



Community Connections

Employee Handbook



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To All our Team Members:

Welcome to Community Connections, Inc.! We are honored to have you working beside us to fulfill our mission to create opportunities for children and adults with intellectual and developmental disabilities to lead healthy and fulfilling lives in our community. Our community spans the five counties of Southwest Colorado and all its residents, including over 300 children, families and adults with intellectual and developmental disabilities and over 100 Community Connections staff and contractors.

Community Connections is a 501c3 not for profit organization established in 1985, and we are 1 of 20 Community-Centered Boards across Colorado coordinating services for individuals with intellectual and developmental disabilities. Our programs include a variety of options for young children up to adults in their elder years.

Every day at Community Connections we are striving to help people reach their goals and dreams. Our goal is to increase social integration for people with intellectual and developmental disabilities: participating in their communities like their same-aged peers, having friends without disabilities, holding valued social roles, and volunteering and working in the community. To do this means overcoming centuries of discrimination and isolation and an overwhelming cultural bias toward segregated group settings for people with intellectual and developmental disabilities. As a team member at Community Connections, you are part of important work toward social justice.

We hope you will be as happy to be here as we are happy to have you!

A handwritten signature in black ink that reads "Tara Kiene".

Tara Kiene

President/CEO

P.S. I value your input. Please contact me whenever you have ideas for how we can continue to improve.

About Community Connections

OUR MISSION STATEMENT

The mission of Community Connections, Inc. is to create opportunities for children and adults with intellectual and developmental disabilities to lead healthy and fulfilling lives within our community.

Vision Statement

Our vision is a community where all people with developmental disabilities have the same opportunities as other community members.

Prioritized Values

- Fulfillment
- Self-worth
- Self-empowerment
- Partnership
- Accountability
- Effective Communication
- Efficiency

The Organization

The Agency is comprised of five main components: Administration, Adult Services, Case Management, Early Intervention Services, and Family Support Services. The Board of Directors establishes financial, program, and personnel policies that in turn are administered by the President/CEO. The Board may have up to eleven members representing businesses, parents of individuals with disabilities, people with disabilities, etc. All board members are volunteers from communities within our service delivery area which includes: Archuleta, Dolores, LaPlata, Montezuma, and San Juan counties. A continuous attempt is made to have representation from all ethnic and cultural communities served. The Board of Directors, paid and volunteer staff, and persons served by this organization shall be selected entirely on a non-discriminatory basis with respect to age, sex, disability, race, religion, national origin, sexual orientation, and other protected classifications.

At-Will Employer-Employee Relationship

All employment with CCI is At-Will, meaning that either the Employee or CCI may terminate the employment relationship at any time, with or without cause or prior notice.

Unless otherwise noted in an employment agreement, nothing contained in the Employee Handbook is intended to change, or can be interpreted as changing, this basic nature of the employer-Employee relationship, nor can the verbal or written statements by supervisors or other management change the fact that employment with Employer is At-Will.

The Handbook

This Handbook has been provided to introduce you to Community Connections, Inc. (CCI) and its core policies, and to give you a resource for reference. You are expected to read this Handbook carefully, and to know and understand its contents. We hope you find it helpful. Please consult it when a question arises regarding your employment. The Handbook will be available on CCI's Human Resources Information System (HRIS) for Employees, and specific sections of interest by hardcopy upon request. Do not hesitate to ask your supervisor or the Human Resources Vice President any questions you may have about the contents of this Handbook.

Except as otherwise indicated in the policies of the Handbook, no one has the authority to make any promise or commitment contrary to the Handbook's contents.

This Handbook is the property of CCI, and it is intended for the personal use and reference by Employees of CCI. Circulation of this Handbook outside of CCI requires the prior written approval of the Human Resources Vice President.

Handbook Acknowledgement and Revisions

CCI reserves the right to make changes to this Handbook and to any employment policy, practice, work rule, or benefit at any time without prior notice. Employees will be notified when changes to the Handbook are made. Any change is effective only if it is in writing and authorized by the Human Resources Vice President. Changes will be made available to Employees via the Human Resources Information System (HRIS) system, and the acknowledgement of the receipt and understanding of the policies, and any subsequent policy changes, will be maintained on the HRIS for completion by the Employee after the initial review and subsequent changes, and be considered part of the Employee's personnel record.

Policies labeled as New or Revised have been added or amended since the March2020 edition. The newest revision of the Handbook replaces all earlier handbooks, and supersedes all prior or inconsistent policies, practices, and procedures. Policies, practices, and/or procedures are subject at any time after the publication of this handbook. Employees will be notified in writing of changes, and such changes will supersede any existing policies, practices, and/or procedures.

ABSENCES, LEAVES, and CLOSURES

Agency Holidays **Revised**

Community Connections values its Employees and encourages time off for holidays as possible. This procedure helps to clarify which facilities are open and services provided during a variety of holidays recognized by the State of Colorado. In some instances, Full-time Employees may be paid for their time off on holidays. In other instances, Employees may receive time-and-a-half pay for working on a holiday. This procedure defines the circumstances under which that occurs. For clarity, the following information is provided in procedural format.

Definitions:

Major Holidays = New Year's Day; Memorial Day; 4th of July; Labor Day; Thanksgiving Day; Christmas Day

Administrative Holidays = Other state recognized holidays (Martin Luther King Day, President's Day, Frances Xavier Cabrini Day, Veteran's Day) when they fall on a regularly scheduled workday

Administrative staff = office or program assistants; managers from any department; directors and executive administrators

Non-administrative staff = any staff who provide direct service or any maintenance staff

Essential Services = routine or emergency services to a client/family required for maintenance of major life activities, such as assistance with medication administration or food preparation, or assisting with emergency care or placement, or provision of contractual services as specified, as in City of Cortez contract for services.

Procedure: The procedure for compensation for working holidays is as follows:

- 1) Community Connections will base its annual holiday schedule on the published recognized holidays by the State of Colorado unless otherwise specified by executive leadership.
- 2) Major holidays
 - a) Facilities—All facilities, including offices and day programs, will be closed for Major Holidays.
 - b) Salaried/exempt Full-time staff will be compensated for a full day.
 - c) Hourly/Non-exempt Full-time staff will be compensated holiday pay for only the routinely scheduled time they would work on the scheduled holiday. For the purpose of figuring holiday compensation, the "routinely scheduled time" is equal to the average time worked over the last three pay periods.
 - d) Part-time staff are not compensated for major holidays.
 - e) Only non-administrative staff who must provide essential services on Major Holidays may be authorized to work. They will be compensated at 1.5 times the rate of their wage for the actual time worked and the regular rate of pay for the remaining time they would routinely work, but do not work due to holiday closure.
- 3) Administrative Holidays
 - a) Facilities:
 - i) Community Connections' Administrative offices may elect to close on holidays that are recognized by the State of Colorado but are not considered Major Holidays under this procedure.

- ii) All Day Program sites, and direct services, will continue as usual on Administrative Holidays at regular pay rates.
 - b) Administrative salaried/Exempt Full-time staff will be compensated for a full day.
 - c) Administrative hourly/Non-exempt Full-time staff will be compensated holiday pay for only the routinely scheduled time they would work on the scheduled holiday. “Routinely scheduled time” will be based on the average time worked on the equivalent workday over the last three pay periods.
 - d) Non-administrative Full-time and Part-time staff work regular hours at regular pay.
- 4) Each supervisor will be responsible to ensure that adequate personnel coverage and fair personnel opportunities for working on these days are provided for essential services. Non-exempt Employees must have prior approval to work on major holidays for non-essential services.

Special Situations/Exceptions:

Examples:

- 1) New Years’ Day falls on a Tuesday. Employee A who routinely works at a day program site on Tuesday from 8:30 am – 4 pm will receive 7.5 hours of holiday pay at their regular rate of pay. If the same Employee A is not routinely scheduled to work on Thursdays, and the 4th of July falls on Thursday, they will not be compensated holiday pay.
- 2) Employee B routinely works three hours of non-essential services in the field (including driving time) on a Monday, and Christmas falls on a Monday. Employee B will not work and will receive three hours of holiday pay at their regular rate of pay.
- 3) Employee C provides essential services from 8 am – 9:00 am and 4 pm – 5 pm on a major holiday that falls on Monday, and they routinely work 5 hours on Monday. They would be compensated 2 hours at 1.5 times their rate of pay for the essential services worked, and 3 hours at their regular rate for major holiday pay.

Attendance and Tardiness

All Employees of CCI are expected to be punctual and regular in attendance as an essential function of their position. Any tardiness or absence causes problems for clients, fellow Employees, and managers. When Employees are absent, their workload must be performed by others, just as they must assume the workload of others who are absent.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule, except for meal periods, when required to leave on authorized Agency business, or when leave has been approved. Late arrival, early departure, or other absences from scheduled hours are disruptive and should be avoided.

A tardy or absence is considered “excused” only when the Employee calls ahead of time and the tardy or absence is for a reason that CCI considers satisfactory. Managers will keep track of any tardy or absence. Employees are required to fill out a Leave Request for any time off, even for Unpaid Time Off; if Employees are sick, the request may be filled out once they return to work.

Employees who are not going to report for work as scheduled must call their supervisor as far in advance as possible, but not later than two hours prior to their scheduled workday to report their absence if coverage must be found (workday is defined as the schedule for any given day of work that is determined by need of the position and department and approved by an Employee’s supervisor. This may be flexible and may

change from day to day.) Employees who rely on others to report their absences, or who report absences to anyone other than their immediate supervisor do so at their own risk.

Being tardy or absent for a non-satisfactory reason and failing to call in according to this policy, will be considered “unexcused.”

Unreported, unexcused, or excessive absenteeism (including tardiness and early departures) will result in disciplinary action, up to and including termination.

Any Employee who is absent from work without properly reporting their absence for any period of three consecutive scheduled workdays (as determined by need of the position for any given day) will be considered to have abandoned and voluntarily terminated their employment.

Bereavement Leave

Full-time Employees will be entitled to up to forty consecutive work hours off to arrange and attend the funeral of an immediate family member. For purposes of this policy, an Employee's immediate family is defined as: the Employee's current spouse or domestic partner; father; mother; sister; brother; children; current parent in-law; grandparents; and grandchildren. Regular Full-time Employees will be paid their regular base rate of pay for each day of absence.

A leave request will be done on the eSelfServ/APS site and should be submitted prior to leave, if possible. If an Employee must leave immediately, verbal notice must be given to the supervisor and approved, with a request submitted on the eSelfServ/APS site upon the return to work. This leave does not affect CAL time. Please note, bereavement leave is not a given. The Employee must request time off and supervisors are responsible for approval of time off.

Civil Air Patrol Mission Leave

Any Employee (except Casual Employees hired only on a temporary basis), who is a member of the Civil Air Patrol, Colorado Wing, and who is called to duty for a Civil Air Patrol Mission is entitled to an unpaid leave of absence for the time when the Employee is engaged in the mission, not to exceed a total of fifteen workdays in any calendar year. The leave shall be allowed only if the Employee gives evidence to Employer of the satisfactory completion of the Civil Air Patrol service. This period of leave shall in no way affect the Employee's rights to other paid leaves for which the Employee is eligible, bonuses, advancement, or other employment benefits or advantages relating to and normally to be expected for the Employee's particular employment. Leave is allowed only if the Employee returns to his or her job as soon as practicable after being relieved from service for the Civil Air Patrol Mission. The Employee satisfying these requirements and all statutory requirements set forth in CRS §28-1-102 through §28-1-106 shall be entitled to return to the same or a similar position as held before leave began.

Crime Victims' Leave

CCI will provide time off to an Employee to attend judicial proceedings related to a crime, if that Employee is a victim of crime, an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim. CCI requires that where feasible, in advance of taking

leave, the Employee provide CCI with a copy of the notice of each scheduled proceeding that is provided to the victim by the agency responsible for providing notice. If advance notice is not possible, the Employee is required to provide the Agency with a copy of the notice within a reasonable time.

Emergency Volunteer Service Leave

Any Employee (except Casual Employees hired only on a temporary basis), who is a “Qualified Volunteer” called to service by a “Volunteer Organization” for the purpose of assisting in a “Disaster” as these terms are defined by CRS §24-33.5-801 through §24-33.5-828, is entitled to an unpaid leave of absence for the time spent assisting, not to exceed a total of fifteen workdays in any calendar year. In order to be eligible for this leave, the Employee must comply with all requirements of these statutes, including, without limitation, providing employer with proof that he or she is a Qualified Volunteer. Leave need not be granted if the Employee is designated an “Essential Employee” by employer (meaning the Employee is essential to the operation of the daily enterprise whose absence would likely cause employer to suffer economic injury or whose duties include assisting in disaster recovery for employer) or if granting the leave would result in more than 20% of employer’s Employees being on Emergency Volunteer Service leave on any workday. This period of leave shall in no way affect the Employee’s rights to other paid leaves for which the Employee is eligible, bonuses, advancement, or other employment benefits or advantages relating to and normally to be expected for the Employee’s particular employment. Leave is allowed only if the Employee returns to his or her job as soon as practicable after being relieved from Emergency Volunteer Service. The Employee satisfying the statutory requirements shall be entitled to return to the same or a similar position as held before leave began.

Family Medical Leave Act (FMLA)

A. Eligibility

To be eligible for family care, medical, and military family leave, an Employee must (1) have worked for CCI for at least twelve months prior to the date on which the leave is to commence, (2) have worked at least 1,250 hours in the twelve (12) months preceding the leave, and (3) works at a location where employer has at least 50 Employees within 75 miles.

An Employee returning from fulfilling his or her National Guard or Reserve military obligation will be credited with the hours of service that would have been performed but for the period of military service in determining the 1,250 hours of service.

In the case of pregnancy or other legally protected disability or medical condition or work-related injury, an Employee may not need to satisfy all of the above requirements. In such circumstances, the Employee should contact a Human Resources professional for clarification about his or her rights for other types of leave.

B. Permissible Uses of Family Care, and Medical Military Leave

Eligible Employees shall be granted a total of twelve (12) weeks of FMLA leave during a rolling 12-month period for one or more of the following:

1. Because of the birth of a son or daughter of the Employee and in order to care for such son or daughter;
2. Because of the placement of a son or daughter with the Employee for adoption or foster care;
3. In order to care for the spouse, son, daughter, or parent, of the Employee, if such spouse, son, daughter, or parent has a serious health condition;
4. Because of a serious health condition that makes the Employee unable to perform the functions of the position of the Employee;
5. Because of any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the Employee is on covered active duty (or has been notified of an impending call or order to covered active duty) in the Armed Forces. "Qualifying exigency" is defined by the FMLA Regulations at 29 CFR §825.126. "Covered active duty" means in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of Title 10, United States Code.

In any case in which husband and wife are both employed by CCI, the aggregate number of workweeks of leave to which both may be entitled may be limited to 12 workweeks during the rolling 12-month period, if such leave is taken for reasons set forth in subparagraph 3.a or 3.b, or in order to care for a sick parent under subparagraph 3.c.

C. Service Member Family Leave

Subject to meeting certification requirements by the health care provider, an eligible Employee who is the spouse, son, daughter, parent, or next of kin of a covered service member shall be entitled to a total of 26 workweeks of leave during a single 12-month period to care for the covered service member.

- a. "Covered service member" means:
 - (1) A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
 - (2) A veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.
- b. "Next of kin of a covered service member" means the nearest blood relative other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: Blood relatives who have been granted legal custody of the covered service

member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When such designation has been made, the designated individual shall be deemed to be the only next of kin.

- c. The leave described in this paragraph shall be available during a single 12-month period. During the single 12-month period, an eligible Employee shall be entitled to a combined total of 26 workweeks of leave under FMLA benefits and Service Member Family Leave. The “single 12-month period” begins on the first day the eligible Employee takes FMLA leave to care for a covered service member and ends 12 months after that date. If an eligible Employee does not take all of his or her 26 workweeks of leave entitlement to care for a covered service member during this “single 12-month period,” the remaining part of his or her 26 workweeks of leave entitlement to care for the covered service member is forfeited.
- d. Where husband and wife are both employed by Employer, the aggregate number of workweeks of leave to which both husband and wife may be entitled for service member family leave may be limited to 26 workweeks during the single 12-month period if the leave is service member family leave or a combination of such leave and FMLA leave. If the leave taken by husband and wife includes leave for other FMLA reasons, the aggregate number of workweeks of leave to which both may be entitled may be limited to 12 workweeks for that FMLA purpose.

Reference to FMLA leave in this policy includes Service Member Family Leave, unless stated otherwise.

D. Serious Health Condition

A “serious health condition” means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; any period of incapacity requiring absence from work, school or other regular daily activities of more than three (3) calendar days, that also involves continuing treatment by a health care provider; continuing treatment by a health care provider for a chronic or long term health condition that is incurable or so serious that if not treated would likely result in a period of incapacity of more than three calendar days; or prenatal care. Supervisors of Employees who are absent from work for more than three (3) calendar days of unscheduled leave time should notify Human Resources so that FMLA eligibility determination may be initiated.

E. Serious Injury or Illness

“Serious Injury or Illness” in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period described in paragraph 4.a., means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

F. Intermittent / Reduced Schedule

In general, FMLA leave shall not be taken by an Employee intermittently or on a reduced schedule basis unless the eligible Employee and CCI agree otherwise. Intermittent and reduced schedule leave is available only for a medical necessity that can be best accommodated through an intermittent or reduced leave schedule. If an Employee requests intermittent or reduced schedule leave that is foreseeable based on planned medical treatment, the CCI may require such Employee to transfer temporarily to an available alternative position for which the Employee is qualified that has equivalent pay and benefits, and which better accommodates the recurring periods of leave.

G. Substitution of Paid Leave

Employees are required to use accrued CAL or other paid leaves concurrently, to the extent available, for all family care and medical leaves.

H. Leave's Effect on Pay

Except to the extent that other paid leave is substituted for family care, medical, and military family leave, leave under the FMLA is unpaid.

I. Leave's Effect on Benefits

During an Employee's family care, medical, and military family leave, CCI will continue to pay for the Employee's participation in CCI's group plans to the same extent and under the same terms and conditions as would apply had the Employee not taken leave.

Thus, the Employee must continue to pay his or her share of the plan premiums during the leave. If the Employee substitutes paid leave for the unpaid leave, such payments will be deducted from the Employee's pay through the regular payroll deductions. Otherwise, the Employee must make arrangements with CCI for the payment of such premiums. All other benefits will be governed in accordance with the terms of each benefit plan and are the sole responsibility of the Employee.

If the Employee fails to pay his or her share of the premiums during leave, or if the Employee fails to return from the leave at the expiration of 12 weeks (or 26 weeks in the case of a military caregiver leave) for a reason other than the recurrence, continuation, or onset of a serious health condition for which leave under this policy is allowed or other circumstances beyond the Employee's control, CCI can recover any plan premiums paid by CCI on the Employee's behalf during any periods of the leave.

Employees on family care, medical, and military family leave accrue employment benefits such as CAL or seniority only when paid leave is being substituted for unpaid leave and only if the Employee would otherwise be entitled to such accrual.

Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an Employee's leave.

J. Procedure for Requesting Family Care, Medical and Military Family Leave

1. Notice Requirements

Employees must notify Human Resources of their request for family care, medical, military exigency, or military caregiver leave as soon as they are aware of the need for such leave. For foreseeable family care, medical and military caregiver leave, the Employee must provide 30 calendar days advance notice to Human Resources of the need for leave. For events that are unforeseeable 30 days in advance, the Employee must notify Human Resources as soon as is practicable and generally must comply with CCI's normal call-in or notice procedures. If the leave is requested in connection with a planned, non-emergency medical treatment, the Employee must try to schedule such treatment to avoid unduly disrupting CCI's operations and may be requested to reschedule the treatment to minimize disruption of CCI's business.

If an Employee fails to provide the requisite 30-day advance notice for foreseeable events without any reasonable excuse for the delay, CCI reserves the right to delay the taking of the leave until at least 30 days after the date the Employee provides notice of the need for family care or medical leave.

All requests for family care, medical, military exigency, and military caregiver leave should include enough information to make Human Resources aware that the Employee needs qualifying leave, and the anticipated timing and duration of the leave, if known. Sufficient information may include that the Employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform Human Resources if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Any requests for extensions of leave under this policy must be received as soon as is practicable and must include the revised anticipated date(s) and duration of the leave. To the extent permitted by law, CCI reserves the right to deny requests for extensions or deny reinstatement to an Employee who exceeds the leave amounts provided by this policy or fails to provide requested medical certification. In addition, if you have a disability, you may be eligible for leave under the Americans with Disabilities Act (ADA) or state law. For more detailed information on extended leaves, please contact Human Resources.

Once Human Resources is aware of the Employee's need for leave, it will inform the Employee within four days whether he or she is eligible under the FMLA. If the Employee is eligible, the notice will specify any additional information required as well as the Employees' rights and responsibilities. If the Employee is not eligible, CCI will provide a reason for the ineligibility.

2. Certification

Any request for medical leave for an Employee's own serious health condition, for family care leave to care for a child, spouse, domestic partner or parent with a serious health condition or for a serious injury, or for military caregiver leave must be supported by medical certification from a health care provider. For military caregiver leave, the Employee must provide confirmation of a family relationship to the seriously ill or injured service member. Employees generally must provide the required certification within 15 calendar days after CCI's request for certification. For foreseeable leaves, Employees must provide the required medical certification before the leave begins. When this is not possible, Employees must provide the required certification within 15 calendar days after CCI's request for certification, unless it is not practicable under the circumstances to do so, despite the Employee's good faith efforts.

The medical certification for a child, spouse, domestic partner or parent with a serious health condition or for the serious injury or illness of a qualifying service member must include (a) the date on which the serious health condition or serious injury or illness commenced; (b) the probable duration of the condition or injury or illness; (c) the health care provider's estimate of the amount of time needed for family care; (d)

the health care provider's assurance that the health care condition or injury or illness warrants the participation of the Employee to provide family care; and (e) in the case of intermittent or reduced schedule leave where medically necessary, the probable duration of such a schedule.

The medical certification for leave for the Employee's own serious health condition must include (a) the date on which the serious health condition commenced; (b) the probable duration of the condition; (c) a statement that, due to the serious health condition, the Employee is unable to perform the essential functions of his or her position; and (d) in the case of intermittent leave or reduced schedule leave where medically necessary, the probable duration of such a schedule. In addition, the certification may, at the Employee's option, identify the nature of the serious health condition involved.

Failure to timely provide the required certification may result in the denial of foreseeable leave until such certification is provided. In the case of unforeseeable leaves, failure to timely provide the required certification may result in a denial of the Employee's continued leave. Where the Employee's need for leave due to the Employee's own serious health condition, or the serious health condition of the Employee's covered family member, lasts beyond a single leave year, CCI may require the Employee to provide a new medical certification in each subsequent leave year. Any request for an extension of the leave also must be supported by an updated medical certification.

CCI has developed forms for use in obtaining medical certifications that satisfy the requirements of this policy. Please refer to the Forms Library on the eSelfServ/APS site for appropriate forms. For military caregiver leave, CCI will accept Invitational Travel Orders (ITOs) or Invitational Travel Authorizations (ITAs) in lieu of its medical certification form.

It is the Employee's responsibility either to furnish a complete and sufficient certification or to furnish the health care provider providing the certification with any necessary authorization from the Employee or the Employee's family member in order for the health care provider to release a complete and sufficient certification to CCI to support the Employee's leave request.

Where permitted by law, if CCI has reason to doubt the validity of the medical certification provided by the Employee, CCI may require the Employee to obtain a second opinion from a doctor of CCI's choosing at CCI's expense. If the Employee's health care provider providing the original certification and the doctor providing the second opinion do not agree, CCI may require a third opinion, also at CCI's expense, performed by a mutually agreeable doctor who will make a final determination. It is the Employee's responsibility to furnish his or her health care provider with the necessary authorization for the disclosure of medical information to the doctor(s) who will provide the second and third opinions. If the Employee fails to provide the necessary authorization, the request for leave may be denied, in accordance with applicable law.

K. Designation of Protected Leave

Once Human Resources has enough information to determine whether the leave is FMLA-qualifying, Human Resources will inform the Employee if leave will be designated as FMLA-protected and, if known at that time, the amount of leave that will be counted against the Employee's leave entitlement. If Human Resources determines that the leave is not protected, Human Resources will notify the Employee. Information regarding FMLA qualifying absences is confidential, and will be shared only with the Employee, and management and payroll, as needed.

L. Recertification

The Employee taking leave because of his or her own serious medical condition or the serious medical condition of a family member may be required, except in cases of military caregiver leave, to provide Human Resources with recertification at appropriate intervals. For purposes of recertification, the employer may request the same information as allowed by law for the original certification. As part of that request, Human Resources may provide the health care provider with a record of the Employee's absence pattern to confirm whether such a pattern is consistent with the need for leave. The Employee must provide the requested recertification within 15 calendar days of such a request, unless it is not practicable to do so despite the Employee's diligent, good faith efforts.

M. Return to Work Certification

Where the leave is for the Employee's own serious health condition, CCI requires the Employee to provide medical certification to Human Resources that he or she is fit for duty and able to return to work. CCI may delay restoring the Employee to employment or terminate the Employee without such certificate.

N. Leave's Effect on Reinstatement

Employees timely returning from a leave covered under this policy are entitled to reinstatement to the same or equivalent position consistent with applicable law. CCI may deny reinstatement to Employees who are among the highest paid ten percent of all Employees' employed by CCI within 75 miles of the Employees' worksite and whose reinstatement would cause substantial and grievous economic injury to CCI's operations. An Employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. CCI will comply with all applicable laws pertaining to reinstatement of Employees, including where required, the reasonable accommodation of Employees who have been on an approved leave.

CCI complies with applicable family care, medical leave, and military family leave laws. Under the FMLA it is unlawful for any employer to: interfere with, restrain, or deny the exercise of any right provided under the FMLA or discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA. If an employer has done so, an Employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights. If you have questions or would like further clarification about your rights under the FMLA or other types of leave, please contact the Human Resources Department.

O. Other Disability Leaves

In addition to FMLA, Employees may take a temporary disability leave of absence, if necessary, to reasonably accommodate pregnancy; a workplace injury; or a disability under the ADA. Any disability leave under this section will run concurrently with any medical leave to which the Employee is entitled under Section II of this policy. Disability leaves under this section will be unpaid.

Employees taking disability leave must comply with the Family Care, Medical and Military Family Leave provisions regarding substitution of paid leaves; notice; and medical certification. For the purpose of applying these provisions, a disability leave will be a medical leave.

If a disability leave under this section extends beyond 12 weeks in a 12-month period, the Employee will not be entitled to any continued employer contributions towards any Employee benefit plan unless

otherwise required by law. An Employee, however, may elect to continue participating in such benefit plans at the Employee's own expense to the extent permitted by such plans.

The duration of a leave under this section shall be consistent with applicable law, but in no event shall the leave extend past the date on which an Employee becomes capable of performing the essential functions of his or her position, with or without reasonable accommodation. For a full explanation of leave duration and reinstatement rights, Employees should contact the Human Resources Department.

Furry Friends Leave

CCI may honor the death of a pet by granting one day of paid bereavement leave on the day of the occurrence if the occurrence falls on a scheduled workday. Please note, bereavement leave is not a given. The Employee must request time off, and supervisors are responsible for approval of time off.

Jury Duty

CCI will pay full compensation up to ten (10) days per year to Employees serving jury duty. Your pay will be up to ten (10) hours per day or your regular scheduled time, whichever is less. The jury duty pay paid by the courts is yours to keep and will not be deducted from your regular pay. Please notify your direct supervisor as soon as possible about your pending jury duty. If you are selected, arrangements can be made to temporarily handle your duties. Employees who miss scheduled shifts due to jury duty must supply documentation with their timesheet in order to be reimbursed for time lost. Jury duty that extends beyond ten (10) business days per year will be unpaid by CCI.

Exempt Employees who work any portion of a workweek in which they also serve on jury duty will receive their full salary for that workweek. Employees may elect to substitute accrued CAL during any unpaid leave due to jury duty.

Military Leave of Absence

Full-time and part-time Employees who must be absent from employment due to their participation in the uniformed services or other military duty will be granted time off without pay. Employees may request to substitute accrued CAL for any unpaid portion of the military leave.

Employees must notify their immediate supervisor as soon as they know the required dates of service (unless such notice is precluded by military necessity or is otherwise impossible or unreasonable) and, if requested, furnish the supervisor with a copy of the official orders or instructions. Upon return from an excused military leave, the Employee will be reinstated to his or her former position or another position to the extent required by applicable law. To be eligible for reinstatement, the Employee must (1) report to CCI or submit an application for employment within the period required by federal and state laws; (2) provide a certificate of satisfactory completion of service, as well as appropriate documentation to establish that the Employee is eligible for reinstatement.

CAL does not accrue during any unpaid period of military leave.

An Employee whose service is completed in 30 or fewer days will continue receiving benefits on the same terms as he or she received prior to commencing military leave. For service beyond 30 days, the Employee

can continue benefits pursuant to applicable federal and state law. Upon an Employee's return to work, CCI will count the time spent on military duty as time worked (1) for determining eligibility for FMLA leave; and (2) for benefit accrual; and (3) for other benefits that are based on seniority.

National Guard or Reserve Training Leave

Employees who are members of the National Guard or reserve forces of the United States are entitled to up to 15 days of unpaid leave each calendar year for military training. Those who give evidence of satisfactory completion of training and who are still qualified to perform the job are entitled to be restored to their former or a similar position with no loss of benefits. Those same provisions apply to Employees who are members of the National Guard who are absent for any length of time in order to engage in active service.

Personal Leave of Absence

In its sole discretion, CCI may grant a personal leave of absence for a compelling personal reason that does not fall within another leave category. Employees who have completed at least one year of continuous service may submit a written request to Human Resources for a personal leave of absence, without pay, for any length of time up to a maximum of three (3) months. Written requests must state the reason for the leave, as well as the beginning and ending dates.

Requests for personal leaves will be granted at the sole discretion of CCI, based on the facts and circumstances surrounding each individual request.

CCI is not able to guarantee reinstatement following return from a personal leave of absence. CCI will make reasonable efforts to place the Employee in a suitable vacancy if one exists. Such Employees may be terminated or denied reinstatement if business necessity requires that the Employee be replaced during the leave, or if the Employee is terminated, or the position is eliminated due to a layoff, reorganization or other intervening cause. Employees who do not timely return from a personal leave of absence will be considered to have voluntarily terminated employment.

While on personal leave, Employees with insurance will be required to pay the full premiums for coverage for the duration of the leave. Payments must be made by the first day of each month. CCI can cancel the coverage of Employees who fail to make timely premium payments or else elect to pay the premiums and recover them from the Employee upon return to work or upon termination, as permitted by law.

Return to Work After Serious Illness or Injury

Where the leave is for the Employee's own serious health condition, CCI requires the Employee to provide medical certification to Human Resources that he or she is fit for duty and able to return to work after three (3) days of consecutive absence. CCI may delay restoring the Employee to employment or terminate the Employee without such certificate.

School Involvement Leave

The Parental Involvement in K-12 Education Act guarantees non-executive and non-supervisory Employees 18 hours of unpaid leave in an academic year to attend parent-teacher conferences and other school-related activities.

Time Off for Religious Reasons

CCI will reasonably accommodate the known religious observances and practices of Employees, provided this does not result in an undue hardship to the Agency. Employees should consult their supervisor if they need to take unpaid time away from work for religious reasons.

Time Off to Vote

Employees are protected from adverse employment actions for taking time off to vote. Employees who are registered voters, and who do not have at least three hours outside of work to vote, are entitled up to two hours of paid leave to vote while the polls are open.

Unscheduled Office Closures Due to Inclement Weather or Disasters **Revised**

For clarity of communication and decision-making, offices and program sites will close in conjunction with the school district of each county: e.g., if the school district closes the school only in Montezuma County, the administration office and program sites will be closed in Montezuma County but not the other counties served by CCI. Snow policy for CCI administrative offices follows the 9-R school district for Durango, the RE-1 school district for Cortez, and Archuleta School District #50 JT.

In the case of school breaks or holidays that do not correspond with CCI's scheduled closures, office closures are the responsibility of the President/CEO. Day Program closures are the responsibility of the Program Director of Adult Services for the applicable area. Personnel scheduled to work weekends must work directly with the manager or on-call to determine a need for closure.

- a) Office Closures will be determined by CEO and HR VP, then communicated to Executive Team and Program Directors, who will text and/or call direct reports regarding closure.
- b) Day Program site closures will be determined by the Program Directors of Adult Services and communicated to the CEO and HR VP, then communicated to managers who will text and/or call direct reports, host homes and other clients regarding closure.

The Snow Closure Policy will be posted at the offices and Day Program sites, and on the HRIS system (eSelfServ/APS) throughout winter. Closure information will be posted on eSelfServ/APS and CCI website, as applicable.

If CCI is open and the roads are bad, Employees should take time to get to work safely. Lateness will not be penalized on these days as long as it is within reason.

All personnel who are scheduled to work at the administrative offices or Day Program sites will be paid for the cancelled shift, or portion of the cancelled shift they are unable to work due to closure. When possible, administrative personnel should work from home on days of closures. It is expected that Employees will be aware of weather predictions and attempt to be prepared to work remotely. All personnel who are scheduled to work SLS, residential, or EI on a snow day closure will make up services when possible and

will be paid for day of closure the total average scheduled hours less any time made up during the work week.

- a) Example 1: On a "snow day" an Employee working in residential takes a client to a doctor's appointment. The Employee is paid for the entire scheduled shift.
- b) Example 2: On a "snow day" an Employee working residential cannot get into town to take a client grocery shopping, so the Employee reschedules with that client for later in the week. The Employee is able to make up 3 hours of the 8-hour shift scheduled for the snow day and so is paid 5 hours of time for the snow day.

When possible, all personnel who are scheduled to work SLS, residential, or EI on a snow closure day may provide services during the day, if weather conditions improve such that traveling is safe. This decision should be made in consultation with the supervisor and the impacted client(s).

- a) Example: On a "snow day" an SLS Employee is scheduled to work with a client in the afternoon. By late morning, the snow has stopped, and roads are starting to clear. It is the expectation that the Employee will work as scheduled.

DSPs scheduled for essential services, and who are unable to travel, will communicate such to the supervisor by 8 am so the supervisor may schedule alternate staff to provide services.

During office closures, the Office Manager (or designee) will change the main switchboard message to announce the snow closure. If forecasts indicate the probability of heavy snowfall, offices and program sites should consider putting closure notices on the doors. These can be removed if the weather conditions end up allowing for opening.

Employees who work part of their time during snow days should capture that time as usual. Time not worked on snow days should be labeled "snow day" on the timesheet in the payroll system.

Special Situations/Exceptions:

Payment of Early Intervention providers for snow closures may be limited by the need for approval by the State of Colorado Office of Early Childhood.

In the event of a natural disaster such as earthquake, fire, explosion, etc., CCI offices may be closed if the building is damaged or highways leading to the office are damaged. For instructions on reporting to another location, contact your manager or on call phone immediately.

BUSINESS CONDUCT & PRACTICES

Bulletin Boards Postings

Revised

CCI has bulletin boards located throughout the facilities for the purpose of communicating with Employees. Postings on these boards are limited to items posted by CCI, including statutory and legal notices, safety and disciplinary rules, Agency policies, memos of general interest relating to the Agency, local operating rules, and other Agency items. All postings require the prior approval of the Office Manager. CCI also utilizes eSelfServ/APS for communicating information, including, but not limited to, statutory and legal notices, safety and disciplinary rules, Agency policies – including this manual and other mandatory policy manuals, and employee-related information needing action, acknowledgement, and/or attention.

Children at Work

An occasional visit to the workplace by an Employee's child(ren) is sometimes necessary and appropriate. Any Employee wishing to occasionally bring his or her child/children to the office is acceptable; however, children at the worksites for longer than 30 minutes must first receive approval from their supervisor. Children should not be with an Employee on shift while working with the individuals in our services. This policy may not apply to Family Care Givers since they are working with family members.

Computer & Internet Use, including E-mail use & Effective Communications

CCI provides various Technology Resources to authorized Employees to assist them in performing their job duties for the Agency. Each Employee has a responsibility to use the CCI's Technology Resources in a manner that increases productivity, enhances the Agency's public image, and is respectful of other Employees. Failure to follow the CCI's policies regarding Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, CCI reserves the right to advise appropriate legal authorities of any violation of law by an Employee. Agency Employees are reminded that, in addition to the requirements of this policy, all usage of Technology Resources is also subject to CCI's policies regarding Agency property; proprietary, confidentiality, and personal information.

Technology Resources consist of all electronic devices, software, and means of electronic communication including any of the following: personal computers and workstations; laptop computers; mini and mainframe computers; computer hardware such as disk drives and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet; electronic mail; telephones; mobile phones; personal organizers and other handheld devices; pagers; voicemail systems; and instant messaging systems.

Internet and E-mail Guidelines

All authorized use of the computer network for Internet access or email must be done in an appropriate, ethical, and professional manner.

- Employees may not transmit, retrieve or store any material that could be construed as illegal or prohibited harassment in violation of the CCI's Equal Employment Opportunity Policy. Any offensive or otherwise inappropriate material received by an Employee should be immediately reported to the Human Resources Vice President and should not be transmitted further through the system.

- Employees may not use the CCI's technology to gain access to sites that contain content that may be perceived as discriminatory, harassing or offensive to others, including pornography or gambling.
- Use of abusive, profane, or offensive language and using communications technology to perform any illegal activities are forbidden.
- CCI must approve any information about CCI, its services, or other types of information that will appear in the electronic media about CCI before the information is placed on an electronic information source.
- Copyrighted materials belonging to entities other than the CCI may not be transmitted by Employees on the CCI's computer network. All Employees obtaining access to other companies' or individuals materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only. No Employee is authorized to install or download software on to the CCI's computer network without the express prior approval of the CEO/President.
- Employees are forbidden from using the CCI's computer network in a way that disrupts its use by others. This includes viewing non-business related media (i.e., streaming video or audio), unnecessary sending or receiving of large files, and "spamming" (sending e-mail messages to thousands of users.)
- Each Employee is responsible for the content of all text, audio, or images that he or she places or sends over the CCI's e-mail system. When an Employee already uses the Agency's email as part of their job, they may use it for protected concerted activities during non-working time only. No e-mail or other electronic communication may be sent which hides the identity of the sender or represents the sender as someone else. Also, be aware that the CCI's name is attached to all messages transmitted using the CCI's e-mail system so use discretion in composing messages.
- Non-management Employees are not permitted to access the electronic communications of other Employees or third parties unless directed to do so by an authorized member of CCI management.
- All electronic information and communications created by an Employee using any means of CCI - provided electronic communications technology or stored on CCI communications system, computer network, and e-mail systems are CCI property. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the CCI's ownership of the electronic information. All Employees are required to disclose their passwords for the CCI's computer network to management, and must have management approval to change their password.
- CCI reserves the right to monitor, access, download, and copy all communications on CCI technology, including computer files, e-mail messages, text messages, and voicemail messages at any time for any reason. CCI may also override all personal passwords if it becomes necessary to do so for any reason.
- Employees have no right or expectation of privacy with respect to any use of the CCI's technology, including personal information or messages.
- CCI's technology is not intended for personal communications. CCI may monitor and access all such personal communications, even in an emergency.
- Deleting or erasing information, documents, or messages without proper management approval is also forbidden.
- E-mail messages should be composed in the same professional manner as any other written business communication.
- Employees shall not use the CCI's Technology Resources for any illegal purpose, violation of any Agency policy, in a manner contrary to the best interests of CCI, in any way that discloses confidential or proprietary information of the Agency or third parties, or for personal or pecuniary gain.

Social Media, Web Logs (Blogs), and Personal Web Sites

The following policy addresses how Employees may use and participate in online social networking activities, such as "blogging" or "messaging" on websites including but not limited to Facebook, Twitter, Snap Chat, Instagram and/or LinkedIn.

- Employees may not publish, disclose, or otherwise communicate any information which is confidential or embodies CCI's proprietary or trade secret information. This information includes but is not limited to names, including but not limited to client names, donor and database information, trademarks, logos, other identifying marks, or copyright-protected materials of CCI, its vendors and/or business partners. All material from CCI websites is the exclusive property of CCI and, therefore, cannot be used without authorization from the Human Resources Vice President.
- In accordance with FTC regulations regarding "Endorsements and Testimonials in Advertising," if an Employee makes an endorsement about CCI, including but not limited to its products or services, the Employee must clearly and conspicuously disclose his or her relationship to CCI.
- Employees may not post any pictures of: 1) CCI clients without the appropriate photo release consent by client and/or guardian, and the approval of the departmental VP; 2) Events or meetings regardless of the source unless approved by CEO or departmental VP. Posting images of CCI clients without appropriate releases violates the Health Insurance Portability and Accountability Act of 1998 and Employees may be personally subject to fines and/or imprisonment. Employees must refrain from communicating any information or posting any pictures or images which violate our policies on illegal workplace harassment or discrimination. This includes postings, images, or pictures pertaining to fellow Employees or vendors.
- By certifying in eSelfServ/APS you have read the Employee Handbook, each Employee understands that any statement made by an Employee on a social networking site contains the views and opinions expressed of the Employee and do not necessarily represent the views and opinions of CCI.
- In no way may Employees represent or suggest that their opinions or positions are endorsed by CCI or any of its managers or Employees.
- Social media activities may not interfere with work commitments. Employees should refer to the CCI's policy regarding personal use of CCI equipment.
- Managers and supervisors are prohibited from requesting their direct reports to participate in their social networks. Managers are strongly advised to refrain from contacting or participating with their direct reports in any social network. Requests and comments may be perceived as unwelcome and contribute to a hostile work environment, and as a result, violate the EEO & Unlawful Harassment Policy.
- Violations of any of the guidelines above may result in discharge or disciplinary action as the CCI deems appropriate. If necessary, CCI will inform the appropriate government officials of any violations of the law.
- Nothing in this policy is intended to in any way interfere with, coerce, or restrain any Employee from exercising his or her rights under any state or federal labor law including the National Labor Relations Act.

No Reasonable Expectation of Privacy

Although CCI does not wish to examine personal information of its Employees, on occasion, CCI may need to access its Technology Resources, including computer files, electronic mail messages, and voicemail messages. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created, collected, or maintained on the CCI's Technology Resources, including personal information or messages. CCI may, at its discretion, inspect all files or messages on its Technology Resources at any time, for any reason. CCI may also monitor its Technology Resources at any time in order to determine compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

Liability

CCI assumes no liability for loss, damage, destruction, alteration, receipt, transmission, disclosure, or misuse of any personal data or communications transmitted over or stored on the CCI's Technology

Resources. CCI accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any CCI property. CCI strongly discourages Employees from storing any personal data on any of the CCI's Technology Resources.

Questions Regarding Appropriate Use

Questions regarding the appropriate use of the Internet or e-mail, social media, personal websites, and blogs, or any issues relating to technology security should be addressed to the Human Resources Vice President.

The Computer Fraud and Abuse Act (CFAA)

Any Employee who misuses CCI computer technology may result in a civil lawsuit against that Employee by CCI for civil damages.

Prohibited uses include:

1. Intentionally accessing a computer without authorization or exceeding his authorized access and thereby obtaining information from any protected computer;
2. Knowingly, and with the intent to defraud, accessing a protected computer without authorization or exceeding authorized access and by means of such conduct furthering the intended fraud and obtaining anything of value;
3. Knowingly causes the transmission of a program, information, code, or command that intentionally causes damage, without authorization, to a protected computer; or;
4. Intentionally accessing a protected computer without authorization and, as a result, causing damage.

Under those provisions, the CFAA prohibits an Employee from accessing a computer or system without authorization and forbids conduct that "exceeds authorized access." Under the CFAA, "exceeds authorized access" means "to access a computer with authorization and to use such access to obtain or alter information in a computer that the accessor is not entitled to so obtain or alter." The law's provisions viewed separately or together have empowered employers with strong statutory remedies when Employees damage or otherwise take action to impair the integrity of computer data. Damages under the CFAA are limited to economic damages.

Employee Recommendations

A CCI direct supervisor may provide a letter of recommendation for an Employee separating from the agency upon request by the Employee, only if the Employee's performance has been documented as satisfactory, and only with Consent for Release of Information form completed and signed by the Employee or former Employee. The consent form may be downloaded and printed from eSelfServ/APS under Docs – Company Documents. The Human Resources Vice President will review the letter prior to release to Employee and a copy of the letter will be retained in the Employee's personnel record.

Employment Reference or Verification

Only Human Resources may provide an employment reference or an employment verification for any current or former Employee. Employees wishing to receive either employment reference or employment verification should sign the Consent for Release of Information, and forward to Human Resources for your personnel file. The form may be downloaded and printed from eSelfServ/APS under Docs - Company

Documents. Employment verification for a current or former Employee will not be provided to the requesting individual or organization by anyone other than Human Resources. The individual or organization requesting the information should be referred to the Human Resources Assistant.

External Agency Communication

Occasionally, Employees may be contacted by outside sources including media, outside attorneys, or investigators requesting information about Agency matters, including information regarding current or former Employees, Agency projects, or other workplace issues. In order to avoid providing inaccurate or incomplete information to outside sources, and the possible negative exposure that may result from providing information about the Agency to outside sources, any Employee contacted by any outside source regarding the Agency should refer the requester to the CEO and immediately contact the CEO regarding the occurrence.

Client information requested by an outside Agency will not be given out by staff over the telephone under any circumstances. Staff will be required to respond to any requests with the following statement: “Agency policy does not permit us to give out information. All requests must go through Managers or Case Management.”

Employees contacted by outside sources requesting an employment reference or employment verification for a current or former Employee should not provide any information to the requesting individual or organization. Instead, Employees should refer the requesting individual or organization to the Human Resources Department. No Employee, other than the Human Resources Vice President or Assistant, is authorized to provide employment references or employment verifications for any current or former Employee. Employees wishing to receive either an employment reference or employment verification should provide written authorization to CCI.

Employees violating this policy may be subject to discipline, up to and including termination of employment.

Gifts & Gratuities

Employees will not accept gifts or any type of gratuities from a client, or on behalf of a client.

Intellectual Property

Community Connections is committed to a high level of legal and ethical standards in the conduct of our business. It is the policy of the CCI to compete fairly in the marketplace. This commitment to fairness includes respecting the intellectual property rights of our suppliers, customers, business partners, competitors, and others, including original equipment manufacturers and other independent service organizations. No Company Employee, independent contractor, or agent should steal or misuse the intellectual property rights owned or maintained by another. Further, it is expected that during their role with CCI, an Employee may develop intellectual property on behalf of the company, and the company shall retain its rights to this intellectual property.

Investigations

From time-to-time Employees may be involved in or become part of an investigation. The investigation process may require an Employee to be placed into another position for a limited period while the investigation is happening. If an Employee is being investigated for Mistreatment allegations, the Employee may be required to be suspended and placed on leave without pay (LOA). An Employee may use his or her CAL time for the time off while the investigation is ongoing. Should any allegation(s) against an Employee who was placed on a leave prove false, reimbursement of the loss of CAL time will be granted, or the regular scheduled time lost due to the suspension will be compensated, if CAL was not utilized. If any allegations are proven true, this may result in immediate termination.

Pets at Work

Due to the unpredictability of some animals with people, pets are not allowed at the office or on shift.

Recreational Activities & Programs

CCI does not provide workers compensation benefits or accept any liability for any illness or injury that arises from an Employee's voluntary participation in any off-duty recreational, social, or athletic activity or event that is not an expected or required as part of the Employee's work-related duties. Employees who choose to participate in any such off-duty activities may be required to sign a written agreement to confirm that they are voluntarily assuming the risk of injury or illness and releasing the Agency from any such liability.

Rules of Conduct

Employees are expected to observe certain standards of job performance and good conduct. When performance or conduct does not meet CCI standards, CCI will endeavor, when it deems appropriate, to provide the Employee with a reasonable opportunity to correct the deficiency. If, however, the Employee fails to make the correction, he or she will be subject to discipline up to and including termination. CCI may also terminate an Employee on their first offense or prior to a first offense, as employment with CCI remains at-will.

The rules set forth below are intended to provide Employees with notice of what is expected of them. Such rules cannot identify every type of unacceptable conduct and performance. Therefore, Employees should be aware that conduct not specifically listed below but which adversely affects or is otherwise detrimental to the interests of CCI, other Employees, or clients may also result in disciplinary action up to and including termination.

- Agitation against the employer, other Employees, or clients that may be harmful to morale or work performance;
- Assaulting or threatening to assault another Employee or client;
- Being under the influence of, manufacturing, dispensing, distributing, using, or possessing alcohol or illegal or controlled substances on CCI property or while conducting CCI business;
- careless or shoddy work;

- Conviction of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of CCI, its Employees, clients, or property;
- Disloyalty to the employer that may be harmful to the employer's relationship with a client, other Employees, community partners, or the public in general;
- Divulging confidential information that could damage the client or employer;
- Failure to follow established safety regulations;
- Failure to follow through with testing required under Drug and Alcohol Policy;
- Failure to meet job performance standards; unsatisfactory work quality or quantity;
- Failure to notify the supervisor in advance of anticipated tardiness or absence;
- Failure to observe work rules;
- Failing to report to CCI, within five days, any conviction under any criminal drug statute for a violation occurring in the workplace;
- Falsification or alteration of records or reports, including the application for employment, required by the employer or other acts of dishonesty;
- Harmful or willful neglect, abuse, mistreatment, exploitation of clients;
- Immoral conduct which has an adverse effect on job status;
- Interfering with the work of others;
- Loss of driver's license, if essential to job performance;
- Possessing a firearm or any weapon on CCI property or while conducting CCI business;
- Removal or attempted removal of employer or client's property from the premises without prior authority;
- Rudeness, insolence, insubordination or offensive behavior toward a client, supervisor, or fellow Employee;
- Refusal to perform any reasonable work request;
- Sleeping or loafing on the job when job requires staying awake on shift;
- Taking unauthorized vacations or leaves; tardiness or unexcused absences (no show/no calls);
- Theft from a client, employer, or other Employees;
- Violating conflict of interest rules;
- Violation of a statute, regulation or employer rule which could result in serious damage to the employer's property, interest, or that could endanger the client, Employees, or others;
- Violation of the Employee handbook/policies;
- Willful neglect or damage to employer's or client's property or interest.

All decisions to terminate employment must be approved by the Human Resources Vice President, or the CEO in the HR Vice President's absence, to ensure proper protocol is followed.

Smoking **Revised**

For health and safety reasons, smoking is prohibited while in the client's home or while you are driving with a client. CCI's corporate office is a "Non-smoking" campus. This includes parking lot and all common areas. Pertaining to State of Colorado Indoor Clean Air Act, smoking is prohibited in any indoor area, unless exempted, as well as entryways, including a 25-foot radius outside the main or front doorway unless defined differently by local law.

Travel

When traveling inside the five (5) county region that CCI serves, it is best practice to carpool whenever possible. A Service Delivery Area (SDA) mileage chart is available on the HRIS (eSelfServ/APS) system for standardized mileage reference between locations.

Should Employees be requested to travel to areas outside of the five county regions, they will need to discuss travel arrangements and reimbursement with their supervisors in advance of the travel.

Workplace Accommodation for Nursing Mothers **New**

CCI shall provide reasonable unpaid break time or permit an Employee to use paid break time, mealtime, or both, each day to allow the Employee to express breast milk for her nursing child for up to two years after the child's birth.

CCI shall make reasonable efforts to provide a room or other location near the work area, other than a toilet stall, where an Employee can express breast milk in privacy. "Reasonable efforts" means any effort that would not impose an undue hardship on the operation of CCI's business. "Undue hardship" means any action that requires significant difficulty or expense when considered in relation to factors such as the size of the business, the financial resources of the business, or the nature and structure of its operation, including consideration of the special circumstances of public safety.

COMPENSATION & BENEFITS

Advance Pay

Community Connections understands that times can be difficult and unexpected circumstances come up. However, it is the policy of CCI not to give out an advance on payroll checks no matter the circumstance.

Cell Phones for Business Use

Some Employees may receive a stipend as reimbursement for business calls on a personal cell phone. Only Employees whose jobs clearly require the use of a cell phone are eligible to receive a reimbursement. Such Employees will have positions that require a significant amount of their time be spent out of the office, are required to be “on-call”, or have significant management responsibility and a clear need to be accessible to subordinates at all times.

A stipend for cell phone use or a request for a CCI cell phone can be requested by a supervisor. The monthly stipend will be determined by the following guidelines:

Tiered levels: 1) Office based positions - \$0.00

2) 24/7 on call - \$45

3) Supervisors - \$45

4) Special circumstances - \$10.80 - \$30, as determined by manager or director

- Directors have the right to reduce or increase the cost of a stipend per the tiered levels at any time, and shall recommend which Employees will receive a stipend, and which tiered level will be assigned.
- A stipend or the assignment of a CCI cell phone is not considered as taxable income or fringe benefit per IRS Guidance: [Cell Phone Reimbursement for Business Use](#).
- Employees who are assigned a CCI cell phone will have their bills reviewed for excessive data, minute or texting usage.

The structure of the stipends is based on the business expectation for the use of the personal cell phone in relation to the Employee’s position. Employees who are required to use a cell phone should be reimbursed a percentage of their cell phone bill, based on the approximate use of the phone for business purposes. The maximum allowable stipend is based on the fact current plans with unlimited talk; text; and data are available for \$45 per month. For the purposes of this policy, the tiered levels are listed above, and defined per following:

Tier 2: On call Employees are expected to be available 24/7 during the time deemed as “on call”.

Tier 3: Supervisors must be accessible by management and direct reports when they are out of the office and being accessible by cell phone is crucial to operations.

Tier 4: Employees involved in special circumstances will be receive a stipend during the periods they are participating in a special circumstance, such as the Festival of Trees or in charge during an emergency, as they need to be accessible by phone during these activities.

While on the job, it is the policy of CCI to keep cell phone calls to a minimum or emergency calls only. In addition, cell phone professionalism should always be practiced while in meetings: turn phone to buzz or off and leave the room if you must receive a call.

Employees whose job responsibilities include driving, and who must use a cell phone for business use, are expected to not use their phone, including the use of Bluetooth technology, and any other handheld mobile devices, while driving. Safety is the first concern. Under no circumstances are Employees allowed to use text devices to type or review text messages for work purposes while operating a motor vehicle or for personal purposes while operating a motor vehicle during work hours or on Agency business.

As a driver, your first responsibility is to pay attention to the road. When driving while conducting business on behalf of the Agency in any other manner, the following applies:

- Allow voicemail to handle your calls and return them when safe and not driving;
- If you need to place or receive a call, pull off the road to a designated parking area or the shoulder lane, and stop the vehicle before using your phone;
- Ask a passenger to make or take the call;
- Inform regular callers of the best time to reach you based upon your driving schedule.

Under no circumstances are Employees allowed to place themselves at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their phone while driving for business, including an accident while using a cell phone in any capacity while driving for business, will be solely responsible for all liabilities that result from such actions. Violations of this policy will be subject to discipline, up to and including termination.

Moreover, all use of Agency-issued mobile devices, or personally purchased mobile devices used for work-related purposes, must be made in accordance with Agency policy including the Technology Use and Security policy.

Combined Annual Leave (CAL) Revised

CCI believes Employees benefit from taking regular time away from work. Additionally, no Employee should be at work when ill, for their own good and the benefit of other Employees or clients who may be exposed to the illness. To cover these and other situations, CCI provides all Employee an allotment of paid leave time called Combined Annual Leave, or CAL time. This paid leave combines paid leave for vacation, sick, and other leaves provided by Colorado's Healthy Families and Workplaces Act ("HFWA"). Eligible Employees can use CAL for any reason (e.g., vacation, illness, medical appointments, personal business, other reasons identified in HFWA, etc.). Upon termination, CCI will pay the Employee half of the Employee's accrued CAL time because CCI designates that amount to be the "vacation-leave part" of CAL. CCI does not pay out the other half of the Employee's accrued CAL, nor does CCI pay employees for any remaining available leave the Employee may have under HFWA's Public Emergency Leave because CCI designates that to be the "non-vacation leave" part of CAL.

Eligibility / Accrual

Upon commencement of employment, Employees will accrue CAL as follows:

Accrual

- a) Part-time, casual, temporary, etc. (i.e., employees that are not designated as regular Full-time employees) accrue CAL at the rate of .0333 for all hours worked.
- b) Regular, full-time, hourly/non-exempt employees accrue leave as follows:
 - i) Employees in their 1st year of service accrue up to 10 hours per month, or $10/173.33 = .0577$ multiplied by hours worked; exempt employees are presumed to work 40 hours per workweek;
 - ii) Employees in their 2nd year of service accrue up to 12 hours per month, or $12/173.33 = .0692$ multiplied by hours worked; exempt employees are presumed to work 40 hours per workweek;
 - iii) Employees in their 3rd year of service accrue up to 14 hours per month, or $14/173.33 = .0808$ multiplied by hours worked; exempt employees are presumed to work 40 hours per workweek;
 - iv) Employees in their 4th year of service and beyond accrue up to 16 hours per month, or $16/173.33 = .0923$ multiplied by hours worked; exempt employees are presumed to work 40 hours per workweek
- b) Employees in key administrative and management positions (Program Managers and Case Managers/Service Coordinators) accrue leave as prorated based on 40 hours worked per workweek as follows:
 - i) Employees in their 1st year of service accrue up to 12 hours per month, or $12/173.33 = .0692$ multiplied by hours worked;
 - ii) Employees in their 2nd year of service accrue up to 14 hours per month, or $14/173.33 = .0808$ multiplied by hours worked;
 - iii) Employees in their 3rd year of service accrue up to 16 hours per month, or $16/173.33 = .0923$ multiplied by hours worked;
 - iv) Employees in their 4th year of service and beyond accrue up to 18 hours per month, or $18/173.33 = .1038$ multiplied by hours worked.
- c) Employees in Program Director positions accrue leave as prorated based on 40 hours worked per workweek as follows:
 - i) Employees in their 1st year of service accrue 16 hours per month, or $16/173.33 = .0923$ multiplied by hours worked;
 - ii) Employees in their 2nd year of service accrue 18 hours per month, or $18/173.33 = .1038$ multiplied by hours worked.
 - iii) Employees in their 3rd year of service and beyond accrue 20 hours per month, or $20/173.33 = .1154$ multiplied by hours worked.
- d) The accrual rate for full-time Employees is pro-rated based on the average amount of hours worked between 30 and 40 hours per week. Maximum cap of leave accrual is set at 160 hours total for non-administrative, administrative, management and director positions.

Use

Employees may use CAL as soon as it is accrued. Employees may take CAL for any reason, including the following: vacation, personal illness, medical and dental appointments, emergencies, family care and medical leave, disability leave, and personal commitments. Employees should make every effort to schedule time off for personal appointments (medical appointments, teacher conferences, auto repairs, etc.) before and after working hours.

Additionally, pursuant to C.R.S. ¶ 8-13.3-404, Community Connections permits employees to use CAL for the following reasons:

- a) The Employee:
 - i) Has a mental or physical illness, injury, or health condition that prevents the Employee from working;
 - ii) Needs to obtain a medical diagnosis, care, or treatment of a mental or physical injury or health condition; or
 - iii) Needs to obtain preventative medical care.
- b) The Employee needs to care for a family member who:
 - i) Has a mental or physical illness, injury, or health condition;
 - ii) Needs to obtain a medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or
 - iii) Needs to obtain preventative medical care.
- c) The Employee or Employee's family member has been the victim of domestic abuse, sexual assault, or harassment and the use of leave is to:
 - i) Seek medical attention for the Employee or the Employee's family member to recover from a mental or physical illness, injury, or health condition cause by the domestic abuse, sexual assault, or harassment;
 - ii) Obtain services from a victim services organization;
 - iii) Obtain mental health or other counseling;
 - iv) Seek relocation due to the domestic abuse, sexual assault, or harassment; or
 - v) Seek legal services, including preparation for or participation in a civil or criminal proceeding relating to or resulting from the domestic abuse, sexual assault, or harassment.
- d) There is a public health emergency, and a public official has ordered the closure of:
 - i) The Employee's place of business; or
 - ii) The school or place of care of the Employee's child and the Employee needs to be absent from work to care for the Employee's child.

Non-exempt Employees must record all CAL on their timecard and fill out a Time Off request on the eSelfServ/APS site. Exempt Employees must record all CAL hours used on a Time Off request for full or half days. CAL is recorded by eSelfServ/APS in increments of ¼ hour and deducted from an Employee's accrued CAL accordingly. Employees may also be required to use CAL and other paid leaves during absences under the Family and Medical Leave Act.

Maximum Accrual Rate

An Employee may accrue up to 160 CAL hours, unless specified in an Employee Agreement. Once an Employee reaches 160 CAL hours, the Employee will not accrue additional CAL hours until the Employee goes below the 160-hour mark by using or donating CAL time.

CAL Accrual during Leaves of Absence

Employees do not accrue CAL during any unpaid leave of absence. Once an Employee returns to work, the Employee will accrue CAL. Employees will accrue CAL during paid leaves of absence.

Compensation for CAL

Eligible Employees will receive pay at their normal base rate for any CAL taken. No Employee will receive pay in lieu of CAL except on the termination of his or her employment. CAL time used does not count as "work time."

Approvals for CAL

Scheduled CAL

CAL that is requested and approved in advance of the date of absence is considered "Scheduled CAL." Employees are not required to provide a reason for requesting Scheduled CAL. To be considered Scheduled CAL, an Employee must, however, give their supervisor adequate time (2 weeks) to cover any requested time off. Employees wishing to utilize CAL time must submit a Time Off request through eSelfServ/APS to their supervisor. Supervisors will try to accommodate the Employee's Time Off request. However, if supervisors cannot find coverage for the request, or if there are other business reasons that make it unreasonable for the supervisor to grant the Employee's request, CCI may deny the Employee's request. CCI may also require an Employee to use CAL benefits at times and for reasons specified by CCI.

Unscheduled CAL

CAL that is taken for an unscheduled absence, such as an unexpected illness, emergency, or reasons covered by HFWA, and is not approved in advance by the Employee's immediate supervisor is considered "Unscheduled CAL." Employees taking Unscheduled CAL must notify their immediate supervisor as soon as practicable and, in no event, later than their scheduled starting time. Moreover, Employees taking Unscheduled CAL must advise their immediate supervisor of their anticipated return date and the need for work coverage. CCI requires Employees taking Unscheduled CAL for a personal illness lasting four or more consecutive days to provide a return-to-work release from a physician. Reliable attendance is essential to CCI as absences can cause a disservice to our customers and to other Employees. Excessive Unscheduled CAL and unreliable may result in counseling and, if the problem continues, may be grounds for disciplinary action, up to and including termination of employment.

CAL Advances

An Employee is not permitted to borrow on future accrual of CAL, or directly lend another Employee their accrued CAL time.

CAL Bank

CCI will maintain a bank of CAL leave donated by Employees, and available for any Employee eligible for CAL leave, but without adequate leave to cover time off due to a medical issue for self, spouse/domestic partner, minor child, or parent.

- a. Any Employee with CAL leave in an excess of 80 hours may donate leave up to a remaining balance of no less than 80 hours.
- b. The leave donated will be maintained in the bank and tracked by the fiscal department for balance and usage.
- c. Any Employee eligible for CAL, but who will not have adequate leave to cover part or all of a medical leave (documented by a physician) for self, spouse/domestic partner, minor child, or parent, and will be greater than three (3) consecutive days absent from work, may apply for CAL from the CAL bank by submitting a request for approval to the H.R. Vice President within the same pay period the leave will be used, or in the case of known medical leave, at least one (1) month prior to the need for medical leave. An Employee may apply for up to 80 hours. Any leave not used from the CAL received from the bank for the medical absence will be returned to the bank upon the Employee's return to work. The Employee may apply and receive no more than 80 hours of donated CAL within a twelve-month period.

- d. Employees receiving a CAL donation must apply for FMLA congruently.
- e. Upon separation from the agency, an Employee may donate to the CAL bank up to 25% of their total leave balance prior to the remaining payout of their CAL leave.

Payment of Accrued CAL upon Separation of Employment

Upon separation of employment, whether voluntary or involuntary, the Employee will be paid half of their accrued, but unused CAL, which CCI has designated as the vacation leave part of CAL. Although Employees ordinarily accrue CAL monthly, separating Employees will accrue CAL daily through their last day of employment.

CAL For Family Care and Medical Leave Purposes

Employees are required to use the Employee's accrued CAL leave, if any, during FMLA leave. Otherwise, FMLA leave is unpaid leave. The total period of absence, considering all CAL and family leave used for reasons covered by CCI's Family and Medical Leave policy, cannot exceed 12 weeks in a rolling 12-month period for FMLA, or 26 weeks in a single 12-month period for Service Member Family Leave. No CAL leave benefits accrue while on unpaid FMLA leave or during other unpaid leaves.

Non-Work Time

CAL leave, like other paid leave days and duty-free meal breaks, is not work time. Even if the Employee is compensated for this time, the time does not count as hours worked when computing overtime. Employees may only use CAL when missing their regularly scheduled shifts.

Additional Leave During a Public Health Emergency

In addition to CAL identified above, on the date a public health emergency is declared, Community Connections shall make available to each Employee's CAL balance as necessary to ensure that an Employee may have available to him/her the following amounts of Public Health Emergency Paid Leave for the purposes specified above:

- a. For Employees who normally work 40 or more hours in a week: 80 hours maximum available for use.
- b. For Employees who normally work less than 40 hours in a week: At least the amount of time an Employee is scheduled to work in a 14-day period, maximum, or the amount of time the Employee actually works on average in a 14-day period, maximum, whichever calculation is greater, available for use.
- c. Employee may use Public Health Emergency Paid Leave during a public health emergency until 4 weeks after the official termination or suspension of the public health emergency.
- e. Community Connections makes available for all Employees to be used for one or more of the following reasons:
 - 1) An Employee's personal need to:
 - i) Self-isolate and care for oneself because the Employee is diagnosed with a communicable illness that is the cause of a public health emergency;
 - ii) Self-isolate and care for oneself because the Employee is experiencing symptoms of a communicable illness that is the cause of a public health emergency;
 - iii) Seek or obtain medical diagnosis, care, or treatment if experiencing symptoms of a communicable illness that is the cause of a public health

- emergency;
 - iv) Seek preventive care concerning a communicable illness that is the cause of a public health emergency;
 - v) An Employee's inability to work because the Employee has a health condition that may increase the susceptibility to or risk of a communicable illness that is the cause of the public health emergency.
 - 2) An Employee's need to care for a family member who:
 - i) Is self-isolating after being diagnosed with a communicable illness that is the cause of a public health emergency;
 - ii) Is self-isolating due to experiencing symptoms of a communicable illness that is the cause of a public health emergency;
 - iii) Needs medical diagnosis, care, or treatment if experiencing symptoms of a communicable illness that is the cause of a public health emergency;
 - iv) Is seeking preventative care concerning a communicable illness that is the cause of a public health emergency;
 - v) To care for a child or other family member when the individual's childcare provider is unavailable due to a public health emergency or if the child's or family member's school or place of care has been closed due to a public health emergency, including if a school or place of care is providing instruction remotely.
- f. Employees continue accruing CAL, subject to the maximum CAL caps identified in this policy, when working during a public health emergency. Employees may use the available, but not accrued, Public Health Emergency (i.e., a total maximum of 80 hours) first before using accrued CAL, if the Employee's reason for leave qualifies under both types of leave.

Non-Retaliation.

Community Connections will not take retaliatory personnel action or discriminate against an Employee or former Employee because the person exercised, attempted to exercise, or supported the exercise of rights protected under Colorado's Healthy Families and Workplaces Act. This includes, but is not limited to the right to request or use CAL for reasons covered by HFWA and/or for leave due to a Public Health Emergency Paid Leave; the right to file a complaint with the division or court or inform any person about any employer's alleged violation; the right to participate in an investigation, hearing, or proceeding or cooperate with or assist the division in its investigations of alleged violations; and the right to inform any person of the person's potential rights under this Act. An Employee is entitled to:

- a) Use paid sick leave consistent with this policy and/or federal or state statutes;
- b) File a complaint or inform any person about an employer's alleged violation of federal or state sick leave statutes;
- c) Cooperate with the division in its investigation of an alleged violation of federal or state statutes; and
- d) Inform any person of the person's potential rights under federal or state statutes.

Community Connections and the Employee identify that this Policy/types of paid leaves is intended to cover the requirements under Colorado's Health Families and Workplaces Act, C.R.S. 8-4-13.3 et seq. between Community Connections and the Employees and does not provide any Employee with any additional rights than that set forth under the law.

Compensation

CCI's philosophy for compensation is to have a fair, transparent and consistent method of establishing compensation for Employees. Wages and compensation are reviewed on an annual basis with the new fiscal year budget. Our strategy for accomplishing compensation is to have a plan that will:

- Be at a minimum or above a living wage for our Service Delivery Area
- Meet the market when Employees are fully proficient
- Offer a competitive benefit package
- Allow for supplemental compensation, such as bonuses, or Cost of Living Adjustments (COLA's), when funding is available

CCI does not pay wages based on performance, otherwise known as merit pay. The rate of salary may be subject to a decrease when an Employee's position changes and the set salary for the new position is lower than the former position, or when a position is temporarily modified reducing the essential functions and/or job responsibilities of the position.

Compensation plans are subject to change based on available funding and state and federal revisions in regulations.

Dental Insurance

All eligible full-time (30 hours or more per week) Employees may enroll in dental insurance as a new Employee, and then annually during open enrollment. The cost of coverage is the Employee's responsibility and is done as a pre-taxed payroll deduction.

Direct Deposit and Distribution of Paycheck **Revised**

All Employees have the right to have direct deposit of their pay into a bank account. Either a checking or savings account can be used. To have your paycheck sent to your account correctly, it is critical to provide accurate account information (routing and account numbers) on the Direct Deposit Authorization form - if a voided check is not provided. The Direct Deposit Authorization form to add/change/delete a direct deposit authorization is available in eSelfServ/APS – Docs – Company Documents for you to download, complete, and email to H.R. A deposit earning (pay) statement for each payroll is available in eSelfServ/APS. Employees who have difficulties opening a bank account may speak to the Human Resources Vice President for information about bank relationships. There are several local banks that will open an account for any Employee of CCI. Direct deposit is recommended as your paycheck is deposited on payday. However, employees who make the choice not to have direct deposit of their check will have their check mailed on payday to the address on record in eSelfServ/APS. Failure to let administration know how they wish to receive their check will result in the check being mailed to the Employee on the payday. If a check is not direct deposited, and not received by the employee within fourteen days of payday (to allow enough time to establish it as a lost check or a check returned to CCI), the employee needs to contact the Finance Department to discuss how the check will be reissued. It is important to remember to update address changes in eSelfServ/APS for checks to be distributed correctly. An Employee whose employment is terminated by CCI (involuntary termination) will receive the final check in accordance with the State of Colorado's timeline for distribution of the final check. The Employee may choose to pick up the final check

at the Sawyer office or have it mailed to the address on record in eSelfServ/APS. Direct deposit is not an option.

Employees must complete their eSelfServ/APS timecard by the payroll deadlines to ensure they are paid for all hours worked. Non-exempt Employees are paid twice per month on the 10th and 25th. Children and Family Services hourly therapists are paid once per month on the 10th. Exempt Employees are paid once per month on the 25th. If a payday falls on a weekend or holiday, paychecks will be distributed on the preceding business day.

Employee Assistance Program (EAP) Revised

Employer-sponsored assistance is available for all Employees, the Employee's spouse, and children of the Employee up to the age of 26 to assist with counseling, financial management, legal consultation, etc. Information on the EAP offered is available on eSelfServ/APS under Company Newsfeed and in Docs – Company Documents.

Exempt Employees

Exempt Employees, classified as such because of their positional duties, responsibilities, level of decision-making authority, credentials, education, etc., are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). As exempt Employees, they are not entitled to additional compensation when they work more than 40 hours in a workweek, but they also do not, generally, have any deduction to their salary for occasions when they work less than 40 hours in a workweek. (For exceptions see below -- Lawful Deductions: Exempt Employees policy).

Lawful Deductions – Exempt Employees

Exempt Employees are paid on a salary basis and, in general, must be paid their full salary for any pay period in which they perform work, according to the FLSA. Exceptions under the FLSA include:

- a. Exempt Employees who are absent for a full day for personal reasons or because of sickness or disability need not be paid for that day once they have exhausted all applicable paid leave benefits.
- b. Exempt Employees who take leave under the Family Medical Leave Act (if it applies) will not be paid for that time unless they have accrued benefits under applicable paid leave benefits. Their pay will be reduced by the hours missed even if it is less than a full day.
- c. The jury duty fee paid by the courts is the Employee's to keep and will not be deducted from regular pay. Exempt Employees who are absent from work as a witness at a trial or temporary military leave will have their pay reduced by the amount of payment they receive in the form of witness fees or military pay (not including reimbursement of expenses). Their pay will not be reduced by the number of hours or days they are absent from work unless they perform no work for the Agency in a given workweek.
- d. If an Exempt Employee violates a safety rule of major significance, his or her pay may be reduced in an amount to be determined by the Employer as a penalty for that violation.

- e. Exempt Employees may be suspended without pay for violating workplace conduct policies, but only in full-day increments. Their pay will be reduced in an amount that is proportionate to the number of days suspended. “Workplace conduct” policies are related to misconduct in the workplace, like engaging in prohibited discrimination and harassment, dishonesty, horseplay, rudeness, etc. “Workplace conduct” does not include performance or attendance deficiencies.
- f. Exempt Employees who work less than 40 hours during their first or last work week of employment will be paid a proportionate part of their full salary for the time worked.

CCI will reimburse any Exempt Employee whose pay is reduced in violation of this policy and who reports the improper deduction. Improper deductions must be reported immediately by the Employee to the Human Resources Vice President or HR Assistant.

Finder’s Referral Incentive

CCI is committed to recruiting and hiring qualified and dedicated Employees to fulfill the company’s mission. Human Resources policies for recruitment are outlined in policy. Referrals for open positions may come through varied avenues, such as external postings, job fairs, and professional networking. Active Employees of CCI can be an excellent resource for recruiting Employees into open positions. CCI will provide an incentive of fifty dollars (\$50) to any active Employee who is responsible for referring a prospective candidate for a position if that candidate subsequently is hired and maintains continuous employment for at least 90 days; and a second incentive of fifty dollars (\$50) to the same active Employee if the referred Employee retains continuous employment by the end of twelve months. The referring Employee may not receive an incentive if they are responsible in any capacity for the decision to hire the referred candidate.

Final Pay

Per Colorado Department of Labor and Employment, for CCI, Employees involuntarily terminated from employment will receive all final pay no later than 6 hours of the start of the accounting unit’s next workday. Voluntary termination will be paid on the next regularly scheduled payday.

Allowable Deductions from Final Paychecks

CCI maintains the right to deduct from a final paycheck for all agency property not returned to CCI upon voluntary or involuntary separation of employment, including but not limited to: laptops, cell phones, monitors, training resources, etc., at the replacement value determined by CCI. For voluntary terminations, CCI has the right to hold the final paycheck for up to ten (10) calendar days in order to audit the return of all property. For involuntary terminations, the Employee must return CCI property by the beginning of the next business day. Failure to do so may result in a deduction at the replacement value determined by CCI from the final paycheck.

Flexible Spending Plan (FSP)

Revised

All full-time Employees are eligible for participation in the FSP. An FSP, or cafeteria plan, is one way that an Employee may pay with non-taxed dollars for a variety of medical expenses not covered by insurance such as copays and deductibles, and/or childcare expenses.

An FSP can save an Employee a considerable amount in tax dollars by eliminating taxes on a predetermined amount of money that is set aside in an account solely for this use. If you have non-insurance covered medical expenses or childcare expenses, you may be eligible and interested in joining this plan.

An FSP form must be filled out each year by full-time Employees whether an Employee chooses to utilize this benefit or not. Enrollment for this benefit is at the time of hire and during December for the new plan year beginning the first of January.

Life Insurance

Life insurance is provided for all full-time Employees (30 hours or more per week). Eligible Employees are covered by Group Term Life Insurance at one times the Employee's annual salary up to a maximum of \$100,000. The cost of the coverage is paid by CCI. In addition, CCI provides \$8,000 of coverage for the Employee's spouse/domestic partner, and \$2,000 for any child over 6 months up to 19 years of age (or 25 if the child is a full-time student), and \$200 for infants fourteen days to six months. Employees need to complete an enrollment form designating a beneficiary. Additional coverage is not available for the Employee to purchase.

Major Medical Insurance **Revised**

All eligible full-time (30 hours or more per week) Employees may enroll in major medical insurance as a new Employee, and then annually during open enrollment. The cost of the Employee's premium, and dependent coverage, if applicable, is the Employee's responsibility and is done as a pre-taxed payroll deduction. Eligible Employees not enrolled during a plan year may become eligible for special enrollment or termination of existing coverage during the plan year for themselves and/or a dependent depending on circumstance.

Mileage

Mileage is paid by CCI for miles driven while doing business. A rate of reimbursement is set by CCI for miles driven while on shift and working. Mileage is not paid for the Employee's first commute to the base site in the morning and last commute home at night from the base site. However, if the Employee has commuted home for the day, and is required to return to a worksite after normal work hours, mileage may be considered business travel and reimbursed from home to worksite and worksite to home. No other costs related to a personal automobile are reimbursable.

All mileage must be calculated in eSelfServ/APS site based on actual miles driven and completed each month. A standardized mileage chart for the Service Delivery Area (SDA) should be used for applicable travel within the SDA. CCI may only reimburse back for one month of missed entries. CCI strongly urges Employees to access the public transportation system, walking, biking, share riding, etc., whenever possible. Unless specifically authorized, client-related travel in Adult Services should be less than twenty (20) miles daily.

No Show Pay

Hourly Employees may be scheduled to travel to provide services to a client and/or family only to find the client is not available and the scheduled visit is deemed a “No Show” status. No Shows will be compensated at the rate of one hour unless the Program Director authorizes additional time for extenuating circumstances such as significant travel distance. It is expected that Employees who are travelling a distance to provide services will confirm with the client or family prior to making the trip.

Overtime **Revised**

Under the Federal Wage and Hour laws, all positions at CCI are evaluated by the Human Resources department and the Finance CFO and are classified as either non-exempt (eligible for overtime pay) or as exempt (not eligible for overtime). All Employees in hourly positions will be paid overtime at 1 ½ times their hourly wage for 1) all hours worked over 40 hours in a workweek; 2) all hours in excess of 12 hours per workday, or 3) all hours in excess of twelve consecutive hours without regard to starting and ending time of the workday (excluding duty free meal periods). All overtime hours must be pre-approved by the supervisor unless in an emergency. Employees in salaried (exempt) positions will not receive overtime.

Only hours that are worked are counted to determine an Employee's overtime pay. For example, compensated holidays or CAL leave are not hours worked, and are therefore not counted in making overtime calculations.

Payroll Deductions **Revised**

Required Deductions. CCI shall automatically take the legally required deductions (e, g, F.I.C.A., income tax, social security) from gross wages. Deductions for insurance premiums and other benefits shall require the prior written authorization from the Employee except in cases of court order or where otherwise required by law.

Deductions from Exempt Employees' Salary. Exempt Employees are paid on a salary basis and, in general, must be paid their full salary for any workweek in which they perform work. Exemptions to this general rule include:

- a. Exempt Employees who are absent for at least a full day for personal reasons or because of sickness or disability need not be paid for that day once they have exhausted all applicable paid leave benefits.
- b. Exempt Employees who take leave under F.M.L.A. will not be paid for that time unless they have accrued benefits under applicable paid leave benefits. Their pay will be reduced by the hours missed even if it is less than a full day.
- c. Exempt Employees who are absent from work for jury duty, attendance as a witness at a trial or temporary military leave will have their pay reduced by the amount of payment they receive in the form of jury fees, witness fees, or military pay (not including reimbursement of expenses). Their pay will not be reduced by the number of hours or days they are absent from work unless they perform no work in a given workweek.

- d. If an Exempt Employee violates a safety rule of major significance, his or her pay may be reduced in an amount to be determined by CCI as a penalty for that violation.
- e. Exempt Employees may be suspended without pay for violating workplace conduct policies, but only in full-day increments. Their pay will be reduced in an amount that is proportionate to the number of days suspended. “Workplace conduct” policies are summarized in the Unacceptable Conduct Policy in this Handbook. “Workplace conduct” does not include performance or attendance deficiencies.
- f. Exempt Employees who work less than 40 hours during their first or last workweek of employment will be paid a proportionate part of their full salary for the time actually worked.

Each paycheck statement (available in eSelfServ/APS) itemizes amounts that have been withheld. CCI will reimburse any Exempt Employee whose pay is reduced in violation of this policy. Improper deductions should be reported immediately to the Finance Director.

Deductions for Property Not Returned at Time of Termination. Employees are entrusted during employment with property that belongs to CCI and that has value. Employees are responsible for returning this property to CCI upon request or at the time of termination of employment. CCI has the right to withhold Employee’s final paycheck for up to 10 days to audit the return of all property and determine the value of any property not returned.

- a. **Deduction from Final Paycheck.** CCI will deduct from a Non-exempt Employee’s final paycheck the value of any of CCI’s property that is not returned within this 10-day audit period, to the fullest extent permitted by law.
- b. **Damages and Penalties.** Employees are responsible for paying to CCI the balance of any amount owed for property not returned to CCI. Employees who convert or steal CCI’s property may be liable to CCI for three times the value of the property not returned, plus CCI’s costs and attorneys’ fees incurred in obtaining a judgment for the damages and penalties, pursuant to Colorado’s civil theft statute (§18-4-405).
- c. **Property Return Agreement.** All Employees will sign a “Property Return Agreement.”

Public Service Loan Forgiveness Program

The PSLF Program forgives the remaining balance on your Federal Student Aid Direct Loans after you have made 120 qualifying monthly payments under a qualifying repayment plan while working full-time for a qualifying employer such as CCI. Qualifying employment for the PSLF Program is not about the specific job that you do for your employer. For PSLF, you are generally considered to work full-time if you meet your employer’s definition of full-time or work at least 30 hours per week, whichever is greater.

For information on the Public Service Loan Forgiveness Program go to:
<https://studentloans.gov/myDirectLoan/pslfFlow.action#!/pslf/launch>

Retirement **Revised**

Upon completion of one year of employment, and after reaching the age of 21, all Employees who work a minimum of 1000 hours per year are eligible for the 401K Retirement Plan. Enrollment dates for the plan are July 1st and January 1st of each year. Employees who initially become eligible for participation are notified prior to the eligibility month by First Class mail from the retirement plan provider as well as notified by HR, and automatically enrolled into the plan at a 4% contribution. It is the employee's responsibility to either opt out of participation or change the percentage participation through the retirement plan provider's website. The following links are regarding Community Connections 2019 401(K): [2019 Community Connections 401\(K\) Plan Highlights](#) and [2019 Community Connections 401\(K\) Summary of Plan Description](#).

Employee contributions will be withheld pre-taxed from wages monthly in the amount designated by the Employee. Employee (and employer contributions when allowable) will be invested at the direction of the Employee in investment options available in the plan. Contributions by the employer are allowable only at times of available funding and may vary depending on the financial status of the Agency.

Withdrawal of funds from the plan is subject to IRS rules. Information will be distributed. Participants are urged to seek information regarding the retirement plan directly from the retirement plan provider after enrollment in the plan.

Funds contributed by the Employee are always 100% vested. Vesting means that these funds may be removed by the Employee. In the event CCI contributes, funds will vest in differing amounts and after different years of employment by CCI according to the following table:

After 2 years	20%
After 3 years	40%
After 4 years	60%
After 5 years	80%
After 6 years	100%

Severance Pay

Community Connections will not provide a severance for any Employee separating from the agency unless agreed to by contract.

Supplemental Benefits **Revised**

Supplemental benefits, such as AFLAC and Group Whole Life may be available for purchase by Employees as a new Employee and during open enrollment. Legal Shield may be available for purchase by Employee at any time.

Termination of Benefits

Coverage will terminate on the last day of the month when an Employee terminates from employment. It will also terminate on the last day of the month when an Employee does not work at least 312 hours during

any consecutive weeks for an average of 30 hours or more worked per week maintaining full-time eligibility.

Timecards

All hourly Employees are required to accurately record and verify their work hours, including paid and unpaid leave, on a timecard in eSelfServe/APS by logging into a secured web page with a log-in code. The Employee's supervisor will review the time and leave logged. The supervisor cannot make corrections to the Employee's timecard and will try to contact the Employee for him/her to correct the error to determine the proper time. Only time worked at the actual time the work is provided is reported on a timecard. Falsification of a timecard may be cause for immediate termination.

Vision Insurance

All eligible full-time Employees (30 hours or more per week) may enroll in vision insurance as a new Employee, then annually during open enrollment. The cost of coverage is the Employee's responsibility and is done as a pre-taxed payroll deduction.

Workweek and Workday

For purposes of calculating overtime each workweek begins on Sunday at midnight and ends on Saturday at midnight, and each workday begins at midnight. Overtime is calculated for hourly/nonexempt Employees for hours worked beyond forty hours within a workweek, beyond twelve hours per workday, or beyond twelve consecutive hours without regard to starting and ending time of the workday. Hours worked by hourly/nonexempt Employees on Agency approved major holidays should be authorized and are calculated at time and a half the rate of the Employee's wage.

HIRING, ORIENTATION & SEPARATION

Applications

CCI relies upon the accuracy of information provided by an applicant in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentation, falsification, or material omission by an applicant for any of the information or data requested in the application, may result in revocation of any offer or immediate termination of employment, regardless of when it is discovered. Applications are completed on the Agency's website. Paper applications may be requested and submitted as an ADA accommodation.

Background/Reference Checks **Revised**

The purpose of the background check is to minimize the potential for CCI to hire or retain Employees with a propensity towards abuse, assault or similar offenses against others, and to further ensure that all positions are filled with qualified individuals.

All current and prospective Employees and volunteers must provide written permission to complete a criminal background check at the Agency's request.

New Employees will be hired contingent on receipt of a satisfactory background check. The basic criminal check must be completed prior to the Employee, or volunteer, having unsupervised access to clients. An Employee will be approved for training and shadowing but will not be allowed to work alone until background checks have been received. Any person around clients over the age of 18 must obtain a background check prior to contact.

Unsatisfactory criminal or regulatory background checks may disqualify an individual from continued employment or volunteer service with CCI. This decision will be made by the Human Resources Vice President. A request for the CEO to review the Human Resources Vice President's decision may be submitted in writing within seven (7) calendar days of the decision. The decision of the CEO represents the final decision of CCI. Any incident, such as a criminal conviction or traffic violation that results in a restricted or suspended license, occurring after a background check has been completed must be reported by the Employee to the HR Vice President. Failure to do so may result in termination. CCI reserves the right to conduct background checks on its Employees throughout the course of employment.

Reference checks will also be completed by Human Resources and used as part of the hiring process to verify prior employment information included in an application and in hiring decisions.

Consent to Release Information/Recommendations/Verification of Employment

The direct supervisor may write a letter of recommendation for an Employee separating from the agency upon request by the Employee only if the Employee's performance has been documented as satisfactory, and only with a signed CCI Consent to Release of Information by the Employee, or former Employee. The Human Resources Vice President will review the letter prior to release to Employee and a copy of the letter will be retained in the Employee's personnel record.

Any requests for salary information or verification of employment dates and/or position are to be directed to the Human Resources Assistant. A signed CCI Consent to Release Information by the Employee must be provided to CCI before information is released. A former Employee may provide a signed request for

release of information. Specific performance information and/or open for rehire information may be released only by the HR Vice President or CEO, and only with a CCI signed release of information by the Employee or former Employee.

Employee Required Documents Revised

An Employee may be required to use their personal vehicle in the course of their daily duties with CCI. Therefore, the Employee must provide to Human Resources a valid driver's license and provide proof of automobile insurance with minimum liability, if the position they hold requires driving for business, as well as proof of renewal of the driver's license and auto insurance on each renewal anniversary. Any change in an Employee's driver's license status, driving record, or insurance coverage must be reported immediately to the Human Resources Vice President. Failure to inform Human Resources of any change is grounds for disciplinary action up to, and including, termination of employment.

CCI may request and conduct a new Motor Vehicle Department check at time of new hire for positions that require driving for business, and thereafter every two years to check driving records, or as needed to verify the driving record. Any Employee falsifying data on their application, or driving on a suspended or revoked license, is subject to termination of employment. Excessive traffic violations may result in an Employee being reassigned if driving is an essential function of the Employee's position, or employment may be terminated if the Employee cannot be reassigned into a position for which they are qualified.

An Employee must always use safe driving practices while driving on Agency business. CCI does not condone and will not tolerate violation of traffic laws. Any fee or fines for parking/traffic violations while driving for business are the responsibility of the Employee. Excessive violations may subject the Employee to reassignment or termination of employment.

All vehicles used for business will be inspected by supervisor or H.R. personnel to ensure the vehicles are safely maintained in accordance to State regulations. The inspection checklist will be filed in the Employee's personnel record.

Additionally, proof of a current flu shot (influenza vaccine) may be required for some Employees providing direct services and is submitted to Human Resources prior to the active flu season (generally October through May), or a Declination of Flu Shot AND Temporary Job Modification must be submitted to H.R. if an Employee declines getting a flu shot. CCI will assist Employees to get their flu vaccines by providing on-site flu vaccine clinics prior to flu season or reimbursing out-of-pocket costs for flu vaccines. Failure to get the vaccine or provide proof of having received the vaccine, or failure to complete the Declination and Temporary Modified Job Duty forms AND wear a surgical mask if in contact with a client and if the Employee's manager determines a surgical mask is appropriate, may result in disciplinary action if required by the position, up to and including termination of employment.

Proof of the employee's COVID vaccination(s) is submitted to H.R. for the employee's personnel file.

Exit Interview Survey Revised

Employees who leave CCI for any reason may be asked to participate in an exit interview survey electronically submitted by H.R. prior to the employee's separation. This interview survey is intended to permit separating Employees the opportunity to communicate their views regarding their work with CCI, including job duties, job training, job supervision, and job compensation and benefits. Employees may

schedule a meeting with the H.R. Assistant to discuss termination of benefits, distribution of the final paycheck, requesting employment references or verification of employment after separation, and/or the return of CCI property. Employees are expected to return all CCI-furnished property, such as uniforms, tools, equipment, I.D. cards, keys, credit cards, documents, and books to their supervisor on or before the last day of employment. Failure to return CCI property may result in a payroll deduction as indicated in the **Final Pay** procedure.

Hiring Relatives, Spouse, or Significant Other

Employment of relatives within the same organization may cause serious conflict and problems with favoritism and Employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

“Relative” includes children, parents, grandparents, grandchildren, siblings, uncles, aunts, first cousins, and current in-laws in the same degrees. The relatives of persons currently employed by Community Connections may not work directly for or supervise a relative. This policy applies to any spouse or significant other as well as relative. No current Employees may be transferred into a position where such a reporting relationship would occur.

If the relative/supervisory relationship is established after employment is established, one of the individuals may elect a transfer if a suitable position is available. However, if a position for which one of the Employees is qualified for does not become available within 60 calendar days, one of the Employees must terminate his or her employment. If the Employees do not make this decision within 60 calendar days, the CEO will make the determination.

Motor Vehicle Record, License Checks and Auto Insurance Coverage

Employees who are required to use their vehicles for business must have a motor vehicle record and license check and provide a copy of their auto insurance coverage at new hire. Checks for motor vehicle records are completed every two (2) years by CCI and the Employee must submit a copy of any new or renewal of a license or proof of auto insurance coverage at the time of any change. CCI covers the cost of obtaining the motor vehicle record. If driving for business purposes is an essential function of a position, an Employee’s driving record, or loss of a license or auto insurance coverage may impact continued employment.

New Hire Surveys

Employees in their first sixty days and six months of employment will be offered an opportunity to complete surveys with Human Resources regarding satisfaction with orientation and onboarding to the agency and their department and position and their supervision. Information from the surveys is summarized to assist management with improving the orientation and onboarding process.

Personnel Records **Revised**

At this time, all Employee files are electronically maintained except for I-9 documents. Access to personnel files must be granted by the Human Resources Vice President. Employees may request copies of documentation from their files in writing to the Human Resources Vice President.

The retention period for personnel files will be a minimum of seven years post-employment. All OSHA personnel records will be kept for a minimum of twenty years. EEO-1 reports are kept indefinitely.

All changes in marital status, name, tax withholding (W-4), Employee required documents such as proof of auto insurance and driver's license, eligibility for special enrollment in benefits, and beneficiary information must be provided to Human Resources at time of change. Changes in mailing address, email address, telephone, and emergency contact information must be kept updated by the Employee in eSelfServe/APS.

Outside companies requesting documentation from an Employee's file must obtain either the Employee's written approval or submit a subpoena. A charge of 10 cents a page will be required from the requester for a copy of 5 or more pages.

Position Descriptions

Each Manager/Director will work with the Human Resources Vice President to ensure that each position within their respective department has a current and accurate position description. Individual position descriptions will be reviewed as needed, and annually at the last quarter performance check-in, and revised with sufficient frequency to keep them accurate.

Each Employee will be given a copy of the appropriate position description and position description acknowledgement form at the time of interview and whenever substantial changes are made. Access and copies of applicable position descriptions shall be made available to Employees upon request. Each position description shall contain enough detail to afford an Employee with reasonable guidelines to follow in the performance of their job-related duties. Position Descriptions are stored on the X drive – Office folder – HR Forms and Instructions.

Reduction in Force

Once the director or V.P. of a department determines the need to reorganize or downsize operations causing a reduction in force of staff, the least number of staff impacted should be attempted. The administrator should notify the H.R. Vice President of the need for the reduction in force and develop a strategic plan for the affected staff. The administrator and the H.R. Vice President will meet personally with affected staff informing them of the details regarding the reduction in force. The impacted staff will be provided first priority in consideration of any open positions within the agency for which they meet the minimum qualifications and apply. Staff unable to be reassigned will be provided information regarding separation from the agency, e.g., filing for unemployment insurance and termination of benefits.

Rehiring Former Employees

Former Employees are eligible for rehire into the same position by the Agency if they left the company with a satisfactory performance, or into another position if the manager has indicated that the Employee is not eligible for rehire into the same position but may be eligible for rehire into another position more suited for the Employee. Any Employee whose employment has been involuntarily terminated by the Agency is

not eligible for rehire. Employees rehired into the same position within two (2) calendar months of the separation will have their previous employment tenure counted towards the total amount of years worked for Community Connections when computing CAL.

Safeguarding and Disposal of Personal Identifying Information

New

CCI understands the importance of keeping personal identifying information secure. To that end, CCI has implemented the following policy to ensure that personal identifying information is handled with care.

Personal Identifying Information (PII) means a social security number; a personal identification number; a password; a pass code; an official state or government-issued driver's license or identification card number; a government passport number; biometric data; an employer, student, or military identification number; or a financial transaction device.

To protect PII, including that of Employees, from unauthorized access, use, modification, disclosure, or destruction, CCI limits access of PII to those individuals who need such information to perform their position with CCI.

When paper or electronic documents containing PII are no longer necessary for CCI's business purposes, CCI will destroy or arrange for the destruction of the documents in its custody or control by shredding, erasing, or otherwise modifying the personal identifying information in the documents to make the information unreadable or indecipherable through any means.

CCI will take no more than 30 days to provide Employees notice of a security breach that results in or is likely to result in the misuse of PII when the breach involves a Colorado resident's first name or first initial and last name in combination with: the individual's social security number; student, military, or passport identification number; driver's license number or identification card number; medical information; health insurance identification number; or biometric data; username or email address, in combination with a password or security questions and answers, that would permit access to an online account; or an account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to that account, when any of these data elements are not encrypted, redacted, or secured by any other method rendering the name or the element unreadable or unusable.

Separations – Voluntary and Involuntary

Upon termination of employment, Employees will be required to immediately turn in any items belonging to Community Connections, e.g., keys, cell phones, ID badges, CCI documents, etc. Employees terminated for cause may not be allowed into offices or other Agency premises without a scheduled appointment and must be accompanied by a Director or Manager.

If an Employee whose employment is terminated is requested to leave CCI premises immediately, an appointed time can be set for the Employee to retrieve any personal items. CCI will assure that a representative of the Agency will be with the Employee at this time. If any terminated Employee has not cleaned out his or her personal items, the Human Resources Vice President or Program Director may do so in the Employee's place. These personal items will be boxed and kept for 30 days in Human Resources. If the Employee does not pick up the items, the Agency will dispose of them.

Vehicle Insurance

CCI requires that the Employee purchase proper auto insurance coverage with adequate liability limits set by the State of Colorado. Each Employee must decide what limit is adequate for them. CCI recommends a minimum of \$300,000 total for bodily injury per person, bodily injury per accident, and property damage per accident. All Employees must inform their insurance agent of how they use their vehicle on Agency business because they may be subject to “business use of vehicle” classification. It should be noted to your insurance carrier that you will only be using your vehicle in a limited capacity. Without the auto insurance policy having proper classification, the Employee may not have insurance protection for themselves, passengers or other third parties in the event of an accident.

HOURS OF WORK

Meal Periods and Rest Breaks Revised

Breaks Non-exempt Employees are always authorized and permitted to take one ten-minute rest period in the middle of every four-hour work period. This time is paid and is considered nonproductive work time. The supervisor may set break times. Breaks do not accumulate if not taken and cannot be used in combination with a meal period or for purposes of arriving late or leaving early. CCI requests that you inform the Human Resources Department or the President/CEO if anyone (e.g., co-Employee, supervisor, manager, etc.) does not authorize or permit you to take a rest break as required. If you are requested to not take a rest break by one of the identified individuals in this policy, please inform one of the other individuals listed as soon as possible. CCI will make every effort to ensure that all Employees are paid for time worked and that all Non-exempt Employees are authorized and permitted to take rest breaks. Breaks need not be ten minutes every four hours for any employee who is providing Medicaid-funded residential in-home services when the employer receives at least 75% of its total gross revenue from federal and/or state Medicaid funding.

Meal Periods If a Non-exempt Employee works longer than five hours in a workday, the Employee is entitled to an unpaid meal period of not less than thirty minutes. The Employee's supervisor may set the time for meal periods. These meal periods are not compensated and are not treated as work time. When the circumstances prevent a meal period of at least 30 minutes, the Employee shall be permitted to consume an "on-duty" i.e., paid meal while performing duties. Non-exempt Employees shall be fully compensated for on-duty meal periods and such time shall be treated as work time. Such meal periods, to the extent practical, shall be at least one hour after the start, and one hour before the end, of the shift. Non-exempt Employees must not work during their meal periods unless required to do so by the supervisor or other management. Non-exempt Employees are required to indicate on their timecard when they leave and return from meal period. When the circumstances prevent a meal period of at least 30 minutes, the Employee shall be permitted to consume an "on-duty" (i.e., paid) meal while performing duties.

Work Hours Revised

The main office in Durango and administrative offices in Cortez and Pagosa Springs are open for business from 8:00 am – 5:00 pm Monday through Friday, excluding holidays and any public health emergencies necessitating closure. The administrative office in Cortez and Pagosa Springs may be closed during regular business hours based on staff schedules. To ensure availability of its staff for meetings, it is recommended that appointments be made with the staff needed. Most office staff work 4-ten-hour days and are available to meet with other Employees at times outside of the normal office hours, based on availability. The Day Program sites in Cortez and Durango are open Monday through Friday from 9 a.m. - 3 p.m., excluding major holidays and any public health emergencies necessitating closure. Additional hours of direct service may be scheduled based on client need including evenings and weekends.

As a service provider to individuals with intellectual and developmental disabilities, Community Connections provides services on a 24-hour, 7 days-per-week, 365 days-per-year, or on an as-needed basis. Because of the diversity of the work we do, CCI reserves the right to modify Employees' starting and ending times and the number of hours worked. Our Employees are required to be flexible and available for working various shifts when needed.

PEOPLE RELATIONS

Complaints and Problem Resolution **Revised**

Open Door

CCI has an Open-Door Policy that encourages Employees to participate in decisions affecting them and their daily professional responsibilities. CCI's philosophy is that all Employees have access to their immediate supervisor to informally express their work-related concerns by following the chain of command for any peer-to-peer complaints. Problems which are not resolved by their immediate supervisor; or for which an Employee's concern is regarding their immediate supervisor, or to formally put in writing any complaints of discrimination, harassment, workplace violence or illegal conduct are handled as described below.

- A. Employees should initially try to seek resolution directly between one another for concerns that are CCI-related, but not in violation of policies, unlawful discrimination, harassment, workplace violence, or illegal conduct. However, if an attempt to resolve a problem is ineffective, or if the Employee feels they are unable to address an issue directly with the other Employee, they may use the chain of command, starting with their direct supervisor, then the department director or VP, to address an issue. If peers are unable to resolve the complaint, or with the assistance of the supervisor or director, the Employee may file formal complaint to the Human Resources Vice President and in writing or verbally. The Human Resources Vice President will log the date and nature of the complaint using the Employee/Contractor Complaint Log form, let the Employee know that the complaint is under review, and provide the resolution outcome in writing to the Employee. If the Human Resources Vice President does not resolve the Employee's complaint, the Employee can then submit a written complaint to the CEO/President. Resolution of Employee complaints ends at the CEO/President. If a complaint is with the CEO/President, and unable to be resolved directly or with the assistance of the VP of Human Resources, the complaint should be put in writing and addressed to the Chairperson of the Board of Directors.
1. Any formal complaint involving a violation of policy, unlawful discrimination, harassment, workplace violence, or illegal conduct must be reported in writing to the direct supervisor. The direct supervisor will provide a copy to the department director or executive administrator and the CEO, and the original will go to the Human Resources Vice President. The written complaint should set forth in detail the basis for the Employee's complaint. Employees must cooperate with Community Connections, Inc. and provide honest and complete responses. No Employee will be retaliated against for reporting conduct that the Employee honestly believes is in violation of Community Connections' policies or is unlawful conduct. Dishonesty or maliciously reporting falsely is against company policy and may result in disciplinary action including termination. The Human Resources Vice President will date and log all formal written complaints using the Employee/Contractor Complaint Log and inform the Employee the complaint is under review. The Human Resources Vice President will investigate the complaint, meeting separately with the Employee and with others who are either named in the complaint, or who may have knowledge of the facts set forth in the complaint. In the event there is a conflict of interest with the H.R. Vice President conducting the investigation, an alternate administrator may be assigned to investigate the complaint. CCI will attempt to treat all internal complaints and their investigation as confidential, recognizing, however, that while investigating and resolving internal complaints some dissemination of information to others may be

necessary or appropriate. On completion of the investigation, the Human Resources Vice President, or appropriate investigator, will report in writing the findings and conclusions to the Employee. If the complaint is resolved to the Employee's satisfaction, the terms of the resolution should be recorded and signed by the Employee, the director or VP of the department, and the Human Resources Vice President. If the complaint is not resolved to the Employee's satisfaction, they may submit a written request for review of the complaint to the CEO. On completion of the appeal review, the Employee should receive a written explanation of the conclusion reached and the reasons for that conclusion. Decisions resulting from appeal reviews by the CEO will be final.

2. If an Employee has filed a complaint in good faith, the Employee will not be disciplined or otherwise penalized for lodging the complaint. If an Employee believes that he or she is being retaliated against for lodging a complaint, the Employee should immediately notify the Human Resources Vice President.
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PERFORMANCE

Discipline & Termination **Revised**

Unless there are grounds for immediate termination (described below), supervisors should use either verbal counseling or corrective action to address and resolve performance and/or conduct issues. **Depending on the severity of the issue(s), any of the methods below may be used initially, and do not require a progressive process.** All corrective actions must be documented. The Human Resources Vice President must review any corrective actions before they are given to an Employee, and disciplinary documents are maintained in the Employee's personnel file.

1. Verbal Counseling – The intention of the verbal counseling is to alert the Employee of his/her performance and/or conduct issue(s) before it becomes serious. The counseling session may be noted by the supervisor informally or noted using the Verbal Counseling form, which requires the Employee's signature.
2. Corrective Action – This is done formally with the Employee and documented using the Corrective Action form if the occurrence is serious, but not an offense requiring an Employee Improvement Plan (EIP) or immediate termination. Requires the Employee's signature.
3. Suspension – This may be done when an issue requires an investigation by the departmental management and the Human Resources Vice President for alleged acts of; 1) mistreatment of a client; or 2) fraudulent use of agency and/or client funds/property. While on suspension, the Employee is on unpaid leave of absence (LOA). If reinstated, the Employee will receive compensation for the scheduled hours they were unable to work due to the suspension. The Corrective Action form is used to document the suspension but does not require the Employee's signature.
4. Employee Improvement Plan (EIP) – The EIP must include performance and/or conduct issues to be corrected; plan of action for the correction of any issues; potential termination of employment specifics; and a termination of employment date for noncompliance. This warning should involve the Human Resources Vice President and the Employee must sign the EIP.

Examples of some of the issues that require counseling or correction action:

- One occurrence of careless or shoddy work
- Inappropriate or rude behavior
- Violation of CRS 25.5-10
- Failure to do paperwork correctly
- Insubordination

Examples of some of the issues that may result in immediate termination:

- Acts of dishonesty
- Unauthorized removal of employer or client property
- Loss of driver's license if essential to job performance
- Neglect or damage to property
- Agitation against the employer that is harmful to clients and/or CCI
- Immoral conduct that has adverse effects on clients and/or CCI

Examples of issues that require an Employee to be immediately terminated except where extenuating or mitigating circumstances may exist:

- Being under the influence of alcohol or a controlled substance while working
 - More than 3 instances of non-performance indicating that the job is not a good fit
 - Failure to do paperwork correctly on more than 3 occasions
 - Failing a background check for a serious offense, or committing a serious offense while employed
 - Stealing or falsifying a timecard
 - Assaulting or threatening to assault anyone
 - Possession of a weapon
 - Mistreatment. If the Mistreatment of a client by an Employee does not require an investigation for proof, or if an investigation proves Mistreatment of the client by the Employee
 - Breaking HIPAA laws or divulging confidential information about clients or personnel
 - If it is apparent within the first 3 months of employment that the new Employee is not a good fit for the company or the position
 - Non-compliance of immediate and ongoing terms of an EIP
5. Each issue is addressed separately unless issues occur simultaneously or overlap. If issues occur simultaneously or overlap, they can be included in the same counseling, corrective action, or EIP. If there is more than one issue or issues are separated by less than 12 months, the supervisor can use their discretion on whether that should influence termination of employment.
6. Prior to discharging an Employee, all supervisors must discuss the potential termination of employment with the Human Resources Vice President, or the CEO/President if the Human Resources Vice President is unavailable. The supervisor will be required to show documentation of the reason(s) justifying a termination of employment including evidence of failure by the Employee to correct unsatisfactory performance when applicable as the reason(s) for termination of employment.
7. Once the Human Resources Vice President determines that the supervisor has appropriate documentation to terminate employment, and a subsequent investigation is not required, a meeting time will be set to meet with the Employee. This meeting will be conducted by the Human Resources Vice President and the supervisor. If the Human Resources Vice President is not available, the supervisor will contact another VP to sit in the place of the Human Resources Vice President. The Employee must be provided the reason for termination. The Human Resources Vice President (or substitute) will document the events of the meeting.
- If an Employee has an excellent record and makes a mistake that warrants termination, a supervisor can issue an EIP instead of a termination if it is first cleared with the Human Resources Vice President.
 - No terminations may occur over the phone unless the Employee or Human Resources Vice President is unable to physically be present at the meeting.
 - When not on shift working with clients, workers on an EIP may be terminated at any time after they are determined non-compliant with an EIP and management has decided to terminate employment.

- Terminations for direct service personnel should occur when the Employee is not on shift. A shift replacement should be scheduled but NOT contacted until after the termination meeting.
 - The Human Resources Vice President will refer the Employee to contact the H.R. Assistant to review benefit information and conduct an exit interview if the Employee requests one.
 - Any property belonging to CCI will be requested to be returned to Human Resources prior to the Employee leaving, or if not available, by the beginning of normal business hours the following day. CCI maintains the right to deduct from a final paycheck for all agency property not returned to CCI upon separation of voluntary or involuntary employment, including but not limited to: laptops, cell phones, monitors, etc., at the replacement value determined by CCI.
 - The Human Resources Vice President will write a termination letter describing the terms of termination. This letter should be given to the Employee at the termination meeting. Employees who are unable to be physically present for a termination meeting will receive the letter in the mail.
8. When an Employee has left CCI, the supervisor should make their team aware that the Employee no longer works for CCI, but due to privacy laws there will not be any discussion of why the Employee has left. Employees should be assured that the above procedure was followed if an Employee was terminated. If another Employee has concerns, they can address them privately with their supervisor.
 9. The Program Director, Office Manager, and Human Resources will deactivate all access to online programs and facilities for Employees who have separated from the agency at the time of separation.
 10. If a terminated Employee wishes to file a grievance, they may do so as follows:
 1. Grievance must be filed within 7 working days of the termination meeting.
 2. The grievance must be in writing and emailed to the Human Resources Vice President at hr@cci-colorado.org
 3. The Human Resources Vice President will direct the grievance to the appropriate supervisor and the supervisor will write a response within 5 working days.
 4. The Human Resources Vice President will email the supervisor's response to the terminated Employee.
 5. If the discharged Employee is still unsatisfied, he or she may write a letter and email it to CCI's CEO at tara@cci-colorado.org within 5 working days of the grievance response. The CEO will then have 5 working days to respond. This is the final step of the process unless the grievance is about the CEO.
 6. If the terminated personnel has a complaint about the CEO, they may write a letter to the Board of Directors. The Board of Directors will review the letter in an executive session at the next scheduled board meeting and provide a written response to the terminated Employee within 5 working days of that meeting. This is the final step of the grievance policy concerning the CEO.
 7. Terminated Employees are not permitted to contact personnel by phone about their grievance; all contact must be through writing.

An annual performance meeting utilizing the position description shall be completed by the direct supervisor and the Employee at the Employee's fourth quarter check-in, which should occur around the anniversary of hire/rehire, or around the anniversary of a transfer of position, if applicable. Performance reviews are conducted with the Employee and supervisor within eSelfServ/APS. The annual performance meeting's format is an enhanced quarterly check-in. The Peer-to-Peer Feedback form shall be emailed to at least two (2) of the Employee's peers for completion and returned to the supervisor prior to the evaluation meeting. Information from the Peer-to-Peer feedback will be integrated into the supervisor's input during the meeting's discussion. During the annual performance meeting, the supervisor and Employee should dialogue about areas of success, areas needing growth, what support is needed to ensure success, and additional questions and comments concerning recognition, objectives, appraisal, and career and/or job development. The review discussion is documented within eSelfServ/APS. The Employee's e-signature on the review indicates participation in the performance meeting, not necessarily agreement with the summation. They may disagree with the summation of the meeting in writing and/or by using the agency conflict resolution procedure. A fully signed copy of the review by all parties, and any subsequent written disagreement, will be given to the Employee and put in the Employee's file.

Quarterly check-in sessions occur during the year between the supervisor and Employee. Documentation of the meeting is done within eSelfServ/APS and available to the Employee and supervisor for review and/or printing from eSelfServ/APS. The performance review is reviewed and approved by H.R. then e-signed by the Employee. The fully signed copy is provided to the Employee and put in the Employee's file. The meeting's focus is dialoguing about the Employee's areas of success, current tasks, areas needing growth, support needed by supervisor to assist with the Employee's success, and any additional comments.

REGULATORY CONDUCT

At-Will Employment and Voluntary Separation

All employment at CCI is "at-will." This means that both Employees and CCI have the right to terminate employment at any time, with or without advance notice, and with or without cause. Employees also may be demoted, disciplined, or positions amended, and the terms of their employment may be altered at any time, with or without cause, at the discretion of CCI. No one other than an officer of CCI has the authority to alter this arrangement, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this at-will status. Any such agreement must be in writing, must be signed by an officer of CCI and by the affected Employee, and must express a clear and unambiguous intent to alter the at-will nature of the employment relationship.

Unless there is an employment agreement outlining the conditions of an Employee's separation from the company, based on common, professional expectations in the workplace, the following, while they do not constitute contractual requirements or are contradictory to the Employee's right to separate without prior notice, will be CCI's procedure for handling CAL and terms of availability for rehire for advanced notice of the Employee's voluntary separation of employment:

- A. Direct Services and Administrative Non-management Employees – are encouraged to provide at least two weeks of notice prior to voluntary separation from the company;
- B. Administrative Employees (Management) – are encouraged to provide at least 30 days of notice prior to voluntary separation from the company. Employees who have an employment agreement should follow the terms of separation as indicated in the agreement;
- C. All Employees **will not** be approved CAL once an advanced notice (verbal or in writing) of separation has been provided to management with the exception of when an Employee gives 90 days or more advance notice;
- D. Expectations of the advanced notification of separation from employment may be shortened following the Employee's resignation of employment only upon agreement by the department vice president and the H.R. Vice President, and only if it is in the best interest of the company's operations. Such circumstances are deemed involuntary terminations;
- E. Unless the need to not fulfill the expectation of advanced notice is due to an Employee emergency (medical and/or family emergency) requiring the Employee to separate before the end of the notice, the resigning Employee who does not fulfill the expectations of advanced notice as described in A and B, may be deemed as "Not Open for Rehire".

Eligibility to Work

CCI is committed to full compliance with the federal immigration laws. CCI will not knowingly hire or continue to employ anyone who does not have the legal right to work in the United States.

As a condition of employment, all Employees are required to complete a DHS Employment Eligibility Verification form (Form I-9) and present acceptable documentation verifying their identity and right to work in the United States in accordance with federal and State immigration law. Failure to present acceptable documentation and complete a Form I-9 at the time of hire/rehire or within three business days of the hire/rehire or providing any false or misleading documentation or information concerning identity and authorization for work is grounds for revocation of any offer or immediate termination of employment. CCI cooperates with the U.S. Bureau of Citizenship Services in investigating any applicant or Employee who provides such false or misleading information.

Employee Classifications

A. Regular Full-time Employees

An Employee who successfully completes the introductory period (including any extension) and is regularly scheduled to work 30-40 hours per week for a period of indefinite duration is referred to as a regular full-time Employee.

B. Regular Part-Time Employees

An Employee who successfully completes the introductory period (including any extension) and is regularly scheduled to work fewer than 30 hours per week for a period of indefinite duration is referred to as a regular part-time Employee.

C. Temporary Employees

Temporary Employees are persons hired to work on special assignment with the understanding that such work will be completed within a specified period, usually not to exceed three months. Temporary Employees do not become regular Employees as a result of the passage of time.

D. Exempt/Nonexempt Employees

Exempt Employees, by definition, are exempt from earning overtime compensation. Non-exempt Employees are Employees who are eligible to be paid for overtime work in accordance with the provisions of applicable wage and hour laws. Overtime pay requirements are set forth in the section of this Handbook/Manual entitled "Direct Deposit and Distribution of Paycheck, Hours of Work, and Overtime".

E. Salaried Employees

Salaried Employees are Employees who are paid a fixed amount on a periodic basis and not by the hour.

F. Hourly Employees

Hourly Employees are Employees whose wages are paid by the hour. Their wages fluctuate according to the number of hours they work.

G. Change in Employment Status

The Agency may change the employment classification of any Employee at any time based on the nature of the employment assignment.

Equal Employment Opportunity (EEO) **Revised**

There shall be no unlawful discrimination or harassment against Employees or applicants for employment in Colorado on the basis of **hair, race or color, religion or creed, sex or gender, national origin or ancestry, age, sexual orientation, gender identity, pregnancy, physical or mental disability, military status, genetic information or other protected status**. The U.S. Equal Employment Opportunity Commission enforces [Federal laws prohibiting employment discrimination](#). These laws protect Employees and job applicants against employment discrimination when it involves:

- Unfair treatment because of **race, hair, color, religion or creed, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information**.

- Harassment by managers, co-workers, or others in the workplace, because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- Denial of a reasonable workplace accommodation that the Employee needs because of religious beliefs or disability.
- Retaliation because the Employee complained about job discrimination or assisted with a job discrimination investigation or lawsuit.

Equal employment opportunity as required by law, shall apply to all personnel actions including, but not limited to, recruitment, hiring, upgrading, promotion, demotion, layoff, or termination.

1. **Hair and Race.** The term “race” includes, but is not limited to, hair texture, hair type, or a protective hairstyle that is commonly or historically associated with race, such as but not limited to braids, locs, twists, tight coils or curls, cornrows, Bantu knots, Afros, and/or headwraps.
2. **Age.** Age as used above refers to the age group 40 and above, as specified by the Age Discrimination in Employment Act and the Colorado Antidiscrimination Act.
3. **Sex, Gender, and Sexual Orientation.** Sex and gender discrimination includes unlawful discrimination on the basis of sex, gender, or pregnancy and sexual harassment. Colorado law defines “sexual orientation” as “a person’s orientation toward heterosexuality, homosexuality, bisexuality, or transgender status or an Employer’s perception thereof.”
4. **Accommodations for Pregnancy and Pregnancy-Related Conditions.** CCI will provide reasonable accommodations to an applicant for employment, or an Employee, because of pregnancy, health conditions related to pregnancy or physical recovery from childbirth, absent an undue hardship on CCI. And CCI will not deny employment opportunities because of its need to make pregnancy-related reasonable accommodations. CCI will not force an applicant or Employee affected by pregnancy-related conditions to accept an accommodation that she has not requested or that is unnecessary to perform the essential function of her job. Similarly, CCI will not require a pregnant Employee to take leave if there is another reasonable accommodation that may be provided.
5. **Genetic Information.** Genetic information includes: 1) information about a person’s genetic tests; 2) information about the genetic tests of that person’s family members; 3) a person’s family medical history (i.e., the manifestation of a disease or disorder in a person’s family members, often used to determine if a person has an increased risk of getting a disorder, disease or condition in the future); 4) a person’s request for, and receipt of, genetic services; 5) a person’s participation in clinical research that includes genetic services (or the person’s family members participation); 6) the genetic information of a fetus carried by a person or a family member of the person; 7) the genetic information of an embryo legally held by a person or a family member using assisted reproductive technology.
6. **Sexual Harassment.** Sexual harassment occurs when an Employee is subjected to unwelcome conduct based on sex or gender that is severe or pervasive and: (1) which conduct is either an explicit or implicit condition of an individual’s employment; (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual, e.g. salary increases; (3) or such conduct has the purpose or effect of unreasonably interfering with an individual’s work

performance or creating an intimidating, hostile or offensive working environment. Unprofessional conduct may rise to the level of sexual harassment if it is unwelcome, based on sex, and severe or pervasive. Unprofessional conduct includes, but is not limited to, unwelcome sexual advances or propositioning, jokes of a sexual nature, unwelcome sexual comments about someone's clothing or appearance, intimate stories about one's sex life, sexually explicit photographs or drawings, unwelcome touching of a sexual nature, and adverse treatment based on gender. Unprofessional conduct may result in discipline or discharge, regardless of whether or not it rises to the level of unlawful sexual harassment.

7. **Harassment Based on Protected Classification.** Harassment on the basis of any protected status listed above (see Section 1 of this Policy) is unlawful where it is unwelcome, severe or pervasive, and unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment. Slurs, derogatory statements or demeaning treatment, jokes and stereotyping based on protected status are unprofessional and may result in discipline or discharge regardless of whether they rise to the level of unlawful harassment.
8. **Treat Unwelcome Conduct as Unwelcome.** If an Employee finds someone's conduct sexually harassing, or harassing on another protected basis, or unprofessional/inappropriate, the Employee should not encourage that person to continue by indicating that the Employee likes or approves of the conduct. The Employee should not reciprocate by engaging in similar conduct. For example, an Employee shouldn't tell jokes that the Employee wouldn't want someone to tell him or her; the Employee shouldn't hug others if the Employee doesn't want them to hug the Employee.
9. **Disability and Religious Accommodation.** CCI will make reasonable accommodation for qualified individuals with known disabilities and Employees whose work requirements interfere with a religious belief, unless doing so would result in an undue hardship to CCI or create a direct threat to the Employee or others. Requests for reasonable accommodation must be directed to the Human Resources Department.
10. **"Disability"** includes physical and mental disabilities that substantially limit one or more major life activity. Disabled individuals must be otherwise qualified for the job and able to perform essential job functions with or without reasonable accommodations. CCI has a legal obligation to reasonably accommodate disabled Employees who are otherwise qualified to perform the essential job functions, so long as the accommodation does not create an undue burden on CCI. Requests for reasonable accommodation must be directed to the Human Resources Department.
11. **Equal Pay for Equal Work.** CCI will not unlawfully discriminate between Employees on the basis of sex, including by paying an Employee of one sex a wage rate less than the rate paid to an Employee of a different sex for substantially similar work, except where the wage differential is based on a seniority system; a merit system; a system that measures earnings by quantity or quality of production; the geographic location where the work is performed; education, training, or experience to the extent that they are reasonably related to the work in question; or travel, if the travel is a regular and necessary condition of the work performed. Accordingly, if you believe that your compensation does not comply with this requirement, please contact the Human Resources Department. Further, CCI will not seek the wage rate history of a prospective Employee or require disclosure of wage rate as a condition of employment; rely on a prior wage rate to determine a wage rate; discriminate

or retaliate against a prospective Employee for failing to disclose the Employee's wage rate history; discharge or retaliate against an Employee for actions by an Employee in asserting the rights established by Colorado law against an employer; or discharge, discipline, discriminate against, or otherwise interfere with an Employee for inquiring about, disclosing, or discussing the Employee's wage rate. Finally, CCI also identifies that it will announce to all Employees employment advancement opportunities and job openings and the pay range for the openings.

12. **Reporting Discrimination or Harassment.** Any Employee who is subjected to or who observes conduct the Employee honestly believes is in violation of this policy should report it to the Human Resources Department or the Chief Executive Officer. This includes conduct by co-workers, Supervisors, management, directors or clients, suppliers or others encountered during the course and scope of the Employee's employment. It is CCI's desire to maintain a professional working environment and to prevent any unlawful discrimination or harassment in employment. Employees are strongly advised that they should not quit employment because of conduct that violates this policy rather than reporting such conduct. Please give CCI a reasonable opportunity to investigate and correct any violations of this policy. Upon receiving a report of conduct that violates this policy, CCI will investigate the circumstances and take appropriate action. Because of the need to investigate and act, CCI cannot promise confidentiality regarding a reported violation of this policy.
13. **Discipline/Discharge.** An Employee engaging in any unlawful discrimination or harassment against another Employee, as set forth above, shall be subject to disciplinary action that may include termination, demotion, suspension, or whatever disciplinary action CCI deems appropriate under the circumstances. Employees may be disciplined or discharged for unprofessional conduct in violation of this policy, even if the conduct is not so severe or pervasive that it is unlawful conduct. Any Employee who is dishonest in reporting information that another person is engaging in conduct that violates this policy is similarly subject to discipline or discharge.
14. **Retaliation Prohibited.** Retaliation is defined as any adverse employment action taken against an Employee because the Employee engaged in activity protected under this policy. Protected activities may include, but are not limited to, reporting or assisting in reporting suspected violations of this policy; and cooperating in investigations or proceedings arising out of a violation of this policy. Adverse employment action is an action or conduct that materially affects the terms and conditions of an Employee's employment or that is reasonably likely to deter an Employee from engaging in protected activity.

No Employee shall be subject to adverse action because the Employee reports any behavior or conduct that the Employee believes is prohibited under this or any other policy in this Handbook, even behavior or conduct believed to be unprofessional. Further, no Employee shall be subject to adverse action because an Employee assists in any investigation regarding behavior or conduct under this policy. CCI will not tolerate such retaliation against any Employee who, in good faith, makes any report regarding behavior or conduct under this or any other policy. Any Employee who believes the Employee has been subject to retaliation should report it to the Human Resources Department or the Chief Executive Officer. Please give CCI a reasonable opportunity to investigate and correct any violations of this policy. Any CCI Employee who retaliates against anyone, as prohibited by this

policy, will be subject to disciplinary action, up to and including termination of employment.

15. **Cooperation/No Retaliation.** Employees must cooperate fully during an investigation and must provide the investigator with honest and complete responses. No Employee shall be retaliated against for making a report of conduct that the Employee honestly and reasonably believes is in violation of this policy or the law, or for participating in an investigation of such conduct. Any retaliatory conduct against the Employee must be reported using the above procedure for reporting discrimination and harassment. CCI will investigate the circumstances and take appropriate action.
16. **Non-Employees.** Employees shall not, in the course or scope of their employment, unlawfully discriminate against, harass or engage in unprofessional conduct toward Non-Employees or clients based on the Non-Employee or client's protected status (listed in paragraph 1). Such conduct may result in discipline or discharge. Similarly, Employees who are subjected by Non-Employees to conduct prohibited by this policy in the course or scope of their employment should report this conduct to CCI in the same manner as if the conduct were by an Employee. CCI will investigate and take appropriate action.

HIPAA & Confidentiality

The law and professional ethics require that each Employee maintains confidentiality when handling client matters. To maintain this professional confidence, no Employee shall disclose client information to outsiders, including other clients, third parties, or members of the Employee's family without appropriate consent. No records will be maintained where they may be seen or read by unauthorized individuals. Staff who require information from client records will make that request through the Case Management Department in the Durango office. Records will be kept safe from loss, destruction, theft, and unauthorized use.

CCI has policies and procedures regarding HIPAA compliance and Employees are expected to follow them. Any disclosure of confidential client information may result in disciplinary action up to termination.

Independent Contractors vs. Employment

It may be a conflict with IRS regulations for any Employee of CCI to provide services to the company as an independent contractor, as defined by the IRS, in which the services provided are like the essential functions of the position in which they are employed. It is not in conflict for an Employee to additionally provide contractual services if those services are not the same as the essential functions of the job of the Employee. For the purposes of this policy, for an Employee who is ineligible to contract with CCI, the following must occur prior to formalizing the contract:

- A. The Employee will resign from employment prior to the implementation of the contract;
- B. Any benefits of the Employee will terminate on the last day of employment prior to the implementation of a contract;
- C. Any CAL will be paid out per the CAL policy at the voluntary separation of employment;

- D. If an independent contractor, who is a former CCI Employee, terminates their contract in good standing, they may be rehired by CCI, if within two calendar months of separation from their contract with CCI, and retain the tenure they had when they separated from CCI for CAL accrual purposes;
 - E. The rehired Employee must satisfy the two full calendar months eligibility for any applicable benefits prior to initiation of any applicable benefits.
-

Prohibited Retaliation against Employees

Community Connections will not allow any Employee to retaliate against other Employees, individuals, or others for:

- A. exercising any right under, or participating in any process established by Community Connections, the law, or regulations governing services;
- B. filing a complaint;
- C. testifying, assisting, or participating in an investigation, compliance review, proceeding, or hearing;
- D. opposing in good faith any act or practice provided that the manner of the opposition is reasonable and does not itself violate law.

TRAINING

Agency Required Training **Revised**

CCI requires all Employees to take training as a new Employee that will assure their understanding and competency within the scope of the job. Periodic completion of some resources may be required. Trainings are often available to take on a computer. Employees are welcome to take online training in the comfort of their own homes, libraries, or at CCI facilities in Durango, Cortez, or Pagosa Springs. Trainings that are on a computer will have a set time limit for taking the class. Any training that is offered outside of the computer-based training will be scheduled based on need. **It is the Employee's responsibility to assure required trainings are completed within 90 days of employment.** Employees who do not have access to computers can use any available office computers located in the Durango or Day Program sites. Employees who take trainings by instructors need to be on time to the scheduled trainings. Certain trainings must be completed by Adult Services Direct Support Staff prior to working unsupervised with clients. A list of the required trainings will be provided to the Employee during new Employee orientation. The training exception is: 1) Family Caregiver. DSPs who only provide services to a family member and Respite/DSPs are exempt from the Safety Care training requirement and medication administration training. Employees who are late to site trainings may have to wait until the class is offered again to re-take. An Employee registered for a training that CCI pays for, and which the Employee has been requested to leave due to being late, disruption of the class, etc., will be required to pay for the next class on their own. Employees must also take some classes, such Medication Administration, every year. First Aid and CPR will be done every two years with continuation testing required for recertification. Additional or repeated training may be required for Employees in the corrective action process.

There are compliance expectations with some training, such Medication Administration:

1. All Direct Support Professionals, except those exempted as indicated above, are required to take Medication Administration and are not allowed to give out medications until they have been certified. Medication errors made by staff may result in disciplinary action, further training, or termination. Medication errors will be tracked by the Residential program. Tracking will include the name of the staff member committing the error, the client affected by the error, the name, dose, frequency, and route of the medication involved in the error, and any adverse reaction due to the medication error.

Learning and Development

CCI values continuous training and professional development of all Employees. Some training will be required by department and position and will be provided by the agency. Available training resources for professional development are subject to availability of funding by department. The Director of Community Integration will survey management annually for training needs and will assist management with identifying available resources, as needed.



Colorado Minimum Wage: \$12.32 per hour, or \$9.30 for Tipped Employees, effective 1/1/2021.

- The minimum wage adjusts annually by inflation; next year's COMPS Order and Poster will provide the 2022 minimum wage.
- The minimum wage applies to all adults and emancipated minors, whether paid hourly or any other basis (salary, commission, piecework, etc.), unless exempted by COMPS Order Rule 2. Unemancipated minors may be paid 15% below the minimum.
- The federal minimum wage (\$7.25) and any local minimum wages (including \$14.77 in Denver as of 1/1/21) may also apply. If work is covered by multiple minimum or overtime wage rules, the rule with the higher wage or standard applies.

Overtime: 1½ times the regular pay rate for hours over 40 weekly, 12 daily, or 12 consecutive.

- Hours in two or more weeks cannot be averaged in computing overtime.
- Employers may not provide time off (often called “comp time”) instead of time-and-a-half premium pay for overtime hours.

Meal Periods: 30 minutes uninterrupted and duty-free, for shifts over 5 hours.

- Employees must be completely relieved of all duties, and allowed to pursue personal activities, for meal periods to be unpaid.
- If work makes uninterrupted meal periods impractical, eating an on-duty meal must be permitted, and the time must be paid.
- To the extent practical, meal periods must be at least 1 hour after starting and 1 hour before ending shifts.

Rest Periods: 10 minutes, paid, every 4 hours.

#Work Hours:	Up to 2	>2, up to 6	>6, up to 10	>10, up to 14	>14, up to 18	>18, up to 22	>22
#Rest Periods:	0	1	2	3	4	5	6

- Rest periods need not be off-site but must not include work and should be in the middle of the 4 hours to the extent practical.
- Two 5-minute rest periods, instead of one 10-minute, are permitted if employees and employers agree voluntarily and without coercion, and if 5 minutes is enough to go back and forth to a bathroom or other place where a genuine break would be taken. Additional flexibility with 5-minute periods applies to agriculture, Medicaid home care, and collectively bargained work.
- Employers that do not authorize and permit rest periods must pay extra for the work time that would have been rest periods.

Time Worked: Time employers allow performance of labor/services for their benefit must be paid.

- All time on-premises, on duty, or at prescribed workplaces (but not just letting off-duty employees be on-premises), including:
 - putting on or removing work clothes/gear (but not clothes worn outside work), cleanup/setup, or other off-the-clock duty;
 - awaiting assignments at work, or receiving or sharing work-related information; or
 - security/safety screening, clocking/checking in or out; or
 - waiting for any of the above tasks.
- Travel for employer benefit is time worked; normal home/work travel is not. For more on travel and sleep time, see Rule 1.9.2.

Deductions, Credits, & Charges from Wages: Subject to limits in C.R.S. 8-4-105 and below.

- Tip credits of up to \$3.02 per hour (lowering minimum wages to \$9.30) are allowed for those regularly, customarily receiving over \$30 per month in tips. If hourly pay plus tips is below the full minimum wage, the employer must pay the difference.
- Meal credits are allowed for the cost or value (without employer profit) of a voluntarily accepted meal.
- Lodging deductions are allowed only if housing is voluntarily accepted by the employee, primarily for the employee's (not employer's) benefit, recorded in writing, and limited to \$25 or \$100 per week (depending on the housing type).
- Uniforms that are ordinary clothes, without special material or design, need not be provided; other uniforms must be provided at no cost. Employers must pay for any special cleaning required, and cannot require deposits or deduct for ordinary wear and tear.

Exemptions from the COMPS Order: All listed in Rule 2; key exemptions listed below.

- Executives/supervisors, decision-making administrative employees, and professionals (Rule 2.2.1-3) paid the exempt salary:

2021	2022	2023	2024	Each Year After 2024
\$40,500	\$45,000	\$50,000	\$55,000	Prior year's salary, inflation-adjusted

- 20% owners, or at a nonprofit the highest-paid/highest-ranked employee, if actively engaged in management (2.2.5).
- Highly technical computer-related employees (defined in 2.2.10), if paid at least \$28.38 per hour.
- Various in-residence workers, including property managers, range workers, and camp/outdoor education field staff (2.2.7).
- Various, but not all, types of salespersons (2.2.4, 2.4.1, 2.4.2) and taxi drivers (2.2.6).
- Certain medical transportation and hospital/nursing home employees have modified overtime rules (2.4.4, 2.4.5).
- Downhill ski/snowboard employees, including on-mountain food but not lodging, are exempt from 40-hour overtime (2.4.3).
- Agriculture (2.3) and some transportation (2.4.6) jobs are exempt from overtime and meal periods, and have more flexible rest periods (agriculture) or no (transportation) rest periods.

Complaint & Anti-Retaliation Rights.

- The Division of Labor Standards and Statistics (contact info at the bottom of this Poster) accepts complaints and tips as to violations of COMPS or other wage rights under federal, state, or local law. Alternatively, employees may file lawsuits in court.
- Parties liable for unpaid wages include the employer as an entity, and individuals with operational control over the entity.
- Employers cannot retaliate by threatening, coercing, or discriminating for purposes of reprisal, interference, or obstruction, as to actual or anticipated wage investigations, hearings, complaints, or proceedings.
- Violations of wage or anti-retaliation provisions may be reported to the Division as complaints or anonymous tips.
- Immigration status is irrelevant to wage rights. The Division will investigate and rule on complaints without asking, reporting, or considering status. Using status to interfere with rights is illegal under Wage Protection Rule 4.8 and other applicable law.

This poster must be displayed where easily accessible to workers, included in any existing employee handbook or manual, shared with remote workers, provided in languages other than English as needed, and replaced annually.

This Poster summarizes key wage rules in the COMPS Order, but not all, and should not be relied upon as complete information. For the full Order, more detailed fact sheets, or for questions, information, or complaints as to wage or other labor laws, contact:

Division of Labor Standards and Statistics, coloradolaborlaw.gov, cdle_labor_standards@state.co.us, 303-318-8441 / 888-390-7936.

THE EMPLOYER IS REQUIRED BY LAW TO POST THIS NOTICE

Colorado Employment Security Act (CESA), 8-74-101(2), Regulations Concerning Employment Security 7.3.1 through 7.3.5

NOTICE TO WORKERS

You have the right to be properly classified as an employee if you meet the criteria in Colorado Revised Statute 8-70-115. If you believe you have been improperly classified as an independent contractor, there is a complaint process available to you. On the first offense, an employer may be fined up to \$5,000 per misclassified employee. To file a complaint, call the Unemployment Insurance Audit section at 303-318-9100 and select Option **3**, or visit www.colorado.gov/cdle/ui.

You, as an employee, are entitled to unemployment insurance benefits if you become unemployed through no fault of your own. Your employer contributes to unemployment insurance and cannot deduct this from your wages.

If you become unemployed and wish to file for unemployment insurance benefits, go to www.colorado.gov/cdle/ui and click on File for Unemployment. You may also call one of the following numbers instead:

303-318-9000

(Denver-metro area)

1-800-388-5515

(Outside Denver-metro area)

TDD 303-318-9016

(Hearing Impaired Denver-metro area)

TDD 1-800-894-7730

(Hearing Impaired Outside Denver-metro area)

If your hours of work and pay are reduced, you may be entitled to partial unemployment benefits.

IMPORTANT NOTICE: Be sure to have your social security number and the name and address of your last employer available when you call to file a claim for unemployment insurance benefits.

AVISO PARA EMPLEADOS

Usted tiene el derecho de ser propiamente clasificado como un empleado si se cumplen los criterios en Estatuto Revisado de Colorado 8-70-115. Si cree que ha sido impropriamente clasificado como un contratista independiente, hay un proceso de queja disponible. Por la primera ofensa, un empleador puede ser multado hasta \$5,000 por cada empleado misclasificado. Para presentar una queja, llame a la sección de Auditoría de Seguro de Desempleo al 303-318-9100, y marque Opción **3** o visite www.colorado.gov/cdle/ui.

Usted, como empleado, tiene derecho a los beneficios de seguro de desempleo si se encuentra desempleado y no es responsable por la separación. La compañía contribuye al seguro de desempleo y no puede deducirlos de su sueldo.

Si se encuentra desempleado y desea reclamar los beneficios de seguro de desempleo, vaya al sitio www.colorado.gov/cdle/ui y haga click en en enlace File for Unemployment. También puede llamar a los números siguientes.

303-318-9333

(Área metropolitana de Denver)

1-866-422-0402

(Fuera del área metropolitana de Denver)

TDD 303-318-9016

(Impedimento Auditivo Área de Denver)

TDD 1-800-894-7730

(Impedimento Auditivo Fuera del área metropolitana de Denver)

Si sus horas de trabajo y pago son reducidas, usted puede tener derecho a los beneficios parciales de seguro de desempleo.

AVISO IMPORTANTE: Asegúrese de tener su número de seguro social y el nombre y la dirección de su empleo mas reciente cuando llame para establecer su reclamo de seguro de desempleo.

Employers can download copies of this poster at www.colorado.gov/cdle/ui, click on **Forms & Publications**, and then click on **Employer Forms**.

Additional copies can be requested by contacting the Colorado Department of Labor and Employment, Unemployment Insurance Program, P.O. Box 8789, Denver, Colorado 80201-8789 or by calling 303-318-9100 or 1-800-480-8299