

# FAMILY PSYCHOLOGICAL

*Together With Kids Count Inc*

IMPROVING LIVES IN OUR COMMUNITY

## Family Psychological Associates Employee Handbook UPDATED 2017



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## **Vision Statement**

The philosophy of Family Psychological Associates is to provide each child and their family treatment which focuses on a strong foundation of community resources, development of independence, responsibility and respect for oneself. This is accomplished by providing a culturally competent, therapeutic environment which meets the needs of each child within a safe, nurturing atmosphere, in partnership with staff, families and the community. Family Psychological Associates is dedicated to providing the highest quality in therapeutic mental health services to improve the lives of children and their families. Our agency adheres to all HIPAA guidelines to ensure that the client's privacy is protected. See HIPAA Policy for complete details.

## **Handbook Purpose**

This handbook outlines the policies and procedures regarding employment at Family Psychological Associates. All employees are being required to read this information carefully and completely. Please ask your director or supervisor if you have any questions regarding the information within this handbook. Any updates that will be necessary by the company or required by law will be added or revised to this handbook. All new information will be required reading for all employees.

This handbook is to be considered a guide. This handbook is not a legal document and is not to be interpreted in any manner as a formal contract or agreement for employment or a guarantee for employment. This handbook is informational only with regards to what Family Psychological Associates expects from your employment.

Any exceptions to this handbook will be written and documented by the senior management of the company only.

## **Compliance with Labor Law**

Family Psychological Associates complies with the federal, state, and local laws which regulate and govern employment practices.

- Age Discrimination in Employment Act
- Americans with Disabilities Act
- Civil Right Act (Title VII)
- Equal Pay Act
- Fair Labor Standards Act
- Immigration Reform and Control Act
- Family & Medical Leave Act (only when corp. has 50+ employees)

Family Psychological Associates is regulated by the State of Pennsylvania and local laws and ordinances. When the state or local requirements exceed those of federal law, these take precedence. Any law or regulation that is in conflict with any information in this handbook, the ordinances, law or

regulation should be followed and the specific information in the handbook should be voided for that purpose. All other information in the handbook will continue to be in effect and apply.

Family Psychological Associates would require all employees while employed at Family Psychological Associates to follow federal, state and local governing laws in all areas.

## **Equal Employment Opportunity**

Family Psychological Associates is an Equal Employment Opportunity Employer, following the Civil Rights Act of 1964 and applicable state legislation. All personnel decisions will be made without regard to race, color, creed, sex, age, non-work related disability, veteran status or national origin, citizenship status, marital status, political/religious affiliation or belief, physical or mental disability, or past, present or future service in the armed forces of the United States.

## **Termination Policy**

Family Psychological Associates policy in regards to the employer-employee relationship is to be supportive in developing a positive relationship between the company and their employees. When an employee decides to terminate their employment with Family Psychological Associates, we are requesting that the employee give notice of termination in writing. A master's level or higher position requires a minimum of a four-week notice. A bachelor level employee and all others are required to give a two-week notice. You must have an exit interview first with your Director before your notice begins. We request a notice because we are a service based business: this will allow our clients to have closure with the employee and give the client time for transitioning. Paid time off cannot be used during this time unless approved by the program director. When Family Psychological Associates decides to terminate an employee (involuntary termination) the supervisor will follow the termination procedure developed by Family Psychological Associates. Termination is considered the last unavoidable option. The following is a list of conduct behavior that an employee will be subject to verbal warning, written warning and/or including immediate discharge.

- Failure to return from leave or vacation
- Unexcused or unexplained absence
- Any conduct harmful to clients
- Any conduct harmful to the corporation
- Any conduct harmful to other employees
- Unacceptable work performance
- Working under the influence of alcohol or possession, or use of un-prescribed and/or illegal drugs
- Gambling with clients, in their presence or in their homes
- Fighting, creating disturbance, using abusive language, or any other behavior unbecoming to an employee
- Theft
- Insubordination

- Falsifying information on the job application, time card, or on other official corporate records and/or client records
- Illegal or unauthorized possession of a dangerous weapon
- Abusing and/or neglect of clients or families
- Discrimination of any kind toward clients, families, other employees or the general population during working hours
- Sleeping on duty
- Excessive absenteeism or lateness
- Abandonment of duties
- Breach of confidentiality
- Unauthorized use of corporate vehicles and/or monies
- Sexual harassment toward clients, families, and/or other employees
- If driving is a requirement of position, conviction of any traffic offenses, suspension, or revocation of driving privileges, or failure to report the same to the Corporation.
- Failure to report any arrest or conviction that would impact clearances working with clients and their families.

Family Psychological Associates does not offer fixed terms of employment for any specified period of time for employment. This handbook is not to be interpreted as a contract or an agreement for employment. All efforts will be made by Family Psychological Associates to conduct a termination meeting to explain reasons for termination and collect any keys or corporation property the employee may have had for employment purposes. With the applicable laws in the Commonwealth of Pennsylvania, all employees are hired on an at will basis.

## **Employment Eligibility**

All employers are required under the Federal Immigration Reform and Control Act to positively establish the identity of job applicants and to confirm that they have the legal right to work in the United States. Documents that establish identity include: Birth certificate; Military ID card or draft record; ID card with photo issues by a state or local authority; and Native American tribal documents. Documents confirming the legal right-to-work include: U.S. Social Security number card or a citizenship or naturalization certificates.

### **Employee Verification/Hiring Process**

- The following three databases are searched every month for every single member of Kids Count/ Family Psychological Associates- from the Executive Director to part time employees (to include all 1099 sub-contractors). In addition, these same three databases are searched for every single potential hire prior to being offered employment:
  - The Office of Inspector General, U.S. Department of Health and Human Services Exclusions Program Database

- The U.S. Federal Government System for Award Management Database
- The PA Department of Human Services Medichex Precluded Providers List
- In addition to the above requirements, Directors are to check that the potential employee meets the minimum educational requirements for the position they are applying for by obtaining official transcripts and initialing they have reviewed these. They must also verify the accreditation of the institution in which the individual attended at the following website:  
<http://ope.ed.gov/accreditation/Search.aspx>
  - Directors are encouraged to consult with Agency Leadership and Compliance Department about the credentials of any potential employee
  - Directors note this check was completed on the Employee Personnel File checklist
- Employees are required to have the following clearances and they must be less than a year old upon hire. Program Directors are responsible for ensuring these are in compliance prior to hiring.
  - Act 34 clearance (PA State Police Background Check) - UPDATED EVERY 5 YEARS (60 Months)
  - Act 151 Clearance (Child Abuse) - UPDATED EVERY 5 YEARS (60 Months)
  - FBI Fingerprint Clearance - UPDATED EVERY 5 YEARS (60 Months)
- Employees with professional licenses are checked by the Director of Administration upon hire and during the credentialing process on the following website:  
<https://www.pals.pa.gov/#/page/default>. This is also checked and verified every time credentialing occurs with a new insurance company and/or when an employee is being entered into a new network and during every licensure renewal to ensure employees continue to maintain proper licensure status.
- FPA queries the National Practitioner Data Bank (NPDB) for information on physicians at the time of hire, and once every 2 years thereafter. Verification is documented by the Director Administration

Pre-Employment and Ongoing Health Screening:

Employees must also get a physical prior to employment and complete the pre-employment physical form. An employee may have their physician fill out the form if they have had a valid physical within the last 6 months prior to hire. Some employees may be required to get a negative TB test. This is required for all BHRS employees and any other employee that may be consistently entering into schools. The requirement of the TB test may not be before employment based upon the formulation of the employee's schedule and how often they will be in a school setting. All employees of FPA are encouraged to get a yearly flu vaccination. **(See Infection Control Policy)**. Employees who choose not to receive flu vaccinations must fill out the Declination Form.

## Employment Process

### Hiring process:

Positions available will be posted within the company and advertised to the public. All new applicants will be required to provide a resume and three references. All needed documentation must be available and up-to-date for positions that require licensure and special requirements. (See Employment Eligibility Process above). After an offer is made and before a start date will be determined, the pre-employment checklist must be completed. Employees will be required to read and complete new hire orientation packets before working with clients on an individual basis. The new hire orientation packet will need to be completed within the first 30 days of employment.

## Employee Orientation

All employees of FPA will be required to attend orientation at the beginning employment. The components of the orientation include:

### ***All Departments: Clinical and Administrative***

HIPAA, Child Protected Services Law/ Mandated Reporter, Adult Protective Services / Mandated Reporter, Safety, Human Resources (benefits, employee responsibilities, pay, etc.), Fraud, Waste, & Abuse Training, Infection Control related trainings, Cultural Sensitivity and Ethics, as well as Agency and Departmental Specific Policies and Procedures. All orientations will include review of job specific duties and responsibilities, documentation trainings, culturally diverse sensitivities based on job duties, and the need and rights of the individuals served (treatment ethics).

See Training Checklist for complete details of trainings.

### Training:

Family Psychological Associates requires ongoing training for all staff for continued professional development. Employees are expected to complete all required training hours in order to maintain any professional licenses. Hours completed for licensure may also be utilized towards the training requirement at FPA as long as all of the FPA-required trainings have been completed. Trainings that are required yearly for all staff include: Safety, HIPAA, documentation, and infection control related trainings. CPSL and Adult Protective Services are required every 5 years of all staff. Staff will be trained on any new responsibilities as they are designated. Some departments have departmental specific trainings and topics required to work in that position. Trainings are also offered consistently to meet the needs of the population served. Consult your direct supervisor for the required hours for your position.

All training sessions conducted by Family Psychological Associates or by other agency/presenters will be reimbursed at a rate of \$8.00 per hour for actual time at the session. Travel time or mileage to and from the session will not be reimbursed. Trainings (conference/seminar/workshop) will be offered by the agency to assist employees in meeting the required hours. The employee is required to maintain, record and report their training time to Family Psychological Associates; copies of any certificates of attendance are required to be submitted to your direct supervisor to be placed in your personnel file. A training log will be maintained in personnel file. Employees have the option to attend trainings outside

the agency with approval from their program director. After attending training (conference/seminar/workshop) the employee may be requested to share information from this event with other employees in their program.

## **Personnel and Human Resource Files**

Family Psychological Associates will maintain personnel and human resource (payroll) records for each employee. It is the responsibility of the employee, their direct supervisor, and HR Director to make sure that their personnel and human resource record has current and updated information. Any changes in status must be communicated to the program director and the HR director. Required information for personnel files includes the Employment checklist, accurate training records and a copy of all certificates. Personnel files are kept with the director of each department that the employee works in. Human Resource and payroll files are kept in the Human Resource Director's office. Documents included in the HR are, I-9 forms, Payroll info, and benefit information. (See checklists for all documents required in each file). Employees may inspect their own Personnel and HR files during normal business hours with the employee's program or HR director.

**PLEASE NOTE:** Contracted service providers are subject to the same credentialing, competency, performance, orientation, training, code of conduct, ethical standards and guidelines as regular employees. However, contracted service providers may have individualized terms that are agreed upon between FPA and the contracted individual. Contracted individuals are not eligible for company benefits and compensated based upon terms of the services provided. Expectations are written out in the individual contract and agreed upon prior to services being provided. Contracted individuals are monitored by a supervisor and subject to regular reviews and evaluations and must adhere to the policies and procedures of FPA.

## **Employee Classification**

Family Psychological Associates employees who receive a salary are professional exempt employee. Employees are considered full-time, part-time, hourly, or temporary, depending on the position for which the employee is hired is nonexempt.

1. Full-time employee - Direct service employees who are providing a minimum of thirty (30) hours of service per week or support staff employees who are employed on a forty (40) hour per week basis.
2. Part-time employee – Direct service employees who are providing less than the minimum of thirty (30) hours of service per week or support staff employees who are employed for less than forty (40) hours per week.
3. Hourly employees – An hourly employee is one who works as needed and as available. Hourly employees' work schedules are always subject to change. Hourly employees are not eligible for benefits except those mandated by the Employee Retirement Income Security Act of 1974 (ERISA), and all of its subsequent amendments and all other applicable federal, state, and local laws and regulations.
4. Temporary employee – A temporary employee is one who is hired to work full-time or on-call hours on a time-limited basis, generally not to exceed three months. No benefits.



Exempt and Nonexempt Employees:

Employees are designated as exempt or non-exempt under the federal Fair Labor Standards Act (Wage and Hour Law) for calculating overtime pay, recording time worked and minimum wage purposes. Exempt employees receive a fixed salary and are not eligible for overtime pay. Nonexempt employees are paid for time actually worked and are eligible for overtime pay. Overtime is defined as over 40 hrs in a day pay period. Paid time off does not go towards hours worked for overtime pay. All overtime must be signed off by a supervisor.

Internship Work:

Family Psychological Associates agrees to provide supervision to students pursuing master’s and doctoral degrees to fulfill requirements for internship and practicum requirements. Family Psychological Associates agrees to provide supervision to bachelor level internship students.

## **Employee Evaluation and Compensation Policy**

Probationary Period:

Employees of Family Psychological Associates will be considered on a 90-day probationary period upon hire and when assuming new roles within the organization. This probationary period allows the new hire/ employee and the supervisor to determine if the position and/or company are an appropriate match. At the end of the probationary period each new hire will participate in a performance/competency evaluation. At this point a decision will be made as to if the probationary period will end at 90 days or be continued based on information and discussion between the employee and supervisor. Completion of this probationary period does not guarantee continued employment. During this probationary period employees may be given additional support and guidance and/or closer supervision. Paid time off may be accrued, but may not be taken during the initial probationary period (for new hires) without approval from their program director.

Job Competency and Performance Evaluation:

Family Psychological Associates will conduct job competency and performance evaluations for all employees on a regular basis. Full-time and part-time employees will have their first evaluation when their probationary period is completed and at the end of any extended probationary period. Following the probationary period, competency and performance evaluations will be completed annually in all departments within the organization. The annual reviews may not fall exactly according to employee anniversary dates, but will be determined by the calendar year. (See below). If a director determines that an employee’s performance demands additional evaluations, they will be completed on a case by case basis. Evaluations may also be performed when job duties or responsibilities change.

Each department of Family Psychological Associates will have evaluations for all of their employees, including directors and contracted employees, based on the structure below:

**Quarter 1:** Family Based  
**Quarter 3:** Outpatient, PEER

**Quarter 2:** BHRS  
**Quarter 4:** Administrative, BCM

#### Raises and Bonuses:

Employee evaluations will be structured relevant to the employee's job description and will be based on the employee's performance in these particular areas. An employee evaluation does not guarantee a pay increase, bonus, or change. All pay changes will be awarded at the discretion of Agency Ownership and determined appropriate on a case-by-case basis. Changes in pay will be based on each employee's merit and all appropriate budgetary factors. Family Psychological Associates may pay discretionary bonuses to some or all employees in excess of regular salaries and wages. Discretionary bonuses may be a way of sharing the results of the company's progress with employees or as a tangible gesture of good will to their employees.

#### Cost of living Adjustment:

These increases may be granted when increases in insurance reimbursements occur. Ownership will determine these increases.

#### Documentation of Evaluations:

All evaluations will be documented and signed by both the employee and supervisor conducting the evaluation. The evaluation is placed in the employee personnel file.

#### Payroll Confidentiality:

Compensation is a private and sensitive issue within our organization. Discussions associated with individual pay status, including salary and bonuses are strongly discouraged. We strive to pay all employees according to individual responsibility and productivity while always focusing on the proper market driven compensation guidelines. All conversations regarding compensation should be conducted in private with employee's supervisor.

#### Payroll:

Employees will be paid every two weeks on Friday. All checks must be cashed within 60 days from the date issued. Any questions regarding discrepancies in the amount received should be addressed to the employee's direct supervisor within 5 working days of your check being issued. Typically, most payroll discrepancies will be corrected on the following bi-weekly payroll. If there are extenuating circumstances they will be reviewed on a case by case basis. There will be no payroll advances. Time sheets must be submitted as per the payroll schedule and are to be reviewed by the direct supervisor and the finance department.

#### Time Records:

Hourly Family Psychological Associates employees must fill out time sheets. Time records must reflect actual hours worked. Time records are to be completed each workday and kept in a place accessible to and known to the immediate supervisor. Falsifying time records may subject the employee to immediate dismissal.

## **Opportunities for Advancement**

Family Psychological Associates believes in the development of its employees and will make all reasonable efforts to provide for job advancement within the organization.

## Company Benefits

### Paid Days Off:

Paid days off are earned and are available for full time employees to be rewarded according to the following schedule:

First Full Calendar Year of employment:	Ten (10) days
2 <sup>nd</sup> and 3 <sup>rd</sup> Calendar Year of employment:	Fifteen (15) days
4 <sup>th</sup> Calendar Year and thereafter:	Twenty (20) days

Years of service will be calculated on a full calendar year basis. Start date to end of the first calendar year will be prorated to match the days of service. Each year thereafter, vacation time will be allotted on a prorated basis based on the above schedule. Unused days may not be carried over. If you leave or are terminated from the company, any accrued but unused days will not be compensated for. In addition, if you have exceeded your accrued vacation time upon exit date, your excess usage will be deducted from your final paycheck.

Paid days off may only be used in half day and whole day increments, must be submitted two weeks in advance and approved by your director. Days will be awarded according to program specific details and managed by your program director. In each department, no more than 50% of staff is permitted to take vacation on the same day. Family Psychological Associates employees must submit these forms, properly, completed, in order to receive pay for the days off.

### Holidays:

Paid holidays are available for full time employees as listed below. New employees are eligible for holiday pay after they have completed their ninety (90) day probationary period. The holiday schedule will be set and distributed at the beginning of every calendar year. The holiday schedule is at the discretion of management and is subject to change.

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Eve
Labor Day	Christmas Day

\*If the holiday falls on a Saturday all employees will receive the previous Friday off and if it falls on a Sunday, the following Monday will represent the paid holiday. If an employee calls off work the day before and/or the day after a paid holiday – they will not be eligible for holiday pay for that holiday. Employees on a leave of absence will not be paid for holidays.

### Health, Dental and Vision Insurance:

Family Psychological Associates will provide health, dental, and vision benefits for all full-time employees. This benefit is available on the ninetieth (90) day of employment and it is company provided regardless of the level of coverage chosen. On an annual basis, the company will review the employee contribution and a percentage of the cost could be paid for by the employee. Insurance benefits are negotiated annually and coverage details will be determined accordingly.

Full time direct service employees, beyond their 90-day probationary period, must sustain an average of thirty (30) hours per week to be eligible for benefits. The ACA requires a look-back measurement process to determine eligibility for health benefits. We have a six (6) month look-back period and our measurement dates will be March – August and September - February of every calendar year. If the employee does not have the required hours during the measurement period, they will lose access to health benefits. For new hires, we will continue to review their hours on a quarterly basis during their first full year of service. The quarterly review will be employee specific based on their start date.

Life Insurance:

Family Psychological Associates offers a life insurance benefit to all full-time employees after the 90-day probationary period. This benefit is 100% company provided. This benefit is only granted if the proper documentation is processed with the HR department.

Retirement Plan:

Family Psychological Associates has adopted a new 401K plan for all eligible employees as of May 1, 2006. To be eligible, an employee must have completed ninety (90) days of service with Family Psychological Associates and be at least twenty-one (21) years of age. Once an employee has met the requirements they may opt into the 401K plan anytime and once on the plan, the employee can adjust their contribution percentage on a calendar quarterly basis. The employer contribution levels are shown below:

- 100% match by employer of employee contributions up to 3% of employee salary
- 50% match by employer of employee contributions between 3% and 5% of salary

Bereavement:

All full-time employees beyond their 90-day probation are provided one day of paid leave from scheduled work when a death occurs in the employee's immediate family or extended family for the purpose of attending the funeral.

## **Reimbursement of Expenses**

Family Psychological Associates will reimburse employees for all reasonable and necessary expenses incurred in the performance of official business. Forms for reimbursement must be obtained from the program director and should be approved by the program director and submitted on a monthly basis. Receipts, vouchers, and invoices must be attached to the expense before reimbursement can be made. All mileage reimbursements forms must be filled out completely (start and end mileage).

Travel:

Reimbursement for automobile expenses can be made only when a car is required for official business - excluding commuting to and from work. Mileage may be charged at an approved rate. This rate can be obtained from the program director or executive director. Reimbursement for parking or bridge tolls can be made only when receipts accompany the expense voucher. Reimbursement for the cost of travel on official business via public transportation, excluding commuting to and from work, will be paid in accordance with prevailing fares.

## **Communication and Technology**

Computer, computer files, the e-mail system, software and related technology are furnished by Family Psychological Associates for the use by employees and are intended only for business use. Employees have no expectation of personal privacy in computer files and e-mails. Family Psychological Associates reserves the right to review and monitor computer files and e-mails at any time. Access codes and passwords used for Family Psychological Associates business should never be shared or disclosed to other employees without permission of the executive director and should never be shared with anyone outside the organization. Only software that has been approved by the executive director and/or the clinical director should be installed or operated by employees of Family Psychological Associates

Internet access to global electronic information and the World Wide Web, and other resources, is provided by Family Psychological Associates to support employees in working more effectively with our clients and families, and is to be used for organizational business only. Family Psychological Associates expect responsible usage of this technology and that Family Psychological Associates staff to monitor the use of this technology with our clients. Family Psychological Associates reserves the right to monitor computer usage. Any information, including but not limited to data sent and/or received, which is found inappropriate and not related to business for the organization by a Family Psychological Associates employee can be cause for immediate dismissal. Inappropriate information would be content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee and/or other individuals.

## **Sexual Harassment**

Workplace harassment and abuse are strictly prohibited on the premises of Family Psychological Associates at all locations and at all times while employees are on Family Psychological Associates time. Any employee that is engaging in sexual harassment will be subject to immediate disciplinary action, from verbal warning to dismissal.

Sexual harassment includes, but is not limited to the following:

1. Creating an uncomfortable, intimidating, hostile, or offensive work environment by verbal or physical conduct of a sexual nature.
2. Making unwelcome sexual advances or requests for sexual favors
3. Making submission to or rejection of such conduct the basis of employment decisions affecting the employee.
4. Physical conduct which interferes with an employee's work performance.

If an individual believes he/she is being subjected to any form of sexual harassment, the alleged act should be reported immediately to the program director and the HR Director. If the program director is the source of the alleged harassment, the problem should be reported directly to the HR director.

Investigations of all complaints will be undertaken immediately. Any employee or agent found, after appropriate investigation, by the organization to have sexually harassed another in the workplace will be subject to the appropriate disciplinary action which may include dismissal.

## Drug and Alcohol Policy

In the interest of the agency, its clients and to maintain a safe workplace, Family Psychological Associates believes that it is important to be free from the presence of alcohol and drugs. Family Psychological Associates is committed to fostering the well being and health of its employees and clients. This would be jeopardized if an employee is using illegal drugs or alcohol on the job, came to work under the influence, possess, distribute or sell drugs in the workplace. Our policy is as follows:

1. No employee may possess, sell, trade, or offer the sale of alcohol, illegal drugs or otherwise engage in the illegal use of drugs in the workplace.
2. No employee may report to work under the influence of alcohol or with the presence of illegal drugs in their bloodstream or to use alcohol or illegal drugs during work hours. Any legal drugs prescribed by a medical doctor must be at a therapeutic level, while working on any shift and the employee can be subject to submitting documentation of therapeutic levels.
3. No employee may use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medication that does not interfere with judgment and/or job performance.
4. Family Psychological Associates reserves the right to require random drug tests to determine the presence of alcohol or illegal drugs at the discretion of the ownership group.
5. Violations of this policy are subject to disciplinary action up to and including dismissal.

The goal of this policy is to balance respect for individuals with the need to maintain a safe, trusting and productive environment for the employees, clients and our residents.

Employees must notify their employer in writing of any conviction of alcohol and/or drug statute violation no later than five (5) calendar days after the conviction.

Family Psychological Associates will support and encourage employees to seek treatment for any alcohol and/or drug related problems.

## Employee Safety

Family Psychological Associates will make every effort to provide a safe workplace for its employees and residents. Family Psychological Associates also recognizes that a safe workplace is a shared responsibility with employees. It is expected that employees report present and potentially unsafe and dangerous situations. These situations should be reported to the program director and ownership group. If necessary, 911 or appropriate local authorities and agencies should be called to report emergency situations. Additionally, if 911 is called for an immediate emergency, the program director and/or immediate supervisor should be notified at the conclusion of the emergency. For Family Psychological Associates comprehensive safety expectations and procedures in the office settings and in-home settings, please refer to the **Safety Policies and Procedures**.

### Auto Safety:

Family Psychological Associates employees and clients should always wear seat belts when transporting and follow all traffic laws and regulations. Any violations of traffic laws or regulations will be the responsibility of the employee. Any vehicle mishaps should be reported to program director

immediately. Any traffic mishaps with clients present should be handled according to traffic laws and regulations and reported to program director and ownership group. Vehicles that transport clients should be maintained in a safe regular manner, with current state inspection.

#### Employee Accidents & Injuries:

All accidents or injuries suffered by a Family Psychological Associates employee should be reported to the program director immediately after and an incident report completed and turned into the program and human resources director. All employees' injuries should be reported and must follow the Workman's Compensation Policies.

#### Employee Behavior:

There will be no acts of rough housing, scuffling, horseplay, or any other acts which would endanger the safety or well-being of employees or clients at Family Psychological Associates. Any of these actions could result in disciplinary action from verbal warning to dismissal.

## **Employee Conduct and Attitude**

All Family Psychological Associates employees are expected to conduct themselves in an appropriate manner, during the hours of employment. You are expected to behave in a professional manner and extend courtesy, support and respect to co-workers, clients, families of clients and any other individual that comes in contact with you on company time. Proper employee conduct and attitude is always expected when utilizing social media of any kind. (See Social Media Policy)

Follow the general rules identified below:

- Support the advancement of Family Psychological Associates in the community
- Assist the improvement in the quality of care to the clients and families
- Be cooperative with management in attaining organizations goals and objectives
- Accept direction and supervision
- Carry out all assigned duties to the best of their ability
- Do not criticize or undermine Family Psychological Associates to others employed by organization or in the community
- Do not spread misinformation about the organization
- Act in a safe manner toward employees and clients and any other individual at Family Psychological Associates (See Safety Policy)
- Complete work properly requested by supervisors
- Do not falsify agency records (client charts, personnel charts, time sheets, etc)
- No harassment of any type towards employees, clients and any other individual at Family Psychological Associates
- No discrimination of any type towards employees, clients and any other individual at Family Psychological Associates
- Treating property at Family Psychological Associates with respect (no damaging, defacing, or stealing)

- Completing Family Psychological Associates assignments while at work and not personal business
- Do not engage in violent, aggressive and threatening behaviors toward others at Family Psychological Associates
- Support the confidential information that is required for clients and their family members
- No sleeping while working your designated hours
- Must return to work from expiration of vacation or leave of absence
- Do not bring dangerous weapons on the property of Family Psychological Associates
- Report all necessary incidents to program director and Executive Director
- Do not bring alcohol, narcotics, drugs, or any controlled substance on the property of Family Psychological Associates
- Arrive at work on time and log this information in log book and leave when scheduled to leave and log in log book. Any arriving late or leaving early must be approved by supervisor, program director or ownership group
- While employed at Family Psychological Associates report any other positions / jobs that you are employed at to your program director and to the ownership group.

Keys:

Any Family Psychological Associates site keys that were issued may not be duplicated. Keys must be returned when employment is terminated. Replacement of keys needs to be reported to the HR director immediately.

Personal property:

Family Psychological Associates cannot be held responsible for lost, damaged, or stolen personal property belonging to employees. If loss occurs, however, notice should be given to the program director and HR director immediately.

Professional personal liability insurance:

Not all Family Psychological Associates employees will be required to carry professional liability insurance; those that are required to will be informed by the clinical director and/or director of operations at the time of employment.

Conflict of Interest:

A situation in which the concerns or aims of two different parties are incompatible or a situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity.

An employee that is engaged in outside employment must inform the program director. An employee is permitted to hold a position with another agency as long as the job responsibilities with Family Psychological Associates do not create a conflict of interest or a job performance conflict. If a conflict of interest should arise the employee is to notify their supervisor and/or the program director immediately.



A conflict of interest may occur when an employee is working with a client in which they have a previous personal relationship with (ex: a family member, current or former spouse or partner, friend, etc.). This is prohibited.

A conflict of interest may also occur when a client or former client seeks employment with FPA. These circumstances are reviewed on a case by case basis. Clients will not be supervised by, work alongside or supervise anyone previously or currently involved in their treatment.

Other circumstances in which conflict of interest may occur will be assessed as they occur.

#### Attendance:

An employee that needs to call off or will be late to work must contact their direct supervisor. If an employee is absent from work for three or more consecutive days, a doctor's excuse stating their illness must be submitted to their direct supervisor upon return to work. Non-submission of a doctor's excuse upon return to work could result in a verbal or written warning or dismissal. Excessive tardiness, lateness or absenteeism could result in verbal warning or dismissal.

#### Grievance Procedure:

Family Psychological Associates has a procedure for employee grievances which may be used by any employee that is not on their probationary period to resolve a personnel issue.

The employee shall submit a written complaint to her/his immediate supervisor. The complaint shall describe the specific reasons for the complaint, date, time, place etc of the occurrence and all the witnesses to the event. The supervisor will attempt to resolve the complaint. A written reply may be returned to the employee within eight (8) working days. If no such reply is returned, the complaining employee may continue to the next level. If the employee is not satisfied with the immediate supervisors' decision or their results the employee may submit her/his complaint in writing to the ownership group. This must be completed within eight (8) working days of receiving the response from the direct supervisor or eight (8) days from submitting complaint with no response. The ownership group will review the situation and make a final decision within eight (8) working days and communicate this to the employee. The ownerships decision will be final and binding to all parties involved within the situation.

## Employee Handbook

### **Policy:**

Family Psychological employees will be given a copy of the Employee Handbook. All employees are required to read and follow this handbook. Any questions or concerns regarding the employee handbook should be presented to your director.

### **Procedure:**

I acknowledge by signing below, I have received and read my copy of the employee handbook and I am to follow the policies and procedures.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_