthering business operations. You must always respect copyrights of third parties and their ownership claims in images, text, video and audio material, software, information and inventions. Do not copy, use or transfer copyrighted materials without appropriate authorization and licensing.

Security

All system access is logged and audited by user ID and passwords. Each user ID and password is unique and confidential. Each individual is responsible for his or her user ID and passwords and is prohibited from sharing them with anyone else under any circumstances. Electronic forgery is prohibited and is defined as misrepresenting your identity in any way while using electronic communications systems (e.g., by using another’s e-mail account without permission, or by modifying another’s messages without permission).

Representing ACH Child and Family Services in Your Postings

Any information placed on an ACH Child and Family Services communications tool reflects on the ACH Child and Family Services in general. Inappropriate use of the ACH Child and Family Services communication tools may damage the ACH Child and Family Services reputation and could give rise to agency and individual liabilities. Accordingly, you should make every effort to be professional in all usage of ACH Child and Family Services communications tools.

Encryption and Client Information

It may be necessary to send confidential information by electronic communication. We strongly recommend that confidential e-mail or data transmissions be encrypted before being sent over ACH Child and Family Services communication systems or external communication systems. Encrypted information may be password protected. If you are unable to password protect or encrypt the transmission, do not send by e-mail. It may also be necessary to use web sites to input or retrieve data. We strongly recommend that no confidential data be input or retrieved unless the site uses encryption technology.

Limits of Privacy

Internet Access

Web site access and other Internet activity is recorded and may be reported to management. It is ACH Child and Family Services policy to attempt to deny access to all unacceptable sites and some sites that are not business related. While every attempt is and will be made to adhere to this policy, we rely on employees to report misuse and avoid questionable sites.

Social Media

The handbook policies and procedures apply to social media use, and those recommendations identified in the Social Media Guidelines published in the Loop are expected to be followed by all staff.

A Limited Expectation of Privacy

The ACH Child and Family Services respects the personal privacy of its employees. However, because communications tools are provided for the ACH Child and Family Services business purposes, employee rights of privacy in this context are limited. Employees and others should have no expectation that any information transmitted over ACH Child and Family Services communications tools or stored on ACH-owned computers is or will remain private.

ACH Child and Family Services reserves the right, but takes on no obligation, for its managers and administrators to monitor or examine employees' communications or files. Use of these tools constitutes each employee's permission for the ACH Child and Family Services to monitor communications and to access files that are made on or with these communications tools.

Questions/Changes to Policies

Questions about this policy may be directed to Human Resources. ACH Child and Family Services intends generally to observe these policies but also reserves the right to change them as necessary.

ACH Child and Family Services has established these policies to protect the ACH Child and Family Services electronic communications tools and data from inappropriate or unauthorized access and use. Misuse of any ACH Child and Family Services communications tool or data or violation of these policies may result in disciplinary action up to and including termination of employment with the ACH Child and Family Services.

Cell Phone and PDA Use Procedures

While at work, employees are expected to use discretion in the use of personal cell phones or personal digital assistants (PDAs) as they can interfere with employee productivity, cause distractions to others, and pose a safety hazard. Personal phone calls during work hours should be limited.

The use of imaging or audio devices within the company may constitute not only an invasion of employees' privacy but may breach confidentiality of company trade secrets or other protected information. The use of imaging or audio devices within the company is prohibited without a legitimate business need and the express prior permission of a senior management and of the person(s) present at the time. Misuse of imaging or audio devices or unauthorized copying or transmitting of company information may lead to disciplinary action as well as civil and/or criminal liability.

Company cell phones or PDAs may be issued for work related communication. Employees in possession of a company cell phone or PDA are expected to protect the equipment from loss, damage, or theft.

Upon resignation or termination of employment, company cell phones and PDAs must be turned into supervisors or Human Resources.

At any time upon request, employees may be asked to produce the company phone or PDA for return or inspection. Employees unable to present them in good condition within 24 hours may be expected to bear the cost of replacement.

Cellular phone bills are reviewed monthly and employees who exceed the contracted allowable minutes will be charged by ACH Child and Family Services at the billable rate for all minutes used over the limit. The charges will be deducted from the employee's next paycheck following receipt of bill.

Employees who separate with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

Employees must be familiar with and abide by all laws governing the use of cell phones. Cell phone calls should not be placed or received while driving vehicles or transporting clients or staff, regardless of whether the cell phone is personal, or company issued. Calls received while driving should be allowed to go to voicemail. Messages can be retrieved, and calls returned when the vehicle is parked in a safe and legal manner away from moving traffic.

Employees are prohibited from texting and reading texts while driving on company business.

Employees who are charged with traffic violations resulting from the use of a cell phone while driving will be solely responsible for all liabilities that result from such action.

Violation of procedures and refusal to acknowledge and comply with these procedures is grounds for rejection of employment and employees will be subject to the highest forms of discipline, up to and including immediate termination.

Should questions arise regarding cell phone use or policy, please contact your immediate supervisor or the CHRO.

PERSONAL BELONGINGS

You should keep personal possessions, including wallets, handbags, and jewelry, in your own possession or secured out of sight. ACH Child and Family Services assumes no responsibility for lost or stolen personal articles.

Any loss or suspected theft should be immediately reported to your supervisor or to Human Resources. If you find what appears to be a lost personal article, you should give the article to your supervisor or Human Resources.

Personal property brought onto ACH Child and Family Services premises must not inhibit your performance or the performance of any other employee.

PARKING

You will be notified of designated parking areas, and you are expected to park only in these areas. In locations where ACH Child and Family Services does not provide parking; you will be responsible for payment of all parking expenses.

ACH Child and Family Services assumes no responsibility or liability for damage to employees' vehicles or theft of articles from their vehicles.

BULLETIN BOARDS

Bulletin boards will be used to post ACH Child and Family Services information and to inform you of matters affecting your job and ACH Child and Family Services. Bulletin boards are for the exclusive use of ACH Child and Family Services. You are not permitted to abuse, deface, or remove posted items.

SOLICITATIONS AND CONTRIBUTIONS

You are not permitted to distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. Employees who are not on working time (e.g., those on lunch or break time) are not permitted to solicit employees who are on working time for any cause or distribute literature of any kind to them. This policy also prohibits solicitations conducted through e-mail, voicemail, and other forms of electronic communication. Furthermore, you may not distribute literature or printed material of any kind in working areas at any time. ACH Child and Family Services reserves the right to prohibit employee solicitation and distribution activities that are not protected by law at its discretion.

You are not permitted to participate in any solicitation activities during work time and you are not required to participate in solicitation activities at any time.

Non-employees are prohibited from distributing materials or soliciting employees on ACH Child and Family Services property at any time.

USE OF ACH CHILD AND FAMILY SERVICES CREDIT CARDS

Individuals in certain positions may sign out a credit card from the Payroll/Bookkeeper to use for payment of business-related expenses. Use of a credit card for personal purchases is prohibited. You are expected to use any credit cards issued by ACH Child and Family Services in a financially responsible manner.

Documentation of all purchases charged to the credit card must be submitted via Tallie. Large purchases need supervisor approval in advance

MOTOR VEHICLE RECORD (MVR)

Driving Records (MVRs)

ACH Human Resources Department will conduct pre-employment and yearly driving record checks for validation of licenses, confirmation of appropriate license types, and driving records. Employees are responsible for notifying HR

when knowing their driver record is at risk and taking the necessary steps to remain insurable. The following are qualifying events that may lead to an uninsurable status for staff that drive as part of their job:

- More than two moving violations in the last three years.
- More than one at-fault accident in the last three years.
- Any SERIOUS violation in the last three years, including:
 - Using false or fictitious registration, plates, or driver's license.
 - Leaving the scene of an accident.
 - Driving with a suspended driver's license.
 - Murder or assault with a motor vehicle.
 - Theft of a motor vehicle or related incidents.
 - Negligent homicide.
- Any SERIOUS violations in the last 5 years, including:
 - Driving under the influence.
 - Reckless driving resulting in bodily injury or death.

Based on position requirements, ACH reserves the right to terminate employment when an employee's record shows they are uninsurable, and no action can be taken to remain insurable.

TRAVEL ARRANGEMENTS AND BUSINESS EXPENSES

Employees who drive a personal vehicle on agency business must maintain personal insurance coverage at or above the Texas state requirement minimums. Effective January 1, 2018, proof of insurance and a valid Texas Drivers License must be provided annually to the Finance Department before an employee is eligible for mileage reimbursement.

Mileage, gasoline, or other expenses related to the operation of a vehicle are not reimbursable unless they are incurred while conducting ACH Child and Family Services business. Fines or tickets are not reimbursable at any time and are your responsibility. When personal vehicles are used for ACH Child and Family Services business, mileage will be reimbursed at a rate up to the maximum allowed by the IRS.

In case of an accident while driving a personal vehicle on agency business, the employee's personal auto insurance is primary, and the employer's insurance is secondary for liability. **ACH will not cover collision damage to a personal vehicle.** Employees are encouraged to make sure their personal auto coverage is adequate to cover accidents or incidents that may occur.

Employees must report any driving violations that may disqualify them from insurance coverage. The requirements of the agency's insurance underwriter will apply. Certain types of violations may disqualify them from driving an agency vehicle or a personal vehicle on agency business. Incidents and violations will be investigated, and safe driving training may be required to prevent future incidents. Other consequences may result depending on the incident and the specific job requirements of the employee's position. Fees and fines resulting from moving violations are the responsibility of the driver, not the agency, including any incurred when driving an agency-owned vehicle.

Personal vehicles must be in safe operating condition, including working heat and air conditioning, and may be subject to safety inspection. Supervisors and Managers should make themselves aware of the operating condition of any employee vehicle used to transport children.

The primary responsibility of a driver is to operate a motor vehicle safely. The task of driving requires the driver's full attention and focus; therefore, employees who are driving on company business are expected to follow all traffic regulations (including posted speed limits) and refrain from engaging in any activity that takes their eyes and attention off the road.

You must complete an expense report for documentation of any business expense that is to be reimbursed. All mileage reimbursement is submitted through Company Mileage. Receipts must support all business expenses. The expense report must be approved by your supervisor and submitted to the Payroll/Bookkeeper for reimbursement. ACH provides a per diem for overnight, out-of-town travel upon request to the accounting department with supervisor approval. Expenses that are excessive or unreasonable will not be reimbursed. Questions can be directed to the Director of Accounting.

DRIVING ACH CHILD AND FAMILY SERVICES AGENCY VEHICAL FOR BUSINESS

Employees who drive on ACH Child and Family Services business are required to maintain a valid driver's license and must be designated as a driver on ACH Child and Family Services automobile insurance policy. Only authorized (no drivers under the age of 21) employees are permitted to drive ACH Child and Family Services vehicles or vehicles being used for ACH Child and Family Services business.

Employees who drive on business are required to follow all traffic regulations, including posted speed limits, and are expected to maintain their personal driving record free from moving traffic violations and DWI's. Any violations should be reported to ACH Child and Family Services within 5 business days, and payment of any traffic citations will be your responsibility.

INCIDENTS & ACCIDENTS

When involved in an incident/accident our main concern is the well-being of clients, employees, and persons involved. We ask you to first and foremost use judgement in reporting accidents, including calling 911 to ensure proper care for those involved.

1. As soon as is safe, all incidents/accidents must be reported to your supervisor, an incident report should be completed or reported prior to the end of your shift. A report of any injury or suspected injury should be reported to HR and your supervisor by the end of your shift or within 24 hours of the incident. Based on information provided, HR will determine the need to refer employee to our contract clinic to follow up, including medical checkup and drug test (please reference our Drug procedure). If you need immediate medical attention you should go to the closest emergency room. If no immediate medical attention is necessary, you will be required to go to our contract clinic the following business day.
2. As basic principle, accidents must be documented appropriately, and this should be delivered to the program supervisor and Director of Facilities, including:
 - a. Police investigation (if applicable)
 - b. Internal Incident Report
 - c. Pictures of involved vehicles and/or property
3. Director of Facilities will investigate.
4. Agency vehicles are covered by ACH as the primary insurer. Personal vehicles are covered by employee's insurance as the primary insurer and ACH insurance as secondary insurer.
5. Depending on the frequency and circumstances of incidents/accidents, a supervisor will refer an employee to remedial training.
6. Corrective action will be taken following an incident/accident, depending on circumstances surrounding it (fault, severity, frequency, etc.). All at fault accidents that put clients in danger may lead to termination of employment.

Failure to comply with this procedure will lead to corrective action, up to and including termination.

EXPOSURE CONTROL PLAN

The Human Resources Department and Safety Committee are responsible for the implementation of the ECP. The Safety Committee will review the ECP at least annually, and whenever necessary to include new or modified tasks and procedures. Contact the Chief Human Resources Officer.

Employees who are determined to have occupational exposure to blood or other potentially infectious materials (OPIM) must comply with the procedures and practices outlined in the Universal Precautions Policy and Procedure and the ECP.

Personal Protective Equipment (PPE) is provided in each unit or main location. Directors, Managers and Supervisors are responsible to ensure that adequate supplies of PPE are available.

The Human Resources Department will be responsible for ensuring that all medical actions required by the standard are performed and that appropriate employee health and OSHA records are maintained. Contact the Human Resources Department.

The Human Resources Department will be responsible for training, documentation of training, and making the written ECP plan available to employees and OSHA representatives.

To view the full Exposure Control Plan, you can make request to Human Resources or Safety Director.

VISITORS

Although your friends and family members may visit you on occasion, such personal visits should be kept to a minimum. In no case should non-employees be permitted access to unauthorized or secured areas.

In the case of Youth Care Workers who have visitors staying overnight, please make these visitors are aware of ACH Child and Family Services policies and do not allow them to enter unauthorized areas of ACH Child and Family Services.

You are responsible for understanding and following ACH Child and Family Services established security procedures. To facilitate a secure environment, ACH Child and Family Services will issue facility and equipment keys and passwords only to those individuals with a business need to possess these items. You should always enter and depart through designated entrances and should always be alert for individuals loitering in or near the facility. The CEO, Department Director, or your supervisor should be notified immediately of any such persons. In addition, if you detect an unauthorized entry into or use of ACH Child and Family Services facilities or equipment, you should notify your supervisor, the CEO, or the Department Director immediately.

Security policies and devices, as well as any other information affecting ACH Child and Family Services security, should not be discussed with anyone without prior approval from ACH Child and Family Services management. You should never loan your ACH Child and Family Services keys or identification cards to anyone or disclose your computer passwords to anyone.

Confidentiality Procedure for Criminal History Records Information

Employee will perform services for ACH/OCOK that may require ACH/OCOK to disclose confidential and proprietary information to Employee. Confidential Information is information and data of any kind concerning any matters affecting or relating to ACH/OCOK, the business or operations of ACH/OCOK, and/or the programs, clients, criminal history records information

(CHRI), plans, processes, or other data of ACH/OCOK not generally known or available outside of the company.

Specifically, the Security and Management Control Outsourcing Standard provides guidance on how ACH/OCOK secures the confidentiality and proper management and reporting of Criminal History Records Information (CHRI), per the FBI Criminal Justice Information Services (CJIS) Policy.

Personnel Records

Information relating to employment with ACH Child and Family Services, including employee's CHRI, is contained in a personnel file and is the confidential property of ACH Child and Family Services. Due to the confidential nature of personnel files, Human Resources is responsible for controlling all access to them, including its proper storage in a locked facility (secured from fire/water damage or natural disaster etc.). Personnel files are not to be removed from the premises. These are retained for 7 years after the last day of employment of the employee.

Applicants information, including their CHRI, is contained in Human Resources files and is the confidential property of ACH Child and Family Services. Human Resources is responsible for controlling all access to them, and they shall not to be removed from the premises. Applicants files are retained for 1 year after the recruitment process.

All files are destroyed using a contracted Document Destruction Services Company.

ACH facilities are available for audits and security inspections performed by a representative of DFPS or the FBI.

Accordingly, to protect the CHRI that may be disclosed during employment, the Employee agrees as follows: only a representative of DFPS, the FBI, Human Resources, or the Information Security Officer are able to access the files (monitoring). Centrally access to systems are given as needed

- A. Employees with potential access to CHRI must sign a Security and Management Control Outsourcing Standard for Non Channelers Certification which will be kept on file.
- B. Within 6 months of employment, Employees with potential access to CHRI, must take the CJIS online training <https://www.cjisonline.com/> and must renew it every 2 years.
- C. Employee will hold the CHRI received from ACH/OCOK in strict confidence and will exercise a reasonable degree of care to prevent disclosure to others.
- D. Employee will not disclose or divulge either directly or indirectly the CHRI to others unless first authorized to do so in writing by ACH/OCOK management.
 - a. When an employees CHRI is disseminated related to the performance of the job, it must be reported to the Information Security Officer. The Information Security Officer will keep a log for period of 1 year, to include:
 - i. Person receiving the information
 - ii. Transaction control number
 - iii. Date of dissemination

iv. Means of dissemination

- E. Employee will not reproduce the CHRI nor use this information commercially or for any purpose other than the performance of his/her duties for ACH/OCOK.
- F. Employee will, upon request or upon termination of his/her relationship with ACH/OCOK, deliver to ACH/OCOK any notes, documents, equipment, and materials received from ACH/OCOK or originating from employment with ACH/OCOK.
- G. ACH/OCOK will have the sole right to determine the treatment of all inventions, writings, ideas and discoveries received from Employee during the period of employment with ACH, including the right to keep the same as a trade secret, to use and disclose the same without prior patent applications, to file copyright registrations in its own name, or to follow any other procedure as ACH/OCOK may deem appropriate.

H. Security Violations:

ACH/OCOK reserves the right to take disciplinary action, up to and including termination, for violations of this agreement in addition to pursuing civil or criminal penalties.

- a. Employees who suspect a security violation must report it immediately to the Information Security Officer and a representative of Human Resources.
 - b. Any employee suspected of committing a security violation will be suspended from assignments, pending investigation. Subsequent disciplinary action may be taken in accordance with ACH/OCOK policy.
 - c. Within one hour of discovery, the Information Security Officer will notify DPS of any security violation; within 5 days will provide a written report documenting the security violation, any corrective actions taken to resolve the violation, date, time and summary of violation. Failing to provide proper notification can lead to disciplinary actions, including termination of employment as per ACH/OCOK policy.
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- i. The Information Security Officer has the right to report PII breaches directly to the FBI should they believe their information has been mishandled or compromised.

All provisions of this agreement will be applicable only to the extent that they do not violate any applicable law and are intended to be limited to the extent necessary so that they will not render this agreement invalid, illegal or unenforceable. If any provision of this agreement or any application thereof will be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of other provisions of this agreement or of any other application of such provision will in no way be affected thereby.

Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing:

(1) Immunity—An individual will not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that (A) is made (i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney and (ii) solely for the purpose of reporting or investigating a suspected violation of law or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

(2) Use of Trade Secret Information in Anti-Retaliation Lawsuit—An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual (A) files any document containing the trade secret under seal and (B) does not disclose the trade secret, except pursuant to court order.

Employee represents and warrants that he or she is not under any pre-existing obligations inconsistent with the provisions of this agreement.

SAFETY

It is ACH Child and Family Services policy to provide a safe and healthful workplace. In the event of an accident involving employees, customers, or visitors on ACH Child and Family Services premises, the CEO, COO, or CHRO must be immediately notified regardless of the severity of the injury. An injured or seriously ill individual should not be moved until appropriately trained professionals have appraised the extent of the illness or injury.

Please refer ACH Child and Family Services *Safety Program* for more details on ACH Child and Family Services safety policies and procedures.

ACH CHILD AND FAMILY SERVICES-AFFILIATED EVENTS AND ACTIVITIES

Your participation in any event or activity sponsored by or affiliated with ACH Child and Family Services is voluntary, and you assume any and all risk associated with such participation. ACH Child and Family Services assumes no liability from any activity/event that it sponsors in whole or in part in which a participating employee is injured. You are required to sign a waiver releasing ACH Child and Family Services from any liability as a result of your participation in any such event. Non-employees must also sign the waiver prior to participation in events or activities sponsored by or affiliated with ACH Child and Family Services.

Family members or guests in attendance at ACH Child and Family Services-affiliated events and activities should adhere to the same standards of conduct as expected of ACH Child and Family Services employees. You should ensure your guests' behavior is appropriate and will not result in a liability to yourself or ACH Child and Family Services.

WORKPLACE MONITORING AND SEARCHES

ACH Child and Family Services has the express right to access ACH Child and Family Services property including, but not limited to, desks, lockers, computers, files, e-mail, voicemail, and other electronic communications, etc., and other property owned or operated by ACH. All such property and communications belong to ACH Child and Family Services and will be monitored, intercepted, reviewed, and/or searched at ACH Child and Family Services discretion for business purposes such as monitoring compliance with ACH Child and Family Services policies and procedures, investigation of business security issues, disclosure of confidential business or proprietary information, or personal

abuse of the system, or monitoring work flow or productivity. Any such searches or monitoring will be performed in compliance with all applicable laws and regulations.

Monitoring or searches conducted of ACH Child and Family Services property or premises are not allegations or accusations of criminal conduct, nor are submission to such monitoring or search an admission of guilt. You are expected to cooperate in any such monitoring or searches.

Any employee bringing a personal computing device, data storage device, or image-recording device on to company premises gives permission to the company to inspect these devices at any time. Personnel of the company's choosing may analyze any files, other data, or data storage devices or media that may be within or connectable to the devices in question. Employees who do not wish such inspections to be done on their personal computers, data storage devices, or imaging devices, should not bring such items to work.

VIOLENCE AND WEAPONS

ACH Child and Family Services expressly prohibits acts or threats of violence by or against any employee, customer, vendor, or other visitor to ACH Child and Family Services facilities.

In addition, ACH Child and Family Services management strictly prohibits the possession or use of any and all weapons, including handguns, on ACH Child and Family Services premises by any employee, client, vendor, or other visitor, whether licensed or unlicensed and whether concealed or visible. ACH Child and Family Services premises including ACH Child and Family Services buildings, vehicles, parking lots, and property. You are further prohibited from possessing or using any and all weapons while conducting business on behalf of ACH Child and Family Services while off of ACH Child and Family Services premises. Any violation will subject the employee to disciplinary action, up to and including termination.

USE OF TOBACCO

ACH Child and Family Services office locations are non-smoking environments. Smoking and/or the use of other nicotine delivery devices are prohibited in all buildings and living facilities. ACH Child and Family Services management may designate specific and limited areas where outdoor smoking may be permitted during designated breaks only. This policy applies to all visitors as well as to all employees. You are expected to inform visitors of this policy when necessary.

INTOXICANTS, DRUGS & NARCOTICS

ACH Child and Family Services' policy for employees regarding the use of drugs is:

- The use, possession, sale, transfer, purchase or being under the influence of illegal drugs by employees, contractors, or volunteers at any time on company premises or while on company business is prohibited. The illegal use of any drug is prohibited. Employees, contractors, or volunteers must not report for duty or be on company property while under the influence of, or have in their possession while on company property, any illegal drug. The abuse of alcohol will not be tolerated. Without the expressed consent of an officer of ACH, the consumption or serving of alcoholic beverages will not be tolerated at any time on ACH premises. An employee, contractor or volunteer found in violation of this policy is subject to discipline, including six weeks of unpaid leave of absence and/or termination.
- If an employee, contractor, or volunteer is suspected of drug abuse, immediately refer him/her to Human Resources. An employee, contractor, or volunteer who is tested because there is cause to believe they

may be abusing drugs may be suspended pending receipt of written test results and further inquiries that may be required.

STATEMENT OF PURPOSE & SCOPE OF POLICY/DRUG TESTING POLICY

ACH seeks to provide a safe, efficient and healthy workplace. In order to help us in that goal, we mandate that all applicants, employees, contractors, and volunteers will take and pass a scientific analysis of urine, blood, breath, saliva, hair, tissue, or other specimens for detecting the use of any illegal drug and/or prescription or non-prescription drug that is not being used for the purpose for which it was prescribed or manufactured.. Any employee that is the subject of a child abuse or neglect investigation, when DFPS determines there is "good cause to believe the employee may be abusing drugs", must be drug tested within 24 hours of notification by DFPS to the residential child-care operation, and any person alleged to be abusing drugs may be tested within 24 hours, if the person:

- Works under the auspices of the residential child-care operation
- Directly cares for or has access to a child in care; and
- There is "good cause to believe the person may be abusing drugs."
- Following an injury sustained while in the scope of employment

Medical or laboratory personnel will collect all company drug/alcohol specimens and licensed accredited laboratories will conduct all tests. The laboratory will use a testing kit with proven rates of false positives below 2% and false negatives below 8% on all drugs screened, or another testing method for which there is scientific proof of accuracy comparable to either of the first two choices, such as saliva, hair, or spray drug testing, ensure the integrity and identity of the specimen collected from the time of collection to the time of disposal to minimize the opportunity for an employee to adulterate or substitute a specimen, and preserve the privacy and rights of the person tested. This includes safeguarding the results of any test and maintaining them, so they remain confidential and free from unauthorized access.

ACH will pay the expense and the results will be given to ACH. ACH assumes no responsibility for advising job applicants, contractors, and volunteers of the results of such exams. Any information obtained through such exams may be retained by the agency and is exclusive property of ACH.

Refusal to take such an exam is grounds for rejection for employment, or volunteer services or for immediate discharge.

ACH may at any time require an employee, contractor, or volunteer to open any locker, vehicle or storage area that is on ACH's property. All employees, contractors, and volunteers are REQUIRED as a condition of continued employment or voluntary service to sign the attached form denoting the policy has been reviewed with them. Employee and contractor forms will be retained by Human Resources and volunteer forms will be retained by the Development department for permanent storage. Any employee, contractor, and volunteer who refuse to sign the form are subject to termination.

DEFINITION OF DRUG

This policy refers to any drug or substance defined by the Texas Controlled Substance Act, Texas Health and Safety code, Chapter 481, or legal drugs that are illegally obtained, prescribed drugs not being used for prescribed purposes and street drugs including but not limited to marijuana, cocaine, opiates, amphetamines, phencyclidine (PCP), inhalants, and alcoholic beverages.

At ACH's discretion, the agency instead of terminating an employee may permit an employee found in violation of the drug policy to take an immediate unpaid leave of absence for a period of six weeks. During the six weeks of unpaid leave, ACH will not pay the employee's portions of their benefits. The employee may elect to pay for these benefits. At the end of the six weeks the employee must be able to pass the drug/alcohol test to be reinstated.

- Once reinstated the employee is subject to unannounced testing at ACH's discretion (following other drug testing procedures).
- Modifications or adjustments to the employee's position description and/or supervision requirements may be implemented at the discretion of ACH.
- If the employee does not pass the drug test, he/she will be terminated.
- If another incident occurs and the employee is found in violation of the policy or does not pass a drug/alcohol test, the employee will be terminated.

Any employee who believes he/she has a substance abuse problem may seek voluntary help for that problem under ACH's health insurance. Such an employee will be placed on leave of absence per Doctor's declaration of disability, subject to disability leave procedures. ACH, however, will continue to pay its share of the employee's benefits. However, if someone in management because of a performance problem brings the problem to the employee's attention after an on-the-job accident, or due to suspicious behavior, the employee will be placed on unpaid leave of absence, and may be offered the opportunity to complete a rehabilitation program at the employee's expense.

APPEAL

An applicant, employee, contractor, or volunteer whose drug test is positive may, at the employee's expense:

Have an opportunity to explain and offer written documentation why there is another cause for the positive drug test.

Request that the remaining portion of the sample that yielded the positive results if available be submitted for an additional independent test, including second tests to rule out a false positive.

Submit the written test results for an independent review.

Training

ACH Employees will participate in an annual drug-free awareness training program designed to inform employees about the dangers of drug abuse in the workplace.

Documentation

All drug tests will be kept for only one year after the employees', contractors', or volunteers' last day worked or until any investigation involving the person is resolved, whichever is later. Results must be available for review by state licensing authority within 24 hours request.

PROBLEM RESOLUTION

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. ACH Child and Family Services encourages you to bring concerns and suggestions to the attention of management.

An employee problem exists when you feel that a job-related problem has not been resolved satisfactorily. You are encouraged to present all such problems to your supervisor. If your supervisor cannot resolve the problem, or if it

involves your supervisor, you should seek resolution of the problem through the internal chain of command, beginning with Human Resources and, as a final level of review, with the CEO.

EMPLOYEE SUGGESTIONS/ IMPROVE TOGETHER PROGRAM

We aim at having an environment where trust, openness and transparency encourage open communication for employees, and foster innovation. While supervisor/employee relationships remain as the primary point of contact, we also have the IMPROVE TOGETHER PLATFORM consisting of:

- Email address: improvetogether@achservices.org is for general email to which employees can send inquiries on company topics, ideas to improve process or practices or feedback on specific issues and communications. The emails are received by HR, logged and forward to the relevant stakeholder to follow up (“idea owners”). This *is not an anonymous system*, and we always follow up with the sender in a timely manner, whether the topic presented can be acted upon or not. This email also sends notifications to employees regarding the Plan, Work, Improve TOGETHER platform.
- Idea Boxes: Ideas can range from processes improvement, cost savings, quality/services enhancements or motivation/morale-enhancement. We provide an online form via the loop that employees can submit via email or print and place in the suggestion box. There are also copies of the form next to each idea box, and these *can be made anonymously*. Though we will not be able to follow up directly with persons who submit anonymously, we will when an employee leaves his/her name. HR will collect ideas on a bi-weekly basis and will log and distribute them to the relevant stakeholders (“idea owner”).
 - For the above two components, The Employee Ideas will be reviewed quarterly through a summary report developed by the Chief Human Resource Officer and shared as relevant with the Quality Care Committees (QCC), Performance and Quality Improvement (PQI) team and Administrative Team. All committees may request the “idea owner” to provide insights on actions taken.
- Roundtable discussions: This personal design continues to bring members of the Admin Team, including our CEO, to staff in our different departments and locations with the intention of giving a brief agency update and review hot topics, while allowing a good amount of time for an open Q&A forum. This will be organized by HR on a yearly basis.

EMPLOYEE COMPLAINT PROCEDURE

ACH Child and Family Services is committed to supporting a healthy work environment and employee satisfaction. The complaint process is a means to resolve issues quickly and to ensure fair treatment. Your responsibility is to discuss issues openly, honestly and in good faith. When you have a concern or issue, your first action should be to try to resolve the issue or concern with the individual(s) directly involved and if that is unsuccessful, with your direct manager’s assistance.

Employee Complaints: In instances when resolution is not achieved through your own effect you have the opportunity to begin the Employee Complaint Process. The purpose for the Employee Complaint Process is to have an objective problem-solving system that emphasizes ease of use, confidentiality, timely response and effective problem resolution. The Employee Complaint process is intended to cover issues of unfair treatment, harassment, misuse of agency resources, false documentation, fraudulent billing of services, undocumented financial transactions, violations of the conflict of interest policy and any other improper occurrences regarding behavior in the organization regarding cash, financial procedures, reporting or employee management. The employee

complaint process and procedures and employee complaint form are available to every employee on The Loop (ACH intranet), in the public drive under employee information, and in the human resources file. Every effort will be made to maintain the confidentiality of the reporter to the extent possible.

ACH Child and Family Services is committed to assuring that all decisions affecting employees are based on relevant and accurate information, free from any improper or illegal influences and are given fair treatment. A summary report of grievances is provided by the Chief Human Resource Officer at the quarterly PQI meetings as a part of the agency's risk management and review process.

A copy of the complaint will be maintained in the personnel record with the response notification.

UNSATISFACTORY PERFORMANCE, BEHAVIOR, AND CONDUCT

You are expected to behave in an appropriate and business-like manner. Examples of such conduct are outlined in the *Standards of Conduct* policy.

The following examples of unacceptable performance, behavior, and conduct are subject to corrective counseling or other disciplinary action up to and including termination. This list should not be considered exhaustive or all-inclusive. The nature and severity of an offense will be considered in determining disciplinary action to be taken.

- Absenteeism, tardiness, or failure to report to work without sufficient explanation and authorization.
- Unsatisfactory job performance, including careless work, failure to meet production or quality standards as explained to you by your supervisor, mistakes due to carelessness, or failure to obtain the necessary instructions.
- Failure or refusal to cooperate with or assist other employees, clients, or other individuals.
- Failure to observe work hours, such as scheduled starting and quitting times, breaks, and meal periods, etc.
- Performing unauthorized personal work on ACH Child and Family Services time.
- Wasteful or unauthorized use of ACH Child and Family Services supplies or equipment.

Violations of performance expectations, including those listed above, may be considered misconduct if they become severe, excessive, or persistent.

The following examples of inappropriate behavior and misconduct include, but are not limited to:

- Insubordination (refusal to follow management's instructions).
- Interfering with another employee's job performance.
- Violating ACH Child and Family Services *Substance Abuse* policy.
- Falsifying ACH Child and Family Services records (e.g., time records, expense reports, etc.).
- Filing a fraudulent on-the job injury claim or a false report of policy violation.
- Failure to observe established safety policies.
- Unauthorized access or disclosure of confidential ACH Child and Family Services information.
- Violating ACH Child and Family Services harassment and/or discrimination policies.
- Disorderly or discourteous conduct, including fighting or using obscene, abusive, or threatening language or gestures, towards clients, employees, or other individuals, or gossiping with or about employees or clients while performing work or otherwise representing ACH Child and Family Services.
- Theft, destroying, abusing, or damaging ACH Child and Family Services property, tools, or equipment or the property of another employee, customer, or other individuals.
- Creating a condition hazardous to ACH Child and Family Services property or a person on ACH Child and Family Services premises.

- Deliberately concealing another employee's misconduct.
- Failing to report any observed or known violations of any policy.
- Violation of the code of ethics.
- Violating any applicable laws or regulations while performing work or otherwise representing ACH Child and Family Services or otherwise related to the duties and responsibilities of the position.
- Certain off duty conduct.
- Any other breach of appropriate business standards and conduct and/or ACH Child and Family Services policies and procedures.
- Any employee who fails to cooperate with an investigation or to provide complete and truthful information will be subject to disciplinary action up to and including termination.

DISCIPLINARY GUIDELINES

When appropriate, you may be counseled in attempts to correct any performance or behavioral problems. Generally progressive disciplinary actions as described below may be followed. However, in certain circumstances and at management's sole discretion, it may be necessary to impose an action, up to and including termination of employment, without prior notice or counseling and without progressing through each stage of the disciplinary guidelines. All corrective action is approved by Human Resources prior to counseling an employee.

- First Written Warning - The supervisor will discuss unacceptable performance or behavior with the employee. The discussion will indicate the nature of the problem and the action necessary to correct it. The supervisor should document the counseling and all disciplinary actions and have the employee sign the document.
- Written Warning - The supervisor will prepare a written warning regarding an employee's unacceptable performance or behavior, which will be discussed with the employee. Some infractions may warrant a written warning without prior verbal counseling. The employee and the supervisor should both sign the written warning, and each should receive a copy. Human Resources will be present during the counseling meeting.
- Probation Period/Suspension - A probation period and/or suspension, with or without pay, may be utilized to address infractions that may warrant a probation and/or suspension without prior disciplinary action or in the case of an investigation. Human Resources will be present during the counseling meeting.

In situations in which an investigation is necessary in order to determine appropriate disciplinary action in response to a performance or behavioral issue, the employee may be placed on suspension pending the results of the investigation.

CHAPTER 7: CHILD ABUSE PREVENTION AND INTERVENTION

REPORTING CHILD ABUSE OR NEGLECT

The State of Texas has both civil and criminal laws to protect children from abuse and neglect. If you suspect that a child under ACH Child and Family Services care is being abused or neglected, the law requires that you report it to

the Texas Department of Protective and Regulatory Services (PRS), the Texas Abuse Hotline (1-800-252-5400), or a law enforcement agency. Failure to report suspected child abuse and neglect is against the law. Individuals who make reports in good faith are protected from liability, as are those who provide information during a CPS investigation. CPS keeps all information confidential.

ACH Policies and Procedures state employees must report suspected child abuse to the program supervisor, program director, or the Chief Officer of his/her department. ACH policies and procedures state the Texas Abuse Hotline must be contacted within 24-hours and the report number documented on the incident report. The parent/legal guardian must also be contacted within 24-hours unless the parent/legal guardian is the alleged abuser. All notifications must be documented on the incident report.

Any allegations of child abuse will be seriously and thoroughly investigated by ACH Child and Family Services and the proper authorities, including interviews with all relevant persons. Investigators will conduct an objective investigation with consideration given to your desire for privacy; however, no employee is guaranteed complete confidentiality and/or anonymity during an investigation. Only individuals with a legitimate “need to know” will be given any information regarding the complaint(s).

Employees who utilize this procedure are assured that they will be free from any and all reprisal or retaliation from reporting such violations or cooperating in an investigation.

DEFINITION OF CHILD ABUSE

Child abuse includes such acts as:

- ✦ sexually molesting a child
- ✦ willfully causing or permitting a child to suffer
- ✦ inflicting on a child unjustifiable physical pain or mental suffering
- ✦ with respect to persons having care or custody of the child, willfully causing or permitting the child to be placed in a situation in which the person or health of the child is endangered

PREVENTION AND INTERVENTION GUIDELINES

ACH Child and Family Services has established the following child abuse prevention and intervention guidelines:

- ✦ All employees will be informed about ACH Child and Family Services child abuse policies, including basic child abuse prevention, recognition, and report training.
- ✦ New employees will receive an orientation, and current employees will periodically receive child abuse information and training.
- ✦ All employees will be considered mandated child abuse reporters. Information on mandatory reporting will be issued to new employees in the new hire packet.

ACH Child and Family Services is committed to the prevention of child abuse. ACH Child and Family Services is working to prevent child abuse by screening all employees who have or could have a supervisory or disciplinary relationship over children, including background investigations and reference checks.

ACH Child and Family Services has a ***ZERO TOLERANCE FOR ABUSE*** and takes all allegations of abuse seriously. ACH Child and Family Services will cooperate fully with the authorities to investigate all cases of alleged abuse. Abuse of clients is grounds for ***IMMEDIATE*** dismissal and possible criminal charges.

