

*Lifeworks*

A nonprofit serving  
people with disabilities

**Lifeworks Services, Inc.**

**EMPLOYEE  
HANDBOOK  
2009**

# **Lifeworks Employee Handbook**

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**This Lifeworks Services, Inc. Employee Handbook is not a contractual agreement. The policies in this handbook and any other policies, procedures, rules, or guidelines that are distributed or communicated to employees of Lifeworks are intended to serve only as guides for employment.**

# INTRODUCTION

## **A note from Judy Lysne, President and CEO:**

Our staff is our greatest resource and the face of Lifeworks for everyone that we serve. You give voice to the heart of our mission. In return, we work hard to provide compensation and benefit package that is fair and competitive. Even more, we strive to provide a workplace that is first-rate. I am pleased to work with such a fine group of people.

This handbook is your reference guide to Lifeworks values, structure, policies, employee pay, and benefits. You will receive an updated version annually. Please read these pages carefully. It is your responsibility to know and understand the information, and follow the guidelines.

Another important way for all Lifeworks staff to stay informed is by reading *Lifeworks Today* on a daily basis. *Lifeworks Today* can be found on the staff intranet home page or through Microsoft Outlook. *Lifeworks Today* is the official employee communications resource for employees of Lifeworks.

Thank you for choosing to be a member of the Lifeworks team. Your work each and every day makes a tremendous difference in the lives of those we serve.

I always welcome your feedback and comments. I can be reached by e-mail at [jlysne@lifeworks.org](mailto:jlysne@lifeworks.org), or by phone at 651-365-3717.

## **What is Lifeworks?**

Lifeworks Services is a private, nonprofit organization serving nearly 800 people with disabilities in our Career Development and Social Enrichment programs within our day training and habilitation services (DT&H) in the Minneapolis, St. Paul, Hastings, and Mankato areas.

Our Customized Support services are available statewide. Within this program we provide services to over 1,000 individuals with disabilities and their families.

Lifeworks Services, Inc. was founded in 1965 by families of children with special needs.

## **Mission**

Our mission is to serve our community and people with disabilities as we live and work together.

We are passionately committed to fostering a greater understanding of people with disabilities so that they are heard, their interests are respected, and their contributions valued.

## **People we serve**

Many of the people we serve have mental retardation and related disabilities such as cerebral palsy, epilepsy, and autism. They want to work, participate in recreational activities, make friends, and plan for an exciting future. We help them develop a life or career plan to fit their unique talents and interests, and design services that help make the plan a reality. In Customized Support we provide services to people with disabilities and the elderly.

## **Social Enrichment**

Within our social enrichment programs, we provide services to help clients build skills and confidence through:

- **Community involvement and volunteering**  
Lifeworks offers clients the opportunity to share their talents and learn by volunteering in the community.
- **Communication**  
Our goal is to help every client maximize their ability to communicate using the tools that suit them best.
- **Multi-Sensory Environments**  
Fully equipped Multi-Sensory Environments are available in five centers. Based on a European concept, Multi-Sensory Environments offer a wide range of ways to either stimulate or calm the senses, helping people who use them to gain better control of how they experience the world around them.

- **Assistive Technology**  
Clients have the opportunity to access various types of assistive technology devices ranging from pencil grips to sophisticated computerized communication devices.
- **The Arts**  
Art, music, theater, photography, and art history are taught by volunteers and Lifeworks staff.
- **Music Therapy**  
Lifeworks employs a full-time Board-certified neurological music therapist, and provides therapy to our clients who come to our program locations.
- **Health and Fitness**  
Clients can learn about the benefits of staying active and can join a walking club, go bowling, or use a treadmill.
- **Transportation**  
We provide or arrange transportation to Lifeworks, work, and daytime activities. We also provide training on using public transportation.

## **Career Development**

Within our career development programs, we focus on connecting people with employment opportunities.

Lifeworks matches individuals to jobs based on their skills and preferences at more than 280 businesses. In 2007, 667 Lifeworks clients earned more than \$4 million for themselves, with an average wage of \$8.17 per hour.

At Lifeworks, people with disabilities have their own jobs at which they acquire new skills, are part of a team, and find new ways to be successful including advancement to more challenging positions. Our goal is to help our clients develop their careers and satisfy their ambitions. As clients gain skills, we look for new opportunities within the same or a different business to continue to challenge them.

We assess skills, discover interests, and find the job that is the best fit. When clients need help developing work and social skills, our job coaches are there to help.

Clients looking for work can develop a resume, develop interviewing skills and learn other job skills. Once on the job, they have the ongoing support of a job coach.

## **Employment Solutions**

We offer innovations in employment to the employers with whom we work.

Lifeworks consults with employers to identify their specific production and business needs and then matches clients who are right for the job. Because every business is unique, we work with the employer to develop the solutions that best fit their needs. We analyze the employers' current jobs and workflow and train our clients to meet their standards of quality.

## Customized Support

Customized Support offers freedom, choice, and control for people with disabilities.

More than 1,000 people use our Customized Support services to help them manage the everyday challenges of living with a disability. Our Customized Support team provides fiscal support entity services so that clients and their family members can hire support and purchase needed services and equipment. As a state-approved fiscal support entity, we handle everyday paperwork and administrative tasks, giving people with disabilities and their families more freedom, choice, and control in their lives. Our goal is to make the lives of families and individuals who receive these services easier.

We offer our clients online tools to help them manage budgets and access required documents. Lifeworks is dedicated to delivering personal service and consultation tailored to the needs of each client. We take pride in finding creative solutions that improve the quality of life for our clients.

Lifeworks Customized Support assists clients who access the following programs:

- **Consumer Directed Community Supports (CDCS)**  
This waiver service option gives people more flexibility and responsibility for directing their services and supports.
- **PCA (Personal Care Assistance) Choice**  
The PCA Choice program option gives individuals more control over their own care by allowing them to hire, supervise and train their personal care attendants. Lifeworks provides PCA supervision and is a PCA Choice provider with the State of Minnesota.
- **Consumer Support Grant (CSG)**  
A state-funded alternative to medical assistance home care programs, CSG is administered by the county. Eligible participants receive monthly cash grants, either directly or through a fiscal intermediary like Lifeworks to purchase services and supports.
- **Personal Support**  
Personal Support is a waiver service that provides supervision and assistance to the person with a disability to increase independence, productivity, and inclusion in the community.

Lifeworks also provides support planner services within the Customized Support program.

- **Support Planner Services**  
This service can also be purchased with an individual's waiver budget. The support planner assists the individual or family with writing, implementing or monitoring their plan. They may also help arrange the day-to-day services covered in the plan.

## Volunteer Program

Lifeworks has a formal volunteer program. The goal is to bring more people and opportunities into the lives of the people we serve. The program includes orientation,

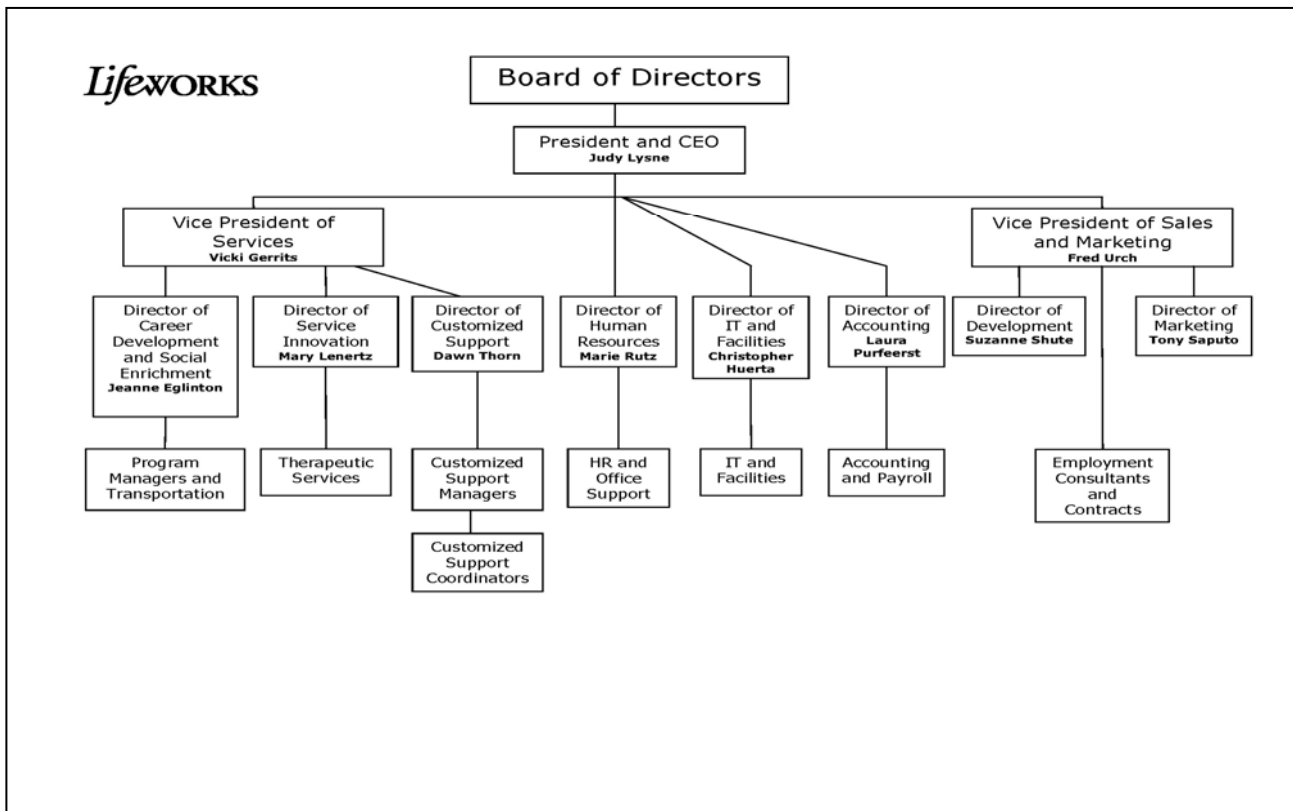
position description, on-the-job training and support, recognition, and evaluation process.

When the need for a volunteer has been identified, staff should complete the Volunteer Request form found on the Lifeworks homepage in "Document Templates" under "Staff Forms." All requests must have your supervisor's approval. Completed forms will be submitted to the volunteer review committee. The committee will notify you of the action taken on your request.

### Board of Directors

Lifeworks is governed by a volunteer Board of Directors. Board members are listed in our annual report and *LifePursuits* newsletter. The President and CEO of Lifeworks reports to the Board of Directors. It is the Board of Directors' role to:

- Govern with a proactive, long-term perspective.
- Consider the organization's reason for existence.
- Consider the good of the organization as a whole rather than its parts (concern with the big issues).
- Provide long-range planning, define the vision, and influence strategy.
- Focus on *ends* (outputs, impacts) of service rather than on *means* (methods) of delivering our services.
- Measure the ends against the means to assure the taxpayer that dollars are well spent.
- Evaluate executive performance.
- Attend meetings, do committee work, represent the organization to the community, and assist in resource development.



## Contact Information for Administration and Program Locations

Lifeworks serves people throughout the Twin Cities metropolitan area, Hastings, and Mankato, Minnesota. Our current office and service locations are listed below. For directions, go to Lifeworks homepage, or go directly to [mapquest.com](http://mapquest.com).

<p><b>Administrative Office</b> 2965 Lone Oak Drive, Suite 160 Eagan, MN 55121 Phone: 651-454-2732 Fax: 651-454-3174 <a href="http://www.lifeworks.org">www.lifeworks.org</a></p> <p><b>Customized Support</b> (located at Administrative Office) Phone: 651-365-3742 Fax: 651-454-2773</p> <p><b>Career Development and Social Enrichment Sites</b></p> <p><b>Bloomington</b> 1208 W. 96th Street Bloomington, MN 55431 Phone: 952-884-2171 Fax: 952-884-1160</p> <p><b>Brooklyn Park</b> 7040 Lakeland Avenue North Brooklyn Park, MN 55428 Phone: 763-746-3330 Fax: 763-746-3339</p> <p><b>Burnsville</b> 12237 Wood Lake Drive Burnsville, MN 55337 Phone: 952-808-1483 Fax: 952-808-9174</p> <p><b>Hastings</b> Westview Center 1355 South Frontage Road, Suite 101 Hastings, MN 55033 Phone: 651-437-8762 Fax: 651-437-7239</p>	<p><b>Mankato</b> 1804 Commerce Drive North Mankato, MN 56003 Phone: 507-625-7522 Fax: 507-625-1552</p> <p><b>Eagan I</b> 2965 Lone Oak Drive, Suite 180 Eagan, MN 55121 Mendota Heights, MN 55120 Phone: 651-365-3790 Fax: 651-365-3792</p> <p><b>Eagan II</b> 2965 Lone Oak Drive, Suite 160 Eagan, MN 55121 Phone: 651-365-3741 Fax: 651-454-3174</p> <p><b>Minneapolis</b> 1128 Harmon Place, Suite 308 Minneapolis, MN 55403 Phone: 612-338-8007 Fax: 612-338-8397</p> <p><b>St. Paul</b> 421 North Wabasha Street, Suite 230 St. Paul, MN 55102 Phone: 651-224-3962 Fax: 651-224-3963</p>
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## 2009 Holiday Calendar

Note: Some of our job sites observe different holidays than Lifeworks. Talk with individual employers about their holiday schedules.

<b>Date</b>	<b>Day of Week</b>	<b>Holiday</b>
January 1	Thursday	New Year's Day
February 16	Monday	President's Day
May 25	Monday	Memorial Day
July 3	Friday	Independence Day
September 7	Monday	Labor Day
November 26, 27	Thursday & Friday	Thanksgiving
December 24, 25	Thursday & Friday	Christmas
December 31	Thursday	New Year's Eve

## **Values-Based Decision-Making**

To help you provide flexible, responsive, great customer service to your clients, we developed a guide based on Lifeworks values. Every employee has a copy and it hangs in every Lifeworks facility. Carry it with you, in your calendar, or three-ring binder.

When you are struggling with a decision, either on your own, or with a group, pull out this guide, or read the framed copy on the wall. Ask the list of questions, beginning with "Is this ethical?" If the answer is "no" to any of the questions, don't go any further. If you can answer "yes" to every question, and you have carefully considered everyone involved, then you can make the decision with confidence.

### *Ethical*

Does this decision . . .  
Show personal honesty and integrity?  
Demonstrate our mission? - Follow our Code of Ethics?

### *Respectful*

Does this decision . . .  
Treat people with dignity?  
See people as worthy of having the best?  
Promote win/win solutions?

### *Responsive*

Does this decision . . .  
Provide information and opportunities to make choices?  
Demonstrate respect for people's ideas and choices?  
Identify expectations and deliver on commitments?

### *Resourceful*

Does this decision . . .  
Use our resources to support, not replace other resources?  
Use resources wisely?

## **Code of Ethics**

Ethics refers to a code of conduct based on moral duties and obligations which indicate how people should behave. It deals with the ability to distinguish right from wrong and the commitment to do what is right. The purpose of the Code of Ethics is to provide standards of ethical behavior for employees when that behavior directly relates to the mission of the organization.

### **Responsibility to the individuals we serve**

- I shall treat the individuals we serve with the utmost dignity, free from ridicule.
- I shall not use my professional relationship with our clients to further my own interests.
- I shall interact with our clients in a manner which is respectful of their humanity and rights as persons.
- I shall be aware of my potential influence on clients and will not exploit their trust.
- I shall follow all state and federal laws and rules regulating services to our clients.
- I shall afford the same consideration to all individuals I provide service for regardless of whether I normally work with them or not.
- I shall demonstrate a genuine interest in all our clients and dedicate myself to their best interests and empowerment.
- I shall provide the opportunity for reasonable risk in growth experiences for the individuals I serve.
- I shall not discriminate against or refuse services to any person on the basis of race, gender, creed, color, religion, national origin, age, public assistance status, marital status, sexual orientation, veteran status, physical or mental disabilities, or any other category protected by law.

### **Confidentiality (see HIPAA policy)**

- I shall respect the privacy of individuals and hold in confidence all information obtained in the course of professional service. Therefore, I will not disclose information regarding clients to anyone except:
  1. As mandated by law;
  2. To prevent a clear and present danger to a person or persons;
  3. If there is a release of information previously obtained in writing and then only when such information as indicated on the release.
- I recognize that confidentiality and privacy requirements apply also to colleagues who do not work directly with the said clients.
- I shall be responsible to store or dispose of client records in ways that maintain confidentiality.
- I shall possess a professional attitude which upholds the confidentiality of clients, colleagues, and the organization.
- I shall, upon my termination of employment, maintain the same level of honor regarding confidentiality as during my employment.

### **Responsibility to colleagues**

- I shall respect the rights and views of fellow colleagues and treat them with fairness, courtesy and good faith.

- I shall be aware of my potential influence on colleagues and will not exploit their trust.
- I shall not engage in or condone any form of harassment of or discrimination against colleagues.
- I shall extend respect and cooperation to colleagues within and external to the organization.
- If I have the responsibility for employing or evaluating the performance of other staff, I shall do so in a responsible, fair, considerate, and equitable manner which provides the opportunity for growth.
- I shall respect the confidences of my colleagues.
- If I know firsthand that a colleague has violated ethical or legal standards, I shall take whatever action is needed to prevent any further violations from occurring, including speaking with my colleague and/or reporting the violation to my supervisor if necessary.
- If it is reported to me that a colleague has violated ethical or legal standards, I shall ensure that the report is communicated to my colleague's supervisor.

### **Professional responsibility**

- I have a total commitment to provide the highest quality of service to those individuals I serve.
- I have a continuing commitment to assess my own personal strengths, biases, and effectiveness.
- I shall strive to become and remain proficient in the performance of the work for which I was hired.
- I shall act in accordance with the highest standards of integrity.
- I shall seek assistance and advice on problems outside the recognized bounds of my competence.

### **Responsibility to Lifeworks**

- I shall work to improve the effectiveness and efficiency of services provided by Lifeworks.
- I shall act to prevent and eliminate discrimination in work assignments and in personnel policies or practices.
- I shall use the resources of Lifeworks only for the purposes for which they were intended.
- I shall fulfill any and all commitments made by me to Lifeworks.
- I shall maintain respect for Lifeworks policies, procedures, and management decisions, and will take the initiative toward improving them when it will better serve the best interests of our clients.
- I shall support the integrity and reputation of Lifeworks.
- I shall resign if I cannot maintain respect for Lifeworks policies, procedures, and management decisions, and support the integrity and reputation of Lifeworks.

## **Whistleblower Policy**

### **General**

Lifeworks requires all employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility**

It is the responsibility of all Lifeworks employees to comply with all applicable laws and regulations and to report violations or suspected violations in accordance with this Whistleblower Policy. Employees are encouraged to ask questions if they are unsure about how to proceed or whether conduct violates the law or Lifeworks policies.

### **No Retaliation**

No employee who in good faith reports a violation of applicable laws and regulations shall suffer harassment, retaliation, or adverse employment consequences as a result of making such a report. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This does not mean that employees are free to make statements or disclosures knowing they are false or that they are in reckless disregard of the truth.

### **Reporting Violations**

Lifeworks has an open door policy and suggests that employees share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best person to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with someone in the human resources department or anyone in management. Supervisors and managers are required to report suspected violations of state or federal law, or Lifeworks policies to the Lifeworks vice president of services, who has specific responsibility to investigate all reported violations. For suspected fraud, contact the vice president of services.

### **Legal Compliance, Fraud and Abuse Issues**

The successful business operation and reputation of Lifeworks is built upon the principles of fair dealing and ethical conduct by our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Lifeworks intends to comply with all applicable laws and regulations and expects its employees, as well as its directors, officers, vendors, and contractors to conduct business in accordance with the letter, spirit, and intent of the law and to refrain from any illegal, dishonest, or unethical conduct.

In addition to general legal compliance, we must ensure at all times that our conduct does not violate fraud and abuse laws, including the federal False Claims Act. These laws help prevent and detect fraud, waste and abuse in the public health care programs that support our services, and benefit the public and the people we serve by ensuring that public programs pay for legitimate and quality health and social services. Briefly, these laws prohibit:

- Submitting false or misleading claims to the government or to a third party or other payor. For example, this would include submitting claims for services that were not actually provided, claims which characterize the service differently than the service actually provided, or claims which do not otherwise comply with applicable billing rules.
- Making false representations to any person or entity to obtain payment for any service or to gain or retain participation in a program. All communications with government and third party or other payers must be truthful and accurate. Lifeworks receives government money, all time cards, time studies and attendance records must be filled out accurately.
- Failing to properly document services provided.
- Offering anything, in cash or in kind, to obtain or encourage referrals. Any arrangement, contract, gift, or social engagement with anyone who may be a referral source (such as a case manager) must be approved by the president of Lifeworks or vice president of services.
- Offering anything, in cash or in kind, to any individual we serve or potential client to influence the individual to attend a program or otherwise receive services from Lifeworks.

The penalties for violating these laws, even unintentionally, are extremely high for both the individual and for Lifeworks. More detailed guidance on these laws can be found in other policies in this manual, as well as in operational policies for specific areas they affect.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises in which it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor for advice and consultation, and, if necessary, with the vice president of services. Please see our Whistleblower Policy in the Lifeworks Employee Handbook for more information on your reporting obligations and how to make a report.

Compliance with this policy of business ethics and conduct is the responsibility of every Lifeworks employee. Disregarding or failing to comply with this policy of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

## **Client Data Privacy and HIPAA**

The Minnesota Data Practices Act and the federal Health Insurance Portability and Accountability Act (HIPAA) give clients the right to be informed about the information we maintain about them at Lifeworks and with whom we routinely share it. The

required data privacy notice and policies inform the person as to which organizations Lifeworks is authorized to disclose information to by state statute or federal law.

Lifeworks must comply with data privacy rules under The Health Insurance Portability and Accountability Act (HIPAA). This federal law affects the entire health care industry, imposing comprehensive data privacy, data security, and electronic data transmission rules to ensure that health care information is used for legitimate healthcare operations.

HIPAA added to the process we followed under Minnesota data privacy laws. We now use a modified data privacy statement to disclose the circumstances under which we share information about our clients. This modified statement replaced the Tennessee Warning.

The health care data that HIPAA covers includes any information that is created or received by Lifeworks and that relates to the past, present, or future physical or mental health or condition of an individual; or the past, present, or future payment for the provision of health care to an individual.

HIPAA also applies to health care data on Lifeworks staff that is gathered as part of our health insurance plans (medical and dental).

It is Lifeworks responsibility to inform the individual or their guardian of the individual's data privacy rights by supplying them with a copy of the notice titled "Your Data Privacy Rights." The guardian, or the individual if they are their own guardian, is asked to sign this notice to acknowledge receiving it and return a signed copy to us for our records. It is then the guardian's responsibility to inform the client of their rights. Lifeworks staff shall inform the guardian of these rights at the time of a new referral. If anything changes with the organization's privacy policies, the purpose, our use, the sharing or need for information, Lifeworks will revise the data privacy notice and inform the client of their rights again at that time.

Complying with the state and federal guidelines allows Lifeworks staff to disclose information to an individual or organization that has a contract to provide services to individuals with disabilities. They therefore become part of the welfare system and are required to abide by the Data Privacy Act and HIPAA. The following individuals or organizations are covered under Lifeworks data privacy notice:

- Paid or volunteer personnel at Lifeworks whose work requires knowledge about the client;
- Social Security Administration;
- Local law enforcement agencies and/or health departments on matters of child abuse/neglect and abuse of vulnerable adults which will be shared to assure protection of the individual and identification of the perpetrator;
- Appropriate parties in connection with an emergency as necessary to protect the client's health or safety or that of other individuals or persons;
- The courts as a result of a court order;

- Government agencies including: U.S. Department of Labor, Wage & Hour Division; U.S. Department of Health and Human Services; Minnesota State Department of Human Services; County Bureau(s) of Social Services; Division of Rehabilitation Services;
- Private agencies or individuals who provide a service to Lifeworks such as auditors, insurance companies, transportation companies, consultants;
- Court appointed guardians, conservators, persons with power of attorney, or relatives who may be legally or financially responsible for the client;
- Individuals and agencies for which a statute, federal law or the state Commissioner of Administration authorized a new use or sharing of the information after the client had been given this notice.
- Private agencies or individuals who provide a residential service to the client.

The signed data privacy notice does not allow Lifeworks staff to disclose information to:

- Paid or volunteer Lifeworks staff whose work does not require the information
- Employers or coworkers
- Siblings, parents, and relatives (if not guardians)
- Previous service providers
- Physicians

When client information is requested or needed by someone who is not listed on the data privacy notice, the Lifeworks staff person must either:

1. Send a Release of Information Authorization to the client's guardian to authorize Lifeworks to send the information to the requestor, or
2. Verify that a current Release of Information Authorization for the requestor is in the client's file.

The Release of Information Authorization must be specific regarding the recipient, the information to be disclosed, and the purpose of the disclosure. A new form has been developed for this purpose. Authorizations must be kept on file for at least six years following their expiration date.

Occasionally consultants or vendors may require the use of client or staff health care information in order to provide a service to Lifeworks or our clients (e.g. transportation providers, computer consultants). Lifeworks must either obtain a Release of Information Authorization from the clients or staff whose information will be shared, or have a Business Associate Agreement signed by the vendor.

Summary data about the organization is classified as public and must be provided when it is requested by the public. Summary data is information such as the number of clients we serve, what types of diagnoses or disabilities the agency serves, etc. Case histories may be shared with other professional or advisory groups for the purpose of receiving professional advice as long as the client is not identified.

Clients have the right to restrict uses or disclosures of their health information and to ask us for a record of the people or organizations we have shared their health information with. They may also ask us to correct any information they feel is

incorrect. These rights are explained in the data privacy notice. The requests must be made in writing to Lifeworks, Attention Privacy Official, at the administrative office.

Remember information should be shared only with those whose work requires the information and only with appropriate authorization. Any employee who violates the policy will be subject to disciplinary action.

## **Equal Employment Opportunity and Affirmative Action**

Lifeworks is committed to providing equal opportunity in all phases of employment and employee relations.

### **Nondiscrimination and Equal Employment Opportunity**

Lifeworks requires that all employment practices be equal without regard to factors that are non-job-related. These factors include, but are not limited to, conditions such as race, gender, creed, color, religion, national origin, age, public assistance status, marital status, sexual orientation, veteran status, physical or mental disabilities, or any other category protected by law. This policy and procedure commits the organization to providing equal employment opportunity in all phases of employment and employee relations, including, but not limited to, recruitment, selection, placement, transfers, training and development, promotion, demotion, compensation, benefits, layoffs, and terminations, and all conditions or privileges of employment.

### **Affirmative Action**

Lifeworks will not discriminate against or harass any employee or applicant for employment because of race, gender, creed, color, religion, national origin, age, public assistance status, marital status, sexual orientation, veteran status, physical or mental disabilities, or any other category protected by law.

### **Americans with Disabilities Act and Reasonable Accommodation**

Lifeworks will comply with the Americans with Disabilities Act (ADA) requiring reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an employee or job applicant unless the accommodation creates or involves undue hardship to the organization. Questions, concerns, and requests for accommodation should be made to the director of human resources.

### **Concerns/Complaint Reporting**

Any applicant or employee who feels he has been treated in any way that violates this policy should contact his immediate supervisor or director of human resources.

Allegations of discrimination will be investigated promptly. No adverse action will be taken against any applicant or employee reporting a possible violation of this policy.

### **Diversity**

We appreciate that each person, team, business, and community we serve is unique and we will acknowledge and work respectfully with whatever differences we have in lifestyle or values, resources or abilities, culture or language, perspective or belief.

Areas of opportunity for diversity in the workplace are listed include:

**Services**

Understand and effectively respond to the diverse values, backgrounds, experiences, interests, and choices of the people we serve.

**Community Partnerships** - Seek collaborative activities which give Lifeworks an opportunity to exchange skills and ideas with others as well as give employees and clients experiences with diverse populations.

**Governance** - Develop a diverse Board of Directors.

**Business and Administration** - Ensure that our business practices are respectful to individuals from diverse backgrounds and that our facilities are welcoming.

**Human Resources** - Be recognized for our sensitivity to diversity in recruiting, selection, orientation, and on-going support of employees. Offer regular activities that promote diversity awareness and respectful interactions. For example, sponsor quarterly diversity training sessions which include speakers, a book selection and discussion, and video presentation. A collection of books on diverse topics can be found in the Lifeworks library. Call human resources with ideas, questions, and suggestions.

**Harassment and Discrimination Policy****Purpose of policy**

It is a policy of Lifeworks that all employees have a right to work in an environment free from unlawful discrimination and harassment. The mission of Lifeworks is best accomplished in an atmosphere of professionalism which in turn is supported by mutual respect and trust. Lifeworks expects all employees to work toward this goal. Harassment based on a person's race, color, national origin, sex, disability, age, marital status, status with regard to public assistance, or any other legally protected class status is strictly prohibited by Lifeworks.

**Definitions of sexual and other forms of harassment**

Harassment prohibited under this policy consists of:

- unwelcome conduct based on a person's race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, or any other protected class status
  - when submission to such conduct is:  
a condition of one's employment; or  
a basis for an employment decision;

or

- when such conduct has the purpose or effect of:  
interfering with one's job performance; or  
creating an intimidating, hostile, or offensive work environment.

Some examples of conduct that could be considered harassment include the following types of action when they are taken based on protected class status:

- unwelcome abusive, intimidating, insulting, or degrading remarks;
- displaying objects, cartoons, pictures, or stories which may be perceived as offensive or demeaning; or
- threats, demands, or suggestions that an employee's work status, advancement, or other terms and conditions of employment are contingent upon the toleration of or acquiescence to unwelcome harassment.

One form of prohibited harassment is sexual harassment. Sexual harassment includes:

- unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature
    - when submission to such conduct is:
      - a condition of one's employment; or
      - a basis for an employment decision;
- or
- when such conduct has the purpose or effect of:
    - interfering with job performance; or
    - creating an intimidating, hostile, or offensive work environment.

Some examples of conduct that may be sexual harassment under this policy include:

- unwelcome abusive, intimidating, insulting, or degrading remarks or conduct of a sexual nature;
- use of offensive or demeaning words of a sexual nature, telling suggestive jokes or stories, and conversations about sexual exploits, sexual preferences, and desires;
- displaying sexually suggestive objects, cartoons, pictures, or stories which may be perceived as offensive or demeaning;
- threats, demands, or suggestions that an employee's work status, advancement, or other terms and conditions of employment are contingent upon the employee's toleration of or acquiescence to unwelcome sexual advances;
- unwelcome sexual flirtations, propositions, or invitations to social engagements; or
- unwelcome and objectionable physical contact or physical proximity.

Lifeworks prohibits harassment based on a protected class status in any form, including verbal, physical, and visual harassment.

**Scope of policy**

This policy prohibits harassment against any employee, client, or volunteer of Lifeworks by a member of the same sex or a member of the opposite sex.

In addition, this policy prohibits sexual harassment and any other form of harassment by any individual, including supervisors and/or managers, employees, coworkers, and third parties such as volunteers, clients, contractors, or vendors who deal with Lifeworks employees or clients.

**Reporting Harassment**

If at any time you feel that you are being harassed, or you believe that another Lifeworks employee or client or volunteer is being harassed, you should immediately contact the director of human resources at Lifeworks Administration.

Lifeworks wants to resolve any problems, but it can do so only if it is aware of them. Lifeworks encourages any individual who believes he or she is being harassed, or who has the belief that another Lifeworks employee, client, or volunteer is being harassed, to report any and all incidents of perceived harassment. Lifeworks will investigate harassment complaints as appropriate, and take other appropriate action. Any person who is found to have violated this policy on harassment and non-discrimination will be subject to appropriate corrective action, which may include discipline up to and including termination of employment.

**Confidentiality**

Every effort will be made to ensure confidentiality to the extent possible.

**No Retaliation**

Retaliation against any individual for making a complaint under this policy, for opposing harassment, or for participating in an investigation of any claim regarding harassment or inappropriate behavior is strictly prohibited.

If you feel that you have experienced such retaliation, you should immediately report any such retaliation to the director of human resources at Lifeworks Administration.

**Employee responsibilities**

All employees are responsible for maintaining a working environment free of harassment and discrimination. Any individual who is found to have engaged in behavior prohibited by this policy will be subject to corrective action, which may include discipline up to and including termination.

It is the responsibility of ALL employees to:

- Read and abide by this policy. If you have any questions about the policy, please contact the director of human resources at Lifeworks Administration. Refrain from engaging in acts of harassment or acts that can be construed as harassment.
- Immediately report any acts of harassment or acts that can be construed as harassment.
- Cooperate with any investigation regarding harassment or inappropriate conduct.
- Maintain the confidentiality of any complaint or information received or provided in the course of an investigation, only disclosing information to those Lifeworks

personnel or representatives with a need to know the complaint or information. Refrain from speculation and from drawing conclusions or gossiping about the subject matter or individuals involved in claims of harassment or the investigation of such claims.

- Refrain from taking any adverse or retaliatory action against any individual who has made a claim of harassment, opposed harassment, or participated in the investigation of any claim regarding harassment or inappropriate behavior.

### **Questions about Policy**

Any questions about this policy or related matters should be referred to the director of human resources at Lifeworks Administration.

### **Minnesota Citizens Personal Protection Act (Conceal and Carry)**

This policy affirms the desire of Lifeworks to protect the health and safety of everyone in the workplace, to meet our customers' needs, to protect property, and to maintain a climate of respect and cooperation.

Lifeworks bans firearms and weapons on all company property, including company vehicles. It is against company policy to use or possess firearms or weapons, concealed or otherwise, on company property, including company vehicles. This policy does not apply to a non-company vehicle located in a parking area, unless the vehicle is being used to transport Lifeworks clients, in which case firearms and weapons are prohibited.

It is against company policy for any employee acting in the course and scope of employment to use or possess firearms or weapons, concealed or otherwise. This policy applies whether the employee is at a Lifeworks facility, off-site, or transporting clients in personal or company vehicles. This policy applies at all times, including but not limited to: before, during and after normal working hours, weekends, and holidays.

In addition, this policy applies to all individuals who are on Lifeworks premises, including applicants for employment, vendors, suppliers, customers, Board of Directors, visitors, or any other person. This policy applies equally to all individuals, without regard to race, creed, color, religion, national origin, gender, marital status, veteran/military status, disability, age, sexual orientation, or any characteristic protected by law.

Lifeworks reserves the right to respond to any individual who does not follow this policy by informing the person of the policy and demanding compliance.

### **Consequence of policy violation**

If this policy is violated by any individual, such actions must be reported immediately to the building supervisor, director of human resources, president, or any member of the executive team. The individual with the firearm or weapon will be informed of this policy and Lifeworks will demand compliance. Should the individual with the firearm or weapon refuse to comply, Lifeworks will notify the authorities immediately.

No individual shall be retaliated against for making a good faith report of behavior contrary to this policy.

If the individual with the firearm or weapon is an employee, further corrective actions or discipline may take place, depending on the circumstances.

## **Drug and Alcohol Free Workplace Policy**

### **Purpose and Scope of Coverage**

Lifeworks values its employees and clients and recognizes the need for a safe, productive and healthful work environment. Employees who abuse drugs and/or alcohol are less productive, less dependable, and pose a potential threat to the safety, security, and welfare of the company and its employees, clients, and vendors as well as the general public. The establishment of a Drug and Alcohol Free Workplace Policy is consistent with the organization's desire to provide a safe and productive work environment for our employees.

Accordingly, it is the policy of Lifeworks to maintain a workplace free from the use and abuse of drugs and alcohol. Lifeworks will require that all employees and applicants participate in, consent to, and comply with the terms of this policy as a condition of employment and continued employment. If questions arise regarding this policy, please direct them to the human resources department. This policy is effective as of June 1, 2006.

This policy covers all regular employees of Lifeworks. This policy, by its terms, also covers applicants insofar as such applicants, after a conditional offer of employment has been made, are required to consent and submit to a pre-employment drug test. Applicants, however, are not entitled to participate in any benefit program that may be offered by Lifeworks to its employees.

### **Definitions**

**"Drug"** means a controlled substance as defined in applicable state and federal law. The term "drug" includes but is not limited to cocaine, opiates, marijuana, amphetamines, and phencyclidine (PCP). The term "drug" does not include the use of a drug obtained and taken under supervision by and in accordance with prescriptions or other instructions issued by a licensed health care professional and other drugs otherwise authorized to be used under applicable state and federal law.

**"Under the influence of alcohol"** means (1) the presence of alcohol in the individual's system which equals or exceeds a blood alcohol content (BAC) of .04; or (2) behavior, appearance, speech, or bodily odors that lead a supervisor or manager to reasonably suspect that the employee is impaired by alcohol during working time or on Lifeworks premises.

**"Under the influence of drugs"** means (1) the presence of any detectable amount of an illegal drug or its metabolites demonstrated by a confirmed positive drug test result, or (2) behavior, appearance, speech, or bodily odors that lead a supervisor or manager to reasonably suspect that the employee is impaired by illegal drugs or is using illegal drugs during working time or on Lifeworks property.

**“During working time”** means time during which the employee is being paid to work for or represent Lifeworks or the employee is in fact representing the Lifeworks interests. The term also includes all paid break and meal periods.

### **Testing**

Lifeworks reserves the right, within the limits of federal and state laws, to examine and test for the presence of drugs and/or alcohol. Under the conditions of this policy, applicants or employees may be asked to submit to a medical examination and/or submit to urine, saliva, breath and/or blood testing for drugs and/or alcohol. Testing of employees will normally occur immediately before, during, or immediately after the person's regular work period. Lifeworks may test for drugs and/or alcohol in the following circumstances:

#### **Job Applicant Testing**

Lifeworks makes all offers of employment subject to and conditioned on the applicant's: (1) consent to taking a drug test; and (2) a negative test result. Applicants will be required to voluntarily submit to drug testing and sign an Acknowledgement and Consent to Testing form. If the tests are positive or if the applicant refuses to undergo testing (including an adulterated or substituted test result), the conditional offer of employment will be withdrawn.

Lifeworks will not withdraw a conditional offer of employment on the basis of a positive test result from an initial screening test that has not been verified by a confirmatory test. If the job offer is withdrawn Lifeworks will inform the job applicant of the reason for its action.

#### **Reasonable Suspicion Testing**

Lifeworks will test an employee for drugs and/or alcohol when a supervisor and/or manager has reasonable suspicion that the employee: (1) is under the influence of drugs or alcohol; (2) has violated Lifeworks written work rules prohibiting the use, possession, sale, or transfer of drugs or alcohol while employees are working or while employees are on Lifeworks premises or operating Lifeworks vehicles, machinery or equipment; (3) has sustained a personal injury, or has caused another employee to sustain a personal injury that requires medical treatment by a healthcare professional or results in lost work time, and such injuries are arising out of and in the course of employment; or (4) has caused a work-related accident or was operating or helping to operate machinery, equipment or vehicles involved in a work-related accident (covered vehicles include both Lifeworks owned/leased vehicles as well as personal vehicles used for work purposes, such as transporting clients and/or trips eligible for mileage reimbursement from the Lifeworks). Reasonable suspicion means a basis for forming a belief based on specific facts and rational inferences drawn from those facts. Reasonable suspicion will be documented and will not be based on rumor or speculation.

#### **Treatment Program Testing**

All employees referred by Lifeworks for substance abuse treatment or evaluation will be required to sign a Return-to-Work Agreement and be subject to unannounced follow-up testing. Specifically, all referred employees will be subject to unannounced testing for the use of drugs and/or to testing for alcohol use provided such alcohol

testing is job-related and consistent with business necessity. Follow-up testing applies during the evaluation or treatment period and for up to two (2) years following the completion of any prescribed treatment program. Follow-up testing may include a return-to-duty test on which the employee must provide a negative test result before returning to his/her job duties.

## **Procedural Requirements**

### **Notice of Testing Policy**

Before requesting a drug and/or alcohol test, Lifeworks will provide the employee or applicant with an "Acknowledgment of Receipt of Policy and Consent to Testing" form on which the employee or applicant can acknowledge that he or she has received and seen the Lifeworks Drug and Alcohol Free Workplace Policy.

### **Test Refusal**

An employee or applicant has the right to refuse testing. However, a refusal to test will be treated as a failure to comply with Lifeworks Policy and may result in withdrawal of a conditional job offer or disciplinary action up to and including termination of employment.

### **Notice of Negative Test Results**

Within three (3) working days after receipt of a negative test result from the testing laboratory, Lifeworks will inform an applicant or employee, in writing, of: (1) the negative test result on the initial screening test or the confirmatory test; and (2) the right to request and receive a copy of the test result report. The Notification of Negative Drug and/or Alcohol Test Result form should be used for this purpose.

### **Notice of Positive Test Results**

Within three (3) working days after receipt of a confirmed positive test result from the testing laboratory, Lifeworks will inform an applicant or employee, in writing, of: (1) the positive test result on the confirmatory test; (2) the right to request and receive a copy of the test result report; (3) the right to explain the positive result (described below in "Explaining Positive Test Results"); (4) the right to request a confirmatory retest of the original sample, at his or her own expense; and (5) the applicable adverse employment action. The Notification of Confirmed Positive Drug and/or Alcohol Test Result form should be used for this purpose.

### **Explaining Positive Test Results**

Within **three (3) working days** after notice of a positive drug or alcohol test result on a confirmatory test, the employee or applicant may submit information to Lifeworks Medical Review Officer to explain the positive result. Additionally, after a positive drug test result, Lifeworks may request the employee or applicant indicate any over-the-counter or prescription medication he or she is currently taking, or has recently taken, as well as any other information relevant to the reliability of, or explanation for, the positive test result.

### **Confirmatory Retest**

In the event of a confirmed positive test for drugs or alcohol, an employee or job applicant may request a confirmatory retest of the original sample, at his or her own expense. Within **five (5) working days** of receiving notice of a confirmed positive

test result, the employee or applicant must make this request and notify Lifeworks, in writing, of the intention to obtain a confirmatory retest.

Upon receipt of the individual's written request for a confirmatory retest, Lifeworks will notify the original testing laboratory that the employee or applicant has requested that the lab conduct a confirmatory retest or arrange for transfer of the sample to the laboratory selected by the individual to perform the confirmatory retest, provided that the laboratory selected must be licensed in accordance with applicable state law. If the confirmatory retest does not confirm the original positive test, Lifeworks will not take adverse personnel action based on the original test.

### **Policy Prohibitions**

All employees of Lifeworks are strictly prohibited from engaging in the following conduct during work time or on Lifeworks premises or property:

- bringing and/or storing (including in a desk, locker, automobile, or other repository) illegal drugs, drug paraphernalia, or alcohol on Lifeworks premises or property, including Lifeworks owned or leased vehicles, in vehicles used for business purposes or a customer's premises;
- having possession of, being under the influence of, reporting to work under the influence of, or testing positive for illegal drugs or alcohol;
- using, consuming, transporting, distributing or attempting to distribute, manufacturing, selling, or dispensing illegal drugs or alcohol;
- abusing prescription drugs, which includes exceeding the recommended prescribed dosage or using medications prescribed to someone else;
- substituting, adulterating or otherwise tampering with any specimen or sample collected under this Policy, or attempting to do so;
- refusing to submit to a drug or alcohol test or related medical/physical examination as requested by Lifeworks or its designee, or otherwise refusing to cooperate with the terms of this Policy. A refusal to test includes conduct that obstructs the testing process such as adulterating, substituting or otherwise tampering with a specimen (or attempting to do so) as well as failing to sign necessary paperwork, failing to report to the collection site at the appointed time and failing to be available for a reasonable suspicion or other required test;
- failing to consent to, participate in and abide by the terms and recommendations of any evaluation, treatment or rehabilitation program to which Lifeworks makes a referral, including but not limited to, failure to follow recommendations, if any, regarding behavior modification and abstinence as well as any failure to be available for any prescribed continuing or follow-up sessions;
- failing to advise a supervisor or manager of the use of any prescription or over-the-counter medication that may impair or adversely affect the employee's ability to perform the essential functions of his or her job; or
- failing to notify his or her supervisor before going to work if he or she believes that he or she is under the influence of drugs or alcohol.

## **Consequences for Policy Violations**

Employees who engage in any of the prohibited conduct listed above are in violation of this Policy and are subject to discipline, up to and including termination, at Lifeworks sole discretion. Lifeworks will not discharge an employee if the employee tests positive on a confirmatory test and the confirmed positive is the first such result under this Policy (i.e., a first-time positive). Instead, Lifeworks will give the employee with a first-time positive an opportunity to participate in, at the employee's expense or pursuant to any coverage under an employee benefit plan, counseling or rehabilitation.

Lifeworks may discharge an employee who refuses to participate in counseling or rehabilitation, or has failed to successfully complete the program as evidenced by withdrawal from the program before its completion, or has a positive test result on a confirmatory test after completing the rehabilitation program.

Lifeworks may temporarily suspend the tested employee or transfer that employee to another position at the same rate of pay pending the outcome of the confirmatory test and, if requested, the confirmatory retest; where Lifeworks believes it is necessary to protect the health or safety of the employee, co-employees or the public. All positive initial tests must be verified by a confirmatory test before discipline is imposed or a conditional job offer is withdrawn.

## **Employee Assistance Program**

Lifeworks offers an Employee Assistance Program (EAP) for employees and their dependents. The EAP provides confidential assessment, referral, and short-term counseling for employees who need or request it. Any employee, through self-referral or through a referral source, can access the EAP. These EAP services are available to employees provided Lifeworks disciplinary rules have not been violated. Employees may not escape discipline, however, by first requesting EAP services after being selected for testing or violating the Lifeworks policies and rules of conduct. Nor will such requests or utilization of EAP services excuse employees from compliance with normal standards of performance or conduct. Information provided when accessing and utilizing EAP services will be kept confidential in accordance with any applicable federal and/or state law requirements.

Costs associated with this benefit may be covered by the employee's medical insurance plan; however, any costs not covered by the employee's medical insurance plan and which are not otherwise required to be paid by any applicable plan are entirely the employee's sole responsibility.

## **Confidentiality and Privacy**

All drug test results are reported to Lifeworks and will remain and be considered confidential. Results will only be disclosed within Lifeworks on a need-to-know basis and as allowed by law and retained in a secure location with controlled access. Information about an individual's medical condition or history obtained in connection with a drug or alcohol test will be kept in a file separate and apart from any personnel file. The release of an individual's drug test results and other information gained in the testing process will only be otherwise disclosed in accordance with an individual's written authorization or as otherwise required by applicable law.

A laboratory will only disclose to Lifeworks the test result data regarding the presence or absence of drugs.

Lifeworks will not disclose test result reports and other information acquired in the testing process to another employer, to a third-party individual, governmental agency, or private organization without written consent of the individual tested, except that evidence of a positive test result on a confirmatory test may be used in relevant judicial, administrative, or arbitration proceedings; as required by federal law, regulation, or order; for the purpose of evaluation or treatment of the individual to a substance abuse treatment facility; or as otherwise authorized by law. Positive test results cannot be used as evidence in a criminal action against the individual tested.

Lifeworks will attempt to ensure that all aspects of the testing process, including specimen or sample collection, are as private and confidential as reasonably practical. Employees or applicants will not be observed while providing a urine specimen unless there is reason to believe the individual has tampered with, adulterated, switched, or attempted to tamper with, adulterate or switch a urine specimen.

### **Inspections**

Lifeworks reserves the right to inspect Lifeworks premises and property (including offices, desks, lockers and other repositories) where there is reasonable cause to believe that an employee has violated this Policy. This Policy will extinguish and eliminate any continuing expectation of privacy where reasonable cause exists to believe that there has been a Policy violation. Where reasonably practical, inspections will be conducted in the presence of the employee implicated in the potential Policy violation.

### **Acknowledgement**

As a condition of employment, applicants, and employees must sign an acknowledgement form.

### **Reservation of Rights**

This policy supersedes and revokes any other Lifeworks practice or policy relating to the use of drugs and alcohol in the workplace and drug and/or alcohol testing. Lifeworks reserves the right to interpret and administer this policy, and at any time and at its sole discretion, amend, supplement, modify, revoke, rescind, or change this policy, in whole or in part, with or without notice and with or without consideration. This policy is not an express or implied contract of employment nor is it to be interpreted as such. Additionally, this policy does not in any way affect or change the status of any at-will employee. At-will employees continue to be free to terminate their employment or resign from employment at any time and Lifeworks continues to be free to terminate employee, with or without cause, with or without notice, for any lawful reason or for no reason at all. Nothing in this policy is a promise or guarantee or should be construed as a promise or guarantee that Lifeworks will follow in any particular circumstances any particular course of action, disciplinary, rehabilitative, or otherwise.

# PAY AND BENEFITS

## **Employee Classifications**

All positions are identified as either exempt or nonexempt according to regulations established by the Fair Labor Standards Act (FLSA) and the State Wage and Hour Regulations. The Fair Labor Standards Act provides minimum wage, overtime pay, record-keeping, and child labor standards. Some positions are exempt from the requirements of the Act. Job descriptions identify FLSA status and employees are notified whether their position is exempt or nonexempt in a letter confirming their employment.

## **Contract and non-contract employees**

Service specialists, service facilitators, and any regular or temporary employees hired to provide direct service to clients are **contract employees**, and included in the collective bargaining agreement between Lifeworks Board of Directors and Education Minnesota Lifeworks, Local No. 2326, Lifeworks Federation of Teachers. **Non-contract employees** are all other employees of Lifeworks.

## **Exempt employees**

Executive, administrative, professional – learned and creative, computer employees, outside sales people, and highly compensated employees are those exempt from the minimum wage, overtime compensation, and certain record-keeping requirements under the FLSA.

## **Nonexempt employees**

A position which does not meet all of the duties, responsibilities, or weekly salary tests as specified for exempt status, is considered nonexempt. They may be paid on an hourly or salaried basis. This employee is covered by the minimum wage and overtime compensation provisions of the Fair Labor Standards Act.

If any employee thinks their position is not classified correctly for over-time, the employee should contact the director of human resources.

## **Types of Positions**

### **Regular, Full Time**

Those employees scheduled to work at least 40 hours per week on a continuous basis and nonexempt contract employees scheduled to work at least 35 hours per week on a continuous basis.

### **Regular, Part Time**

Those exempt employees and nonexempt non-contract employees scheduled to work less than 40 hours per week on a continuous basis and nonexempt contract employees scheduled to work less than 35 hours per week on a continuous basis.

### **Temporary**

Employees who are scheduled for a time-limited duration with starting and ending dates defined.

### **On-call**

Employees who substitute for other employees on an on-call as needed basis with no guarantee of hours.

## **Work Schedules and Pay**

### **Business Hours**

Lifeworks Administration office hours are 8:00 a.m. to 4:30 p.m. Center hours will vary depending on transportation and services provided at each site.

Each employee's hours vary according to their job assignment and are subject to change.

### **Definition of the Work Week**

The work week, for payroll purposes, begins on Sunday at 12:00 a.m. and ends on Saturday at 11:59:59 p.m. The specific hours for employees may vary.

### **Time Card Procedure**

All nonexempt employees record the actual number of hours worked on a Time Card form. Complete the card in pen, including the hours worked, sick leave, vacation, and holidays, if applicable. Sign and date the time card as verification that the hours recorded are correct and give the card to your supervisor for approval.

Supervisors must sign and date the time card to verify approval for hours worked up to 40 in each week. Send the time card to payroll for processing on Friday of every other week.

## **Overtime**

Lifeworks conforms to applicable wage and hour laws. Exempt employees are paid on the basis of their responsibility rather than on the number of hours worked. Nonexempt employees are paid overtime for all hours worked beyond a 40-hour work week. All nonexempt employees are compensated at time and one-half (1-1/2 times) their normal rate for all worked hours beyond 40 hours in a given week.

It is expected that nonexempt employees will not exceed their regular work week schedules. All hours worked beyond the scheduled work week must be pre-approved by the employee's direct supervisor. An employee working unauthorized time beyond their normal hours will be warned and, if necessary, disciplined.

## **Weekend hours**

Employees who work on a weekend are to adjust their schedule (with supervisor approval) so their total work week time does not exceed their normal work week schedule. The adjustment should be made within the same work week.

## **Paychecks**

### **Payroll period**

Employees are paid every other Friday for 26 pay periods a year. The paycheck covers the days worked in the two weeks prior to the week in which you receive your paycheck.

### **Paycheck distribution**

Employees may not pick up their regularly scheduled paycheck from the Administrative office. All payroll checks must be mailed unless an arrangement has been made with the payroll manager for an adjustment check to be issued at a later date. Lifeworks offers direct deposit that ensures proper payment of wages on pay day.

### **Payroll deductions**

Payroll deductions for all employees are the standard deductions: Social Security, Medicare, and state and federal withholding tax. Other deductions, e.g., flexible benefits, retirement, savings, membership dues, etc., may be made with employee authorization.

### **Garnishment**

In the event that a garnishment is issued against an employee's salary through proper judicial process, the organization will withhold such portion of his/her salary as the law requires. An employee will be informed of the deduction by the payroll department before it becomes effective with the next paycheck.

### **Change of name or address**

Any changes in the name and/or address of an employee should be immediately reported to the immediate supervisor and the human resources department by the use of the Staff Emergency form.

### **Pay Structure for Contract Employees**

Please refer to the Collective Bargaining Agreement August 1, 2007 through July 31, 2009 for the current pay structure for service facilitators and service specialists.

If you have completed 15 or more years with Lifeworks and your pay is capped at the top of your pay range, you will be eligible for a longevity payment of \$20 per year of service. This payment will be made in a separate check on the payroll week closest to your anniversary date.

### **Pay Structure for Non-Contract Employees**

It is the goal of Lifeworks to set fair, competitive pay levels for all our employees and to be an employer of choice.

Annually, human resources reviews the pay structure for non-contract employees using salary surveys that compare our positions to similar positions in other nonprofits in Minnesota. We set pay ranges for each position at 90-percent to 115-percent of the pay for the position reported in the surveys.

Each employee's current salary is reviewed to determine if an adjustment is appropriate. Your supervisor and human resources will share the results of your salary review with you close to your performance review date, and can discuss pay ranges with you at any time.

If you have completed 15 or more years with Lifeworks and your pay is capped at the top of your pay range, you will be eligible for a longevity payment of \$20 per year of service. This payment will be made in a separate check on the payroll week closest to your anniversary date.

## **Holidays**

### **Holiday Pay**

Lifeworks observes 10 paid holidays each year. The exact dates of the holiday schedule for the calendar year are established by the executive team after conferring with union representatives. The calendar is circulated to all employees and posted on the web site. Our 2009 holiday calendar is included in this handbook.

### **Exempt employees**

Exempt employees who are required to work on a Lifeworks holiday will receive double pay in addition to their holiday pay for that day. Holidays worked must be approved by the supervisor and submitted to payroll in writing using the Vacation/Sick Leave Reimbursement for Benefit Eligible Employees or Holiday Pay for Exempt Employees form.

### **Nonexempt employees**

Nonexempt employees who are required to work on a Lifeworks holiday are paid at double time for all hours worked in addition to their normal holiday pay. To receive double time pay, nonexempt employees must note "double pay" on their Time Card form.

### **Employees on unpaid leaves**

Employees on unpaid leaves are not eligible for holiday pay. Employees must either be working or on a paid leave the day before and after the holiday to receive holiday pay.

### **Pay for Contract and Non-Contract Employees**

Regular full-time and regular part-time employees working an average of 20 hours or more per week receive holiday pay. Part-time employees are paid on a pro-rated basis.

Employees may be granted, on request, the privilege of observing religious holidays not included in Lifeworks holiday schedule. Time taken off to observe religious holidays will be taken as vacation days if vacation time is available.

### **Pay for On-Call Employees**

Employees who substitute for other employees on an on-call basis are paid an hourly rate. They are not eligible for holiday pay.

## **Paid and Unpaid Leaves**

### **Vacation**

Vacation leave is intended to provide employees an opportunity for rest and relaxation and is earned by employees on the basis of continuous service with Lifeworks.

### **Employees Eligible for Paid Vacation**

Employees scheduled to work at least an average of 20 or more hours per week for a minimum of 60 work days, earn vacation leave on a pro-rated basis.

Vacation is not earned during unpaid leaves of absence over 10 working days.

### **Contract Employees**

Vacation time accrued by contract employees is based on following guidelines:

Employees hired after September 30, 2007 will accrue 10 vacation days in the first year of employment and will accrue one additional day per year to a maximum of 20 days.

Employees hired between February 6, 1991 and September 30, 2007 begin with 15 days of vacation and earn one additional day per year to a maximum of 23 days.

Employees hired before February 6, 1991 began with 21 days vacation and earn one additional day per year to a maximum of 26 days. All vacation days shall be earned daily on a pro-rated basis.

### **Non-Contract Employees**

Vacation time accrued by non-contract, regular, full-time employees is based on the length of service according to the following schedule:

Employees hired after October 1, 2001, earn 15 vacation days during the first 12 months of continuous employment. One additional vacation day per year is earned for each additional 12 months of continuous service, up to a maximum of 23 days per year.

### **Use of Vacation**

Eligible employees may request to use their earned vacation time after 90 days of employment at Lifeworks. Vacation day use is contingent on supervisor approval and can be used in minimum increments of one-half day for exempt staff, and 15-minute increments for nonexempt staff. Vacation days may be used only if they have been earned. The maximum number of vacation days that may be carried at any time by an employee is the maximum they can earn in one year, with the exception of employees saving for anticipated family and medical leave situations with supervisor approval.

### **Requesting Vacation**

Employees requesting vacation should complete a Leave Request and have it approved by their supervisor.

### **Reimbursement for Unused Vacation Leave**

Eligible contract employees and bus drivers are entitled to a payment of up to nine unused vacation days each calendar year. Unused vacation leave turned in for reimbursement will be deducted from employee's accrued vacation leave. Payment shall be at employee's normal rate of pay and may be requested at any time up to four times each calendar year.

Employees will be notified in writing at least two times per year of the number of their earned and unused vacation days. This information is also on every paycheck.

### **Vacation Pay Upon Termination**

Upon termination, an employee is paid for unused earned vacation at their

regular rate of pay up to the maximum number of vacation days they are eligible to earn in that year. Employees who are terminated while in their 90 day probationary period will lose any vacation time accrued.

### **Vacation Donation Program**

The purpose of this program is to establish a procedure through which eligible employees may voluntarily offer and donate a portion of their accrued vacation balance (does not include sick time, holiday pay) to another employee who has exhausted their sick leave, vacation and critical illness leave due to (1) the serious health condition (as defined by The Family and Medical Leave Act) of the employee or that of his/her spouse, child, or parent or (2) the death of a child, spouse.

- Those choosing to offer a vacation donation must use the Vacation Waiver and Donation Offer form. Donations of accrued vacation must be in half day or whole days. The donating employee shall specify the employee to receive the value of the donation. The donating employee will be notified if their offer is accepted.
- Prior to accepting the first donation(s) to an employee, payroll will verify the eligibility of the named recipient (i.e., employee status and exhaustion of paid leave) and request that individual's written consent to receive donations. No donations will be processed until this written authorization is received and the recipient has exhausted all paid time off. The authorization will remain valid while the recipient is on unpaid leave or the recipient revokes it.
- The donated vacation will be converted to dollars by multiplying the amount of time donated by the donor's pay rate and then divided by the recipient's base pay rate to get the vacation hours to be added to the recipient's account.
- Under a similar program, the IRS has ruled that these payments are to be considered wages, and therefore taxable income to the recipient. As a result, the payments will be included in the annual Form W-2 prepared for the recipient and state and federal income tax and FICA/Medicare tax and Supplemental Retirement contribution depending on the eligibility of the recipient, will be withheld by Lifeworks at the time of payment. The IRS has also ruled that the donating employee realizes no income and incurs no tax deductible expense or loss, either upon donation or payment to the recipient.
- The recipient cannot accept donated time after a 12-week FMLA.
- Lifeworks will not inform the recipient of the names or amounts of those donating time.
- The recipient's pay shall be limited to an amount equal to that individual's regular gross earnings per pay period (i.e., his/her current base pay rate multiplied by his/her scheduled hours of work per pay period).
- Once a donation has been processed, neither the donor nor the recipient may revoke the transaction.
- Questions regarding the program should be directed to the payroll department or the director of human resources.

- The maximum amount of donation paid out is not to exceed 12 weeks.

## **Sick Leave**

Sick leave is intended to provide continuance of pay while an employee is temporarily ill or disabled. It is also intended for the care of an ill immediate family or household member and appointments for medical, dental, or health-related services which cannot be scheduled outside of normal work hours. Sick leave is accrued by employees on the basis of continuous service with Lifeworks.

### **Employees Eligible for Paid Sick Leave**

Employees scheduled to work an average of 20 hours or more per week for 60 consecutive days or more shall accrue sick leave days on a pro-rated basis. Sick leave is not accrued during unpaid leaves of absence over 10 work days.

### **Sick Leave Accrual**

- All full-time employees shall begin to accrue sick leave with pay commencing with their first day of employment and at the rate of one day per month. Sick days will be accrued up to 160 days.
- In the first six months of employment, employees shall be credited six days sick leave with pay commencing with their first day of employment; and, in the next six months of employment, employees shall be credited six days sick leave with pay commencing on the first day of their second six months of employment. In the event an employee uses credited sick leave which will not have been accrued by the date of termination, the employer may deduct from the employee's final check an amount equal to the used but unaccrued sick leave.
- Sick leave shall be deducted from the sick leave days accrued by the employee.

### **Use of Sick Leave**

- Exempt employees may use sick leave in a minimum of one-half day increments and nonexempt staff can use sick leave in 15-minute increments within their scheduled work day.
- Used sick leave is deducted from the employee's accrued sick days.
- Sick leave may not be used at the same time an employee is collecting benefits under the voluntary short-term disability plan.
- For employees who have exhausted their sick leave, additional days of absence due to illness or injury may be charged to vacation leave or taken as leave without pay only if vacation leave is exhausted.
- At the supervisor's request, a doctor's certificate may be required after three days of absence before paid sick leave will be allowed.
- In the event that a specific center is subject to quarantine and closed the employees affected will not lose pay.

## **Reporting Absences**

If you need to take sick leave, call your supervisor or the designee for your site to inform them of your absence. If you are a nonexempt employee, fill out your timesheet indicating the hours of sick leave. If you are an exempt employee, complete an online Leave Request found in the staff documents on the web site.

## **Reimbursement for Unused Sick Leave**

Eligible employees are entitled to payment for up to an annual total of six accrued, unused sick leave days at any time up to four times per year. Reimbursement will be made only for accrued sick leave, not for leave credited to employees before it is accrued in their first year of employment. Unused sick leave turned in for reimbursement will be deducted from the employee's accrued sick leave. Payment is made at the employee's regular rate of pay. Employees will be notified in writing two times per year of their number of accrued and unused sick leave days. This information is also on every paycheck.

## **Sick Leave Upon Termination**

In the event an employee uses credited sick leave which has not been accrued by the date of termination, Lifeworks may deduct from the employee's final check an amount equal to the used but unaccrued sick leave.

Employees 1) who retire at age 62 or more and who give at least 30 days prior notice; 2) who resign at any age due to disability (unable to perform principal duties of current employment position) which is expected to continue for 12 months or more; or 3) who are laid off due to a workforce reduction, shall be entitled to payment of one-half of all unused sick leave (not to exceed 80 days total).

## **Family and Medical Leave Act (FMLA)**

The Family Medical Leave Act of 1993 requires certain employers to allow eligible employees to take unpaid, job-protected leaves for certain family and medical events. It is intended to assist employees in reaching a balance between family and work responsibilities with as little conflict as possible.

## **Employee Eligibility Criteria**

To be eligible for FMLA leave, an employee must be:

- Employed at least 12 months prior to the commencement of the leave ***and***
- Worked at least 1,250 hours during the 12-month period prior to the commencement of the leave.

Spouses who work for Lifeworks are permitted to take only a combined total of 12 weeks in a 12-month period.

## **Reasons for the Leave**

In order to qualify for leave under this policy, the employee must be taking the leave for one of these reasons:

- Birth of a child or placement of a child for adoption or foster care. Leave must commence within 12 months of the birth or placement.
- To care for a spouse, child, or parent with a serious health condition (described below)
- To care for a spouse, son, daughter, or parent on active duty in the Armed Forces because of any qualifying exigency (as determined by the Secretary of State)
- To care for a spouse, son, daughter, parent, or next of kin who is a member of the Armed Forces who suffered a serious injury or illness (described below) in the line of duty on active duty in the Armed Forces.
- The serious health condition (described below) of the employee.

## **Definition of Serious Injury or Illness**

A serious injury or illness as it pertains to covered service members means an injury or illness incurred by the service member in the line of duty on active duty in the Armed Forces that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.

## **Definition of Serious Health Condition**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves at least one of the following:

- Inpatient care in a hospital, hospice, or residential medical care facility.
- A condition that requires continued care, or the supervision of a healthcare provider, usually more than three consecutive calendar days.
- Any period of incapacity due to pregnancy, or for prenatal care.

In the absence of complications, routine treatments, and short-term conditions ordinarily do not constitute a serious health condition.

## **Certification of Serious Health Condition; Serious Illness or Injury**

An employee may be asked to submit a Certification of Health Care Provider form from a health care provider to support a requested medical leave. An employee has 15 calendar days from the date of the leave request to obtain the medical certification. The certification must include the dates and duration of treatment and a statement of medical necessity for taking leave. Failure to provide the certification may result in a denial or delay of leave.

Lifeworks has a right to ask for a second opinion and will pay for the employee to get a certification from a second doctor, selected by Lifeworks. If necessary to resolve a conflict between the original certification and the second opinion, Lifeworks will require the

opinion of a third doctor. Lifeworks and the employee will jointly select the third doctor, and Lifeworks will pay for the opinion. The third opinion will be considered final.

### **Definitions of a Health Care Provider**

- Doctor of medicine or osteopathy
- Podiatrist
- Dentist
- Clinical psychologist
- Optometrist
- Clinical social worker
- Christian Science practitioner
- Nurse midwife
- Chiropractor

### **Use of Leave**

- FMLA provides for 12 work weeks of unpaid leave during a 12-month period (except that an eligible employee of a covered service member may be entitled to a combined total of 26 work weeks of leave during a 12-month period to care for the service member.) Lifeworks will notify the employee of the first day considered to be leave under this policy, and will measure the 12-month period from this date.
- An employee must use all paid time off (vacation, sick leave, and short-term disability) before continuing FMLA on an unpaid basis.
- Any disability absences will be counted as a FMLA.

### **Reduced Schedule or Intermittent FMLA Leave**

An employee may work a reduced schedule or take intermittent FMLA when medically necessary. Lifeworks may require a health care certification which must include the dates and duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule.

- Only the amount of leave actually taken while on intermittent or reduced-schedule leave will be charged to FLMA leave.
- Leave taken for the birth of a child or for placement for adoption or foster care may be taken on an intermittent basis only if agreed to by the supervisor.

### **Procedures for Requesting Leave**

Except where leave is not foreseeable, employees requesting leave under this policy must submit the request to their supervisor 30 days before the leave is to commence using the Leave Request form.

- If it is not possible to give 30 days notice, the employee must give as much notice as is practical.
- An employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to Lifeworks operations.

### **Status of Position during and After Leave**

An employee who takes leave under this policy will be able to return to the same or an equivalent position with no loss in benefits accrued prior to the leave (unless the job would have been eliminated regardless of whether the employee had taken the leave).

- While on leave, employees are requested to report periodically to their supervisor regarding the status of the medical condition, and their intent to return to work.
- Lifeworks may request a written physician's statement indicating the employee's ability to return to their job.
- If the leave is an intermittent leave, Lifeworks may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternate position would better accommodate the intermittent schedule.
- The employee, at the discretion of Lifeworks, may be permitted to return to work prior to the end of the medical leave.

### **Benefits during Leave**

- Lifeworks will continue to pay the company portion of the employee's health insurance premium for up to 12 weeks of leave within a 12-month period (26 weeks of leave for eligible employees caring for a covered service member) at the same level and under the same conditions as if the employee continued to work.
- While on paid leave, Lifeworks will continue to make payroll deductions to collect the employee's payment for health and dental insurance and elected continuation of life insurance.
- Employees who are granted an extension for leave beyond 12 weeks may continue their participation in Lifeworks health and other insurance programs at their own expense through COBRA. The employee must make this payment, either in person or by mail. The payment must be received in the accounting department by the first day of each month. If the payment is more than 30 days late, the employees' health and other insurance coverage may be discontinued for the duration of the leave.
- If an employee is on unpaid leave for more than 10 work days, seniority and paid leave will cease to accrue.
- If an employee chooses not to return to work for reasons other than a continuation, recurrence, or onset of a serious health condition that would entitle the employee to FMLA leave, the employee will be required to reimburse Lifeworks the amount it paid for the employee's health insurance premium during the unpaid portion of the leave period.

### **Bereavement Leave**

Employees may be allowed up to three days of leave with pay due to the critical illness immediately preceding death or death in the immediate family or household. If additional time is needed sick or vacation time may be used with supervisor's approval. Immediate family is defined to include:

- An employee's child, spouse/partner, parent, sibling, grandparent, and great-grandparent
- An employee's spouse/partner's child, parent, sibling, grandparent, and great-grandparent

Employees must complete the Leave Request form and submit it to their supervisor for approval.

### **General Leave**

A general leave of absence is an authorized absence from work without pay by a regular employee. General leaves of absence for 30 days or less may be granted at the discretion of the employee's supervisor. General leaves for more than 30 days up to a maximum of one year may be granted at the discretion of the executive team.

The first day of a general leave will commence after the use of accrued vacation days. Employees returning from general leave will be reinstated in their original position or one of similar responsibilities and pay.

Employees do not accrue sick leave, vacation time, or seniority during a general leave without pay. Employees on a general leave are eligible to continue their participation in Lifeworks health insurance program at their own expense.

To request a general leave of absence, an employee is to use the Leave Request form or submit the request in writing to his supervisor. If the leave is for more than 30 days, it must also be approved by the executive team. The request should specify the purpose of the leave, the last day of work, and the expected date of return to work.

Thirty days prior to the expected date of return to work, the employee should submit written notice regarding the employee's intent to return. (Note: If Lifeworks does not hear from the employee within 30 days prior to the end of the general leave, or if the employee does not return on the specified date, it is assumed that the employee does not intend to return to work and will be considered a voluntary termination.)

At the discretion of Lifeworks, employees may be permitted to return to work prior to the end of the general leave as requested.

### **Military Leave**

Military leave will be granted pursuant to federal law. Up to two weeks special military leave, with full pay, may be taken for required active duty with a military reserve or National Guard unit within a calendar year.

The employee must complete the Leave Request form, 30 days in advance if possible, and submit it to the supervisor for approval.

The employee has a choice of either:

- Taking unpaid time from Lifeworks and keeping their military check, or
- Taking earned vacation time and submitting their military check to Lifeworks.

### **Jury Duty**

Employees summoned for jury duty or subpoenaed as a witness, except for self-incurred situations, shall be granted a leave of absence with pay. An employee called for jury duty will be paid their regular rate of pay less the amount received from the court for the time spent in court. Employees are expected to return to work in the event they are not on call and not required in court.

Employees summoned for jury duty must complete the Leave Request form and submit it to their supervisor for approval. Upon completion of the jury duty, the employee must submit a copy of the jury duty pay voucher and subpoena notice to the payroll department.

### **Inclement Weather**

Lifeworks will not announce a complete closing during inclement weather. All employees should decide for themselves whether it is safe to report to work.

- If unable to attend, staff should contact their supervisor and use vacation time or unpaid leave for the time missed.
- Supervisors, along with transportation vendors and coordinators, will decide whether they can safely transport clients.
- The supervisor or designated staff will be responsible for notifying residences, clients, and the centers if the route will be cancelled.

### **Insurance**

#### **Liability and bonding**

Lifeworks has liability insurance to protect the organization, its employees, and volunteers against lawsuits by persons other than employees on charges of malpractice and negligence. Lifeworks provides a blanket bond on employees as protection in the handling of money.

#### **Benefits**

A description of benefits and an explanation of the employer and employee costs for each are available from the human resources department.

Contract and non-contract employees who are "regular, full-time" or "regular, part-time" working 20 hours or more per week are eligible to participate in the flexible benefit plan.

The following benefits are available to the employee, the employee's spouse or same-sex domestic partner, and children:

- Group medical plan
- Life insurance
- Long-term disability – employee only
- Dental insurance
- Reimbursement accounts for certain health-care and dependent-care expenses
- Short-term disability – employee only

### **Retirement Plan**

Employees with one year of service who have completed at least 1,000 hours by their first date-of-hire anniversary and have reached age 21 are eligible to participate in Lifeworks employer contribution retirement plans. Participants are 50-percent vested after two years of working 1,000 hours each year and fully vested after three years of service. See plan document for details.

### **Health and Safety**

The health and safety of employees is a priority for Lifeworks. Our objective is to prevent and reduce the occurrence of disabling injuries. All employees are an integral part of the health and safety program and need to understand and follow safety rules and procedures.

### **Employee Injuries**

Employees who have a work-related injury or disease should report it immediately to their supervisor and human resources. A First Report of Injury form must also be filled out and sent to human resources.

### **Non-Work-Related Injury**

The supervisor may require an employee injured on non-work time to undergo a fitness-for-duty exam if the injury limits the employee's ability to perform the essential functions of their job. The exam would be limited to determining the employee's ability to perform the essential functions of their job.

### **Employee Assistance Program - Call 1-800-626-7944**

Medica Optum is our employee assistance program (EAP). Employees can call them 24 hours a day, seven days a week, at no cost to you. They help get the information and support people need to deal with personal or work concerns. Master's-level counselors can work with employees, their family or the other significant people in your life to identify troubling issues, suggest coping skills, and discuss possible plans of action. If employees need further assistance, counselors can help them get care through your health plan or refer you to affordable community resources.

### **Physical Examination Policy**

Individuals who have received a conditional job offer are required to have a pre-placement physical exam including a drug screening at Lifeworks designated provider prior to starting work. The job offer is conditional on the medical recommendation by the physician and a negative drug test. The physical is scheduled and paid for by Lifeworks.

Lifeworks may require a physician's opinion on an employee's fitness for duty if the employee has a subsequent medical or physical inability to complete job duties.

### **Communicable Disease Policy**

Employees who knowingly have a communicable disease that may be harmful to clients may not be permitted to work until they are clear of such disease or have followed the attendance restrictions in Lifeworks Health and Safety module.

# PERSONNEL

## **Expectations for Lifeworks Employees**

Lifeworks supervisors are responsible for communicating team and organization goals, conveying work expectations to employees, observing and documenting employee performance, providing performance feedback, and coaching. Employees are responsible for setting and working toward individual goals based on team and organization goals, measuring and reporting performance, performing work assignments specified in their job descriptions, and for informing their supervisor if expectations are unclear or if they need additional resources to complete assignments.

## **Seven Core Skills**

There are seven core skills that all Lifeworks employees are expected to develop:

1. **Self-Directed** — initiates use of and applies skills resulting in great performance.
  - Implements new ideas to improve services.
  - Uses available resources.
  - Identifies own learning goals; seeks to continually learn.
  - Self-motivated.
  - Asks for help when needed.
  - Prioritizes tasks; organizes self appropriately.
  - Holds self accountable for meeting timelines and follows through on commitments.

2. **Decision maker** — uses sound judgment to choose appropriate course of action, according to Lifeworks values-based decision making tool.
  - Gathers and analyzes relevant information.
  - Generates creative solutions.
  - Balances short and long-term effects of decision.
  - Considers multiple solutions.
  - Seeks assistance and participation of others when appropriate.
  - Recognizes who decision affects.
  - Learns from consequences of decisions.
  
3. **Team player** — uses cooperative effort to achieve a common goal.
  - Shows commitment to organization's mission, values, and code of ethics.
  - Contributes to team discussion, goal-setting, and problem-solving sessions.
  - Takes personal ownership and responsibility for team goals and results.
  - Shows respect for all team members.
  - Delivers on commitments.
  - Shares expertise.
  
4. **Communicator** — effectively and respectfully expresses and receives ideas, thoughts and information.
  - Seeks an exchange of information; listens and observes attentively.
  - Keeps people informed of relevant information.
  - Speaks and writes clearly and consistently, with an awareness of intended audience.
  - Gives immediate and constructive feedback.
  - Receives feedback openly.
  
5. **Interpersonal skills and service orientation** — interacts with others in ways that enhance understanding and respect.
  - Manages conflict effectively; promotes win/win solutions.
  - Expresses thoughts and ideas honestly while remaining open to others' ideas.
  - Seeks to understand and define needs of internal and external customers.
  - Presents a positive and professional image.
  - Develops and maintains positive relationships that are mutually beneficial.
  - Values contributions of others.
  - Accepts interpersonal differences and develops rapport with a variety of others.
  - Works effectively with others regardless of status or position.
  
6. **Adaptable** — works effectively under changing conditions.
  - Anticipates and prepares for change.
  - Seeks opportunity in change.
  - Seeks to understand differing positions or opposing viewpoints.

- Modifies own viewpoint and behavior in response to new information or contrary evidence.
  - Effectively handles requirements of multiple or competing tasks.
7. **Person-Centered in Service Delivery** — empowers individuals who have disabilities.
- Treats people with dignity and sees them as worthy of having the best.
  - Identifies the client's strengths and preferences with others who know the client well.
  - Honors preferences and choices made by the client.
  - Supports and creates opportunities for individuals to express strengths and preferences.
  - Supports opportunities for clients to contribute to their community and to have their contributions valued.
  - Models respectful interactions with clients and other associates.
  - Responds actively to communications from the client (verbal and nonverbal).
  - Advocates for the client's desired outcomes.
  - Supports meaningful relationships in the client's life and facilitates development of new ones.
  - Teaches, encourages, and supports the client's decision making.

## **Personnel Records**

### **Notice of Rights Regarding Personnel Records**

Minnesota law gives you certain rights and remedies relating to your personnel record. For example, you have the right to review your personnel record both during your employment and after it ends. A request to review your personnel file must be made in writing to the director of human resources. The file of a current employee will be made available at Lifeworks Administration during normal business hours. Lifeworks reserves the right to deny a request to review a personnel file if the request is not made in good faith.

An employee who disputes information in their personnel file may submit a written statement, not to exceed five pages, which will be placed in the personnel file. Lifeworks will not retaliate against anyone who asserts their rights under the law. Penalties may be assessed for a violation of Minnesota statutes relating to personnel records review. A claim asserting a violation of personnel records laws must generally be brought within one year of actual or constructive discovery of the violation.

For a detailed explanation of your rights and remedies, see Minn. Stat. 181.960 – 965. This notice is provided pursuant to Minn. Stat. 181.96

Lifeworks maintains personnel records for employees which are confidential. Only those with direct need to know are permitted to access these records. Access is limited to relevant information only and is monitored by human resources. All requests for information from personnel records should be made in writing and sent to human resources. Employee medical information is maintained in a separate file.

### **Federal I-9 Forms**

Lifeworks complies with all applicable employment laws and does not employ unauthorized workers.

## **Applicant Background Check (Rule 11)**

### **Employees Who Work Directly With Clients**

Lifeworks complies with Rule 11, the Applicant Background Study Rule (Minnesota Rules, parts 9543.3000 to 9543.3090). The purpose of Rule 11 is to establish procedures and standards for background studies of individuals affiliated with programs to protect the health, safety, and rights of persons served by those programs.

Rule 11 requires Lifeworks to provide information to the Department of Human Services (DHS) for the purpose of obtaining a background study when hiring new employees who work directly with clients. Persons requiring background studies are employees of organizations licensed by the commissioner who have "direct contact" with persons being served. "Direct contact" means providing face-to-face care, training, supervision, counseling, consultation, or medication assistance to persons served.

Forms to complete background studies are supplied by DHS and are completed by new employees at the time of hire. The information required includes:

- Individual's first, middle, and last name and all other names by which the individual has been known;
- Current home address, city, county, and state of residence;
- Counties of residence for the past five years;
- Date of birth;
- Sex; and
- Driver's license number or state identification number

Lifeworks may start an employee in a position of direct contact with clients as soon as a completed background study form has been submitted. However, the employee may not be alone with any client until Lifeworks is notified of the successful result of the background study.

Within 15 working days, DHS will notify Lifeworks that the individual is not disqualified, more time is needed to complete the study, or the study indicates that the individual *is*

disqualified. DHS will not disclose the nature of the disqualification to Lifeworks unless the individual consents to disclosure in writing or other law authorizes disclosure to the provider.

Based on the results of the study, DHS may order Lifeworks to take specific corrective action to protect the health and safety of persons receiving services.

Within 30 days after receiving notice of disqualification, an individual may request in writing that DHS reconsider the disqualification. Procedures for reconsideration of disqualification are outlined in Rule 11. The decision from DHS regarding a reconsideration request is the final administrative agency action and is not subject to review.

**Reasons for disqualification include one or more of the following:**

- The individual has been convicted of a crime or anticipatory crime against persons; or a crime or anticipatory crime reasonably related to the provision of services. A list of these offenses is listed in Rule 11.
- The individual has admitted to or a preponderance of the evidence indicates the individual has committed an act that meets the definition of a crime listed in the Rule.
- The subject is identified as the perpetrator in a determination that maltreatment of minors has occurred.
- The individual is identified as the perpetrator in a substantiated report of abuse or neglect of vulnerable adults.

**Employees Who Do Not Work Directly With Clients**

It is a Lifeworks policy to also submit information to the Bureau of Criminal Apprehension (BCA) to obtain background studies for employees who do not have direct contact with clients on a regular basis. Continued employment with Lifeworks is dependent upon the successful result of the background study.

The information requested from employees on the Background Check Consent Form at the time of hire includes:

- Individual's first, full middle, and last name and all other names by which the individual has been known;
- Date of birth;
- Sex;
- Social Security number;
- Signature of employee and date of authorization to obtain information; and
- Signature of notary and date he or she witnessed employee's signature.

The BCA generally processes the information within approximately one week of receiving it. The employee will be notified if he or she was disqualified.

## **All Staff**

Lifeworks also checks the Office of Inspector General web site for excluded individuals from Medicare, Medicaid, and other health care programs.

## **Employee References**

### **Verification of Employment**

Verification of employment will be given only by human resources and/or the payroll department. A phone reference will include the employee's title, dates of employment at Lifeworks, and the employee's job responsibilities.

### **Written Letters of Reference**

Written letters of reference may include the following information:

- The employee's job title
- Dates of employment
- Job responsibilities

The letter may reflect aspects of the individual's job performance and provide examples. It is important for the person writing the letter to clarify their position and relationship to the employee, e.g., supervisor.

The reference letter is given to the employee to release at their discretion. Lifeworks will send a copy of the letter to another organization only upon written request from the employee. A copy of the reference letter is placed in the employee's personnel file.

### **Internal References**

When an employee requests a transfer from one work area to another within Lifeworks, a phone or in-person reference request will be made by the supervisor of the requested unit to the supervisor of the current unit. The requested reference information will include job responsibilities and overall job performance information.

### **Credit References**

Requests for credit information are completed by payroll. Payroll verifies the employee's dates of employment, position, title, and full or part-time employment. Salary information is verified only in writing and upon the employee's written request. It is the policy of Lifeworks to not forecast future employment.

## **Staff Orientation and Training**

All employees of Lifeworks complete a comprehensive orientation to their specific job and to the organization in the first six months of employment. Orientation includes required training as outlined by licensing Rule 245B, Lifeworks policies and procedures, health, safety, and customer service. Employees receive a minimum of 30 hours of training in

their first 60 days of employment. New employees must complete 15 hours of supervised orientation prior to being alone with clients.

### **Ongoing Staff Development**

As a learning organization, we believe that it is important for all employees to have opportunities to acquire knowledge and develop new skills. Lifeworks publishes a quarterly training calendar that includes a variety of training options.

All employees who have direct contact with clients are required to spend at least two percent of their paid time in training their first two years of employment which is approximately 42 hours. After two years of employment, 20 hours per year is required. All Customized Support staff and administrative staff are required to receive a minimum of 10 hours of training annually.

Training is defined as education provided for the purpose of understanding the people we serve, our teams, and our jobs. Regular Lifeworks communication and client meetings should not be included as part of annual training. Training includes all mandatory requirements as outlined by Rule 245B or Lifeworks policies. Training can be informal and self-paced such as in-services, conferences and workshops, and can be delivered by supervisors, team members, mentors, internal trainers, consultants, or external organizations.

To attend a training session delivered externally, all employees must complete an External Training Event form and get pre-approval from their supervisors. Training received during the year must be documented on an Individual Training Record and submitted to your supervisor at the end of the year. Training hours are tracked annually, January through December.

### **New Employee Referral**

Current employees are our best source of new employees. You will receive a \$100 referral reward when we hire a new employee who has mentioned your name as their referral source during or before their employment interview. This referral fee is paid on your paycheck after the person starts their first day.

This employee referral reward will be given for recruiting any regular staff position, including on-call positions, that you help us fill. If two or more employees refer the new employee, the amount will be split between the individuals.

Encourage your friends and contacts who may be a good match for one of our positions to call the recruiting and staffing coordinator. Remember to tell them to mention you as their referral source.

## **Performance Reviews**

The performance review is a scheduled opportunity for the supervisor to meet with the employee they supervise and review accomplishments, job descriptions, and job expectations for the future that will support Lifeworks mission.

### **How Often Are Reviews Done?**

- New employee (person employed one year or less) – three months from start date and just prior to six months from start date. These are both considered probationary reviews.
- Employee in position for one year or more – annually.
- Employee transferred or promoted to new position. Timeline is the same as for a new employee.
- Reviews may take place more often at the request of either the employee or supervisor.

### **Family or Romantic Relationships between Co-Workers**

Romantic or family relationships between co-workers may interfere with objectivity and create an appearance of partiality. Supervisor/subordinate situations that involve family members may also interfere with objectivity. In such cases, management will review the situation and take appropriate action, if necessary, including but not limited to reassignment.

### **Family or Romantic Relationships between Supervisor/Subordinate**

Romantic relationships are prohibited where a direct supervisor/subordinate relationship exists. If such a relationship develops, management will review the situation and take appropriate action.

If an employee believes a relationship is negatively affecting job performance, he/she is encouraged to consult the Offensive Behavior policy and discuss concerns with a supervisor or human resources.

## **Disciplinary Action**

It is the policy of Lifeworks to apply disciplinary action to prevent the recurrence of past problems in the workplace and to deter problems from occurring in the future. Disciplinary action may include verbal and written warnings, suspension and/or termination. In those instances when a single offense or incident is deemed to be serious, immediate suspension or termination may be warranted.

Examples of activities that may result in disciplinary action are:

## **Misconduct**

Misconduct is defined as behavior which is contrary to regulations or norms which the organization could reasonably expect to be followed;

## **Violation of Lifeworks Code of Ethics, policies, or procedures**

The code of ethics and Lifeworks policies are outlined in this handbook.

## **Illegal Activities**

Activities which violate federal, state or local law, and which occur during, or are associated with, the conduct of Lifeworks business;

## **Endangering or abusing Lifeworks property or threatening the physical well-being of employees or clients**

Any unsafe, reckless, destructive, or violent action which could harm employees or clients or result in the destruction of Lifeworks property;

## **Falsification of Records**

This includes, but is not limited to, falsifying data on employment forms, time cards, medical records or reports, expense reports, and other job-related documents.

## **Types of Disciplinary Action**

### **Verbal Warning**

The immediate supervisor is responsible for providing verbal warning to employees. Documentation of the verbal warning will be kept by the supervisor and will summarize the verbal discussion to include date, statements made and observations, reason the warning was given, the period of time within which the behavior will be reviewed and consequences that will occur if the employee fails to meet the outlined standards.

### **Written Warning**

When deemed necessary by the employee's immediate supervisor and with consultation from human resources, the supervisor will warn the employee with a written corrective action notice and will discuss the issue with the employee.

The written warning will include statements regarding observations of the employee's inappropriate behavior, standards of performance expected in the future, the reason for the disciplinary action, consequences that will occur if the employee fails to meet the outlined standards, and period of time within which the behavior will be reviewed.

The written warning will be placed in the employee's personnel file.

## **Suspension**

With the approval of human resources, the supervisor may place an employee on suspension with or without pay for up to five working days. Suspension with pay may occur while an investigation involving the employee is taking place. The notice of suspension will be given verbally and in writing to the employee.

A suspension without pay notice will include statements regarding the employee's inappropriate behavior, standards expected in the future, the reason for the disciplinary action, the consequences that will occur if the employee fails to meet the outlined standards, and the period of time within which the matter will be reviewed.

The written notice will be placed in the employee's personnel file.

## **Termination**

With the approval of human resources, the supervisor may terminate an employee. All notices of involuntary termination for disciplinary action must be given to the employee in writing.

## **Grievance Procedure**

Lifeworks recognizes that our employees and the clients we serve sometimes have problems which result in grievances, complaints, or misunderstandings. It is important that these problems, regardless of severity, be addressed and resolved. It is the policy of Lifeworks that problems are fairly considered in a timely manner, that communication channels remain open, and that policies and procedures are fair and consistent in application. Assistance is available from the director of human resources at any time during the problem resolution process.

- When an employee or client believes that he or she has a legitimate grievance to be resolved, the employee, client, or client advocate should discuss the problem with whomever he has a grievance and attempt to resolve the problem.
- If the problem cannot be resolved in this manner, the aggrieved employee, client, or client advocate should prepare a written statement that states the facts of the situation and present this statement to the supervisor or the appropriate next level of management within a 30-day period. At this time, the supervisor or next level of management will secure a written statement from the person(s) against whom the grievance is filed. Together they will attempt to resolve the situation with the aggrieved employee or client.
- If the grievance is not resolved through this process, the director of human resources will form a three-member grievance committee. The committee will include one member chosen by the aggrieved employee or client, one member chosen by an executive team member, and a mutually-agreed upon member who will serve as chairperson. Neither the executive team, nor any person directly involved in the grievance, may serve on the grievance committee.

- The chairperson of the grievance committee will schedule and conduct a fact-finding hearing to be held within ten days at a suitable time and place, and will notify all involved parties. Within five working days after the hearing, the grievance committee will issue a written report with recommendations to all involved parties and to the executive team. The executive team will attempt to resolve the grievance within 10 days.
- If the grievance is not resolved, the aggrieved employee, client, or client advocate may request in writing through the executive team that the board of directors address the issue. Within 10 days, the board will make the final determination.
- No employee or client, who in good faith files a grievance or complaint shall suffer from retaliation or have a barrier to services.

## **Employee Termination**

Lifeworks recognizes that there will be employee terminations, both voluntary and involuntary; it is the organization's intent to uniformly process such terminations. The immediate supervisor is responsible for initiating termination procedures that affect an employee by contacting the director of human resources to ensure proper procedures are followed prior to any action being taken. The next-level supervisor should also be notified.

### **Voluntary Termination**

Voluntary decision by the employee to relinquish his/her employment with the organization; including refusal to accept certain recall offers and failure to return from leave.

### **Involuntary Terminations**

#### **Discharge**

When the seriousness of a single offense or prior attempts at corrective discipline indicate that employment should no longer be continued; or

#### **Termination by Work Force Reduction**

Elimination of job function, budget constraints, elimination of a program, etc.

### **Employee's Responsibilities during a Voluntary Termination**

The employee must submit a letter of resignation including a mutually agreed upon final day of work to human resources. Salaried employees are asked to give 20 working days notice; hourly employees are asked to give 10 working days notice. Providing proper notice is important in order to allow sufficient time to find a replacement and to minimize negative impact on client services.

### **Responsibilities during an Involuntary Termination**

When the decision is made to terminate an employee, or terminate in connection with a work-force reduction, the procedure is the same as outlined in the voluntary termination section of this policy.

An employee terminated for cause receives a written statement of the reason for the termination and may use the problem resolution procedure outlined earlier in this manual.

### **Final Pay for Terminated Employees**

An employee, who is terminated, either voluntarily or involuntarily, will receive regular wages paid through the last day actually worked.

Upon termination, an employee is paid for unused earned vacation at their regular rate of pay up to the maximum number of vacation days they are eligible to earn in that year. A deduction is made from the final paycheck for the amount by which vacation/sick days used exceeds vacation/sick days earned. Employees who are terminated while in their 90 day probationary period will lose any vacation time accrued.

### **Crisis Communication Plan**

A crisis is any situation that threatens the integrity or reputation of Lifeworks, usually brought on by adverse or negative media attention. Examples of crisis situations for Lifeworks include:

- injury or death of a client or staff person
- missing client
- accusation of mistreatment or abuse
- act of violence
- accusation of mismanagement or embezzlement
- natural disaster - tornado, fire
- outbreak of disease

It can also be a situation where in the eyes of the media or general public Lifeworks did not react to one of the above situations in the appropriate manner.

These examples are not all encompassing but rather are designed to give you an idea for the types of situations where you may need to follow this plan.

### **When the Media Calls During A Crisis At Lifeworks:**

Immediately notify Lifeworks Marketing Department: Tony Saputo, Director of Marketing or Emily Rohrer, Marketing Coordinator.

- Do not answer any of the questions from the reporters. Simply state: "I do not have that information, but I am happy to put you in contact with the appropriate person that

will be able to assist you regarding your inquiry. What is your deadline? Please give me your name and number and a Lifeworks representative will contact you as soon as possible.”

- If the questioning continues, assure the individual that someone will call as soon as possible; we will respect their deadline.
- Keep a log of which reporters call and from which media outlet, with their deadlines.
- The marketing department will evaluate the situation and determine whether or not to assemble a Crisis Communications Team.

### **Response to Subpoenas, Search Warrants, Investigations and Other Legal Actions**

If a subpoena, search warrant, investigation or legal action is initiated against Lifeworks, the staff person in receipt of such documents or action must immediately notify their immediate supervisor. If your supervisor is not available contact the director of human resources.

Lifeworks will provide staff with the assistance needed to fulfill the requirements outlined by the document or issuer of the action.

### **Representing Lifeworks**

All Lifeworks employees are representatives of the organization and should always present a professional image to the public. All employees should know how to describe Lifeworks, our mission, and our services. Please refer to the Brand Guidelines for the updated and approved key messaging guidelines and information on how to correctly and appropriately represent Lifeworks.

### **Professional Conduct for Lifeworks Staff**

Lifeworks image and professional reputation depend on the professional conduct of its staff. It is important to use professional etiquette with all our stakeholders (clients, families, employers, donors, vendors, etc.) to enhance the Lifeworks brand image and provide the highest quality customer service.

### **Media**

If you are contacted by the media, please follow the following procedures:

- Thank the reporter for calling
- Refer the reporter to the marketing department at Lifeworks Administration. Tony Saputo at 651-365-3710 or Emily Rohrer at 651-365-3751
- Lifeworks Marketing will obtain all of the desired information from the reporter, contact key Lifeworks team members and help develop key messages with your team

Under no circumstance should Lifeworks employees ever speak to or answer a reporter's questions regarding Lifeworks without first contacting the marketing department.

## **Dress**

All employees are expected to present a neat and professional appearance while at work or when officially representing the organization.

Whether you spend your working hours in a Lifeworks facility, at a job site, or out in the community, you represent Lifeworks by your actions and your dress. Those who work in businesses or visit businesses should follow the employer's guidelines or dress code to fit the culture. However, if co-workers dress very casually, staff and clients should follow Lifeworks guidelines.

Shirts or other apparel with beer, cigarette, drug-related, or offensive wording or graphics are not acceptable. Tops must completely cover the wearer's front and back torso and top of the shoulder. (No athletic tank tops, halter tops or spaghetti straps.) Hats are not allowed at the Administration office unless worn for religious or medical reasons.

Pants or shirts with holes, tears, or excessive wear are not appropriate: No cut-offs, frayed ends, or spandex. Shorts, skirts, and dresses should be of a professional length.

For safety, open-toed shoes may not be worn when the employee is working with clients who use wheelchairs.

## **Smoking**

Smoking is only permitted in designated areas and when it does not interfere with providing quality services and supervision to individuals being served. Smoking is not allowed in company vehicles or in Lifeworks facilities, or whenever an employee is with a Lifeworks client.

## **Communicating in Person**

- Shake hands when you meet someone new; it shows respect. Use good eye contact and smile. Remind your clients to follow this rule of conduct.
- Introduce yourself like this: "I am Sue Jones from Lifeworks." Be prepared to explain what Lifeworks is; many people will ask. You might say "Lifeworks helps people with disabilities be a part of their community," or "Lifeworks supports people with disabilities on the job." Avoid jargon and acronyms. Refer to the Brand Guidelines for additional information on how to explain Lifeworks.
- Offer your business card to people in the community and co-workers on the job site.
- Welcome people to your job site, office, or center. Make them feel welcome. Offer coffee, introduce them to others, and show them around. If people feel welcome, they will come back. A relationship or new job may develop.

## **Communicating in Writing**

- Take care when writing typed and handwritten notes and letters, and when using e-mail. Use correct grammar, punctuation, and format. Refer to the Brand Guidelines for additional information on the proper writing and editorial requirements for written communications.
- Send thank-you notes; they leave a lasting impression. Thank people for the little things: for an invitation to a retirement party, for making a client feel welcome at a coffee shop, or for suggesting Lifeworks for a project. If you do not have Lifeworks

stationery and/or branded note cards, request it from the marketing department. Keep personal branded note cards hand for those times when business stationery is not appropriate. Help your clients send thank-you notes.

- Acknowledge birthdays and other occasions and send sympathy cards.

### **Communicating on the Phone**

- Use a positive, upbeat tone of voice when answering the phone. If you smile, it's reflected in your voice.
- Identify yourself. If you are at a Lifeworks center, say, "Hello, Lifeworks; this is Sue Jones." At a job site, you might say, "Hello, this is Sue Jones, Lifeworks."
- Collect your thoughts before making a call so you sound organized and professional.
- When leaving a voice-mail message, make it detailed enough for the person to understand the purpose of the call and what they need to do in response. If you want them to call back, leave times when you can be reached.

### **Cell Phone Etiquette**

Use common sense and show respect to external and internal contacts with regard to cell phone use by turning the sound low or off during training or meetings. (See more information on cell phone use in Administrative section of this handbook).

### **E-mail Signatures**

This is the correct way to address your e-mails. Imported graphics increase the size of your e-mails and will clog up your e-mail folders.

- Use font Verdana (10 pt)
- Do not paste in any Lifeworks logo or re-create any logo. Type the e-mail signature in grey only.
- Do not use a tag line.

#### ***Example of e-mail signature:***

Tony Saputo  
 Director of Marketing  
 Lifeworks Services, Inc.  
 2965 Lone Oak Drive, Suite 160  
 Eagan, MN 55121  
 p: 651-365-3710 c: 612-735-7102 f: 651-454-3174  
 www.lifeworks.org

### **Citrix, E-Mail and Internet Use**

Lifeworks Citrix system, e-mail system and Internet connections are to be used primarily for transmitting, receiving, and storing information for business purposes.

While using Citrix, refrain from browsing non-work related web sites, namely those sites with high media content. Lifeworks reserves the right to use content blocking software to restrict access to potentially harmful web sites. Citrix is a centralized and secure access gateway to Lifeworks systems shared by many users. Using this system for non-work related purposes, unnecessarily consumes resources that can make the experience inefficient for all. In addition, Citrix is not to be used for viewing video or listening to

music online. Please use your centers' internet connection outside of Citrix for viewing business related video, sound or other web site content with your supervisor's approval.

Lifeworks owns all e-mail communications, therefore use caution on what you send to another Lifeworks e-mail account and what you store in your mailbox. E-mail is not private and is not necessarily destroyed forever once you delete it. E-mail may be read by Lifeworks if deemed necessary. If you would not say it in a typewritten memo or letter, you should not say it in an e-mail. This includes using a Lifeworks internet connection to access a personal e-mail account. The company's harassment and discrimination policies apply to e-mail and Internet use. Employees who use e-mail inappropriately or access pornography during work hours or at any time if using Lifeworks equipment will be considered to be violating this policy. E-mail messages that include obscene statements or derogatory comments about coworkers, clients, or others with whom you do business should never be created or transmitted. Similarly, e-mail messages should never contain any improper or offensive material on such topics as race, gender, creed, color, religion, national origin, age, public assistance status, sexual orientation, veteran status, physical or mental disabilities or any other category protected by law. Any violation will be grounds for discipline up to and including termination. As a general matter, it is appropriate to communicate within the company via e-mail about work-related topics.

Always be sure to proofread the e-mail address of the recipient, particularly when sending client information. Extra care should be taken when communicating highly sensitive or confidential client information or proprietary business information. In such an instance, other more secure means of communication should be used to avoid any risk of disclosure. (See HIPAA policy). Do not use the e-mail system or any other method for storing or transporting files outside of our network that may have protected health information (PHI). This includes USB/flash drives, personal e-mail system, or home computer. (See HIPAA policy).

Due to network security issues, we must require that all staff adhere to the following guidelines:

1. Do not download or try to install anything from the Internet unless it is specifically work related or approved by the information technology staff (IT).
2. Do not attempt to use instant messaging programs, e.g., MSN Messenger, AOL Messenger, Yahoo Messenger, etc.
3. Do not give your e-mail address to non-work related web sites. This can increase the amount of spam you receive.

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# ADMINISTRATIVE

## **Billing Account Numbers**

Lifeworks maintains a list of account numbers to summarize business expenses. When submitting an approved invoice, statement or expense report to accounts payable, the person submitting it should be sure that the appropriate account number and center designation are noted on the document. For example, an invoice for equipment for the Administrative office would be assigned the following account information: 8410 - 0990.

## **6110 – 6190 Professional Fees**

These accounts are for fees for professional practitioners and consultants who are not employees of Lifeworks, but are engaged as independent contractors for specified services on a fee or contract basis. Professional fees also include services purchased from an organization or business on a contract or fee basis. W-9s must be completed before payment. Payments to Lifeworks employees are **not** recognized as professional fees.

### **6110 – Professional Fee Audit and Legal**

Fees paid to outside firms regarding accounting, audit, and legal matters.

### **6130 – Professional Fee Contract Personnel**

Fees for services not included in any of the other specific categories.

### **6140 – Professional Fee Computer and Systems**

Fees incurred for external professional services to support the organization's operating and information systems.

### **6150 – Professional Fee Workers Comp, Wellness, and Drug Testing**

Fees for pre-employment physicals, monitoring client health services and health wellness initiatives.

### **6170 - Professional Fee Human Resources**

Fees for human resource consulting only

### **6190 - Professional Fee Marketing**

Professional services including the design of marketing materials by external sources, marketing research, and related surveys.

### **6510 – Program Supplies and Client Training**

All materials, supplies, food, snacks and sanitary products used by staff and clients in the program. Included would be books, paint, paper, and related supplies.

### **6515 – Office Supplies**

Miscellaneous paper or stationery, copier and printer supplies, pens, pencils, staples, tape are examples of this category. Items are usually less than \$50.00.

**6520 – Building Supplies**

Includes products supporting daily facility operations such as towels, cleaning products, light bulbs, soap, sand, salt water for coolers, water filters, coffee, tea, and trash liners are examples of this category.

**6550 – Program Activities**

Program-related activity costs incurred for the benefit of clients such as outings, and parties.

**6570 – Outside Printing**

Lifeworks stationery, newsletters, business cards, postcards, brochures, surveys, forms, envelopes, blank draft stocks, special event flyers, and invitations printed by outside vendors.

**6750 – Telecomm**

Monthly expenses for office phone equipment, internet and fax service, long-distance calls and any phone-related services. Also included are any leasing costs associated with this equipment.

**6755 – Wireless Communication**

Expenses related to cell phones including the equipment and usage plans. Personal use of Lifeworks owned cell phone is considered a taxable fringe benefit. Complete the "Cell Phone for Personal Use" forms found in staff documents on the web site and submit to payroll.

**6760 – Postage and Shipping**

Postage, parcel post, bulk mailings, trucking, and other delivery expenses as well as shipping supplies.

**7110 – Rent**

Lease costs of Lifeworks facilities.

**7130 – Care of Building and Grounds and Related Building Supplies**

Expenses include janitorial cleaning, floor maintenance, trash removal services, building maintenance and repairs, furniture moving expenses, and painting expenses.

**7135 – Common Area Maintenance (CAM)**

Includes expenses that are part of monthly CAM costs.

**7180 – Site Licenses**

Licensing fees for program locations.

**7190 – Other Occupancy**

Archiving expenses, branding related supplies (i.e. wall tattoos, picture frames, etc.), and relocation expenses.

**7510 – Vehicle Gas and Oil**

Cost of gasoline and oil.

**7511 – Vehicle Repair and Maintenance**

Expenses necessary to keep vehicles in good running order and appearing well-maintained. Includes power train, body, tires, brake repairs, inspection fees, oil changes, and washes.

**7512 – Vehicle Insurance and Licenses**

Auto property and liability insurance and annual license tabs.

**7515 – Employee Mileage Reimbursement**

Business-related mileage is reimbursed at a rate established periodically by the Internal Revenue Service. Also included in this account would be employee parking reimbursement and parking contracts.

**7550 – Employee (route only) mileage reimbursement**

Any route related mileage reimbursements by staff vehicles should be charged to this account. The business-related route mileage is reimbursed at a rate established periodically by the Internal Revenue Service.

**7555 – Contract Route Transportation**

Daily rates paid to commercial carriers, bus fares, and bus cards to transport clients.

**8110 - Training, Meetings, and Continuing Education**

This covers in-center expenses for training events, meetings, and continuing education. This includes training supplies, printed materials, refreshments, audio-visual equipment and related media, and pre-approved tuition reimbursement.

**8210 – Subscriptions, Publications, Dues and Fees**

Newspapers, magazines, books, organizational dues, fees, etc.

**8410 – Expensed Equipment**

This involves the purchase of low cost items such as office chairs, filing cabinets, small appliances, cleaning equipment, and small office equipment. Restricted to expenditures below \$1,000 and is usually greater than \$50.00.

**8415 – Client Technology**

Expenses related to equipment that is used to enhance a client's use of technology and Multi-Sensory Environments that is supported by the Service Innovation team. Equipment could include augmentative communication, communication devices, adaptive equipment, switches, sensory tools, client software, and hardware.

**8420 - Computer Equipment**

Generally includes items related to computer systems. Restricted to expenditures below \$1,000 and is usually greater than \$50.

**8450 – Leased Equipment**

Lease expense for any type of office or premises-related equipment, e.g., postage meters, water softeners, water coolers, and security systems. Phone leased equipment is excluded from this category.

### **8470 - Repair & Maintenance of Equipment/Software**

This covers all repair (parts & labor) bills, annual service agreements, and maintenance plans for equipment and software. Not to be used for vehicle or building-related expenses. (All service agreements for a period of time should be route and reviewed by the information technology director.)

### **8710 – Recognition**

Cost of merchandise, gift certificates, and other miscellaneous expenses used for recognition. For staff - gift cards or anything convertible to cash would be taxed and must be reported to payroll.

### **8750 – Advertising and Recruitment**

Media expense promoting the organization and placement of employment ads. Cost of criminal background checks would also be included.

### **8770 – Events**

All expenses related to events hosted by Lifeworks. The Annual Celebration and Leadership Circle Luncheon are examples of events that should be charged to this account.

### **Location sub-account numbers:**

0990 - Administration	0136 – Bloomington
0991 – Executive Team	0131 - Brooklyn Park
0992 – Development	0124 - Burnsville
0993 - Marketing	0125 - Hastings
0994 - Accounting	0797 - Mankato
0996 - Information Technology	0127 - Eagan
0997 – Human Resources	0137 - Minneapolis
0140 – Service Innovation	0123 - St. Paul
0750 – Customized Support	

## **Purchasing Procedures**

### **Supplies and Small Equipment**

Supplies (items \$0 - \$50) and small equipment (items \$0 - \$1,000) purchased should be approved by the respective supervisor.

### **Capital Equipment**

Office furniture and equipment, computers, vehicles, and leasehold improvements costing more than \$1,000 must be reviewed and approved by your director and the director of accounting.

### **Business Credit Cards**

A business credit card is used to make smaller purchases easier, reduce the need to carry cash, and to minimize the need for multiple retailer credit cards.

When the supervisor approves the need, a card will be issued in the employee's name and is to be used only for Lifeworks business transactions.

1. Submit completed applications to the accounting manager for authorization.
2. When the card is used, the following steps must be followed:
  - Obtain a paper receipt from the retailer. If it is an internet purchase, please make sure you print off your confirmation that indicates date of purchase, what is being purchased and the amount of the purchase.
  - Complete the Credit Card Expense Approval form and attach the appropriate receipt. Your supervisor must sign/approve the form.
  - Immediately forward the approved form and receipt to accounts payable.
3. Any transactions that do not have the appropriate receipt must be approved by the supervisor and the accounting manager. Employees may be responsible for the payment of any missing receipts.
4. Unauthorized use of the card will result in immediate cancellation.

## **Expense Reimbursement**

Authorized expenses incurred by employees in the conduct of Lifeworks business are reimbursable. Lifeworks may require that an estimate of reimbursable expenses to be incurred be presented for prior approval. Lifeworks tax exempt number, 25007, must be used when making purchases. Sales tax is paid only on prepared food items (e.g., restaurant orders.)

Types of expenses that are reimbursed:

### **Meals**

When an employee is required by his immediate supervisor to work beyond regular hours or attends meetings of interest to the organization which involve a meal, the meal cost will be reimbursed with proper verification of the cost.

### **Child Care Expense**

Lifeworks pays approved child care expense if the employee is requested to work beyond the basic work week as defined earlier in this handbook.

### **Travel and Entertainment**

Employees designated by Lifeworks to attend meetings, trainings, and conventions as a Lifeworks representative will have expenses covered that are reasonable and appropriate that are incurred while conducting business.

Employees are to complete an External Training Request and an Out of Town Travel Planning worksheet and submit it to their supervisor for approval.

To save time in transit on longer trips, Lifeworks prefers that staff traveling on Lifeworks business do so by air and at tourist fare. Despite the time-saving factor, no employee is required to use air transportation. All travel costs must be approved in advance. When two or more employees are attending a conference requiring lodging, employees should share rooms when possible and appropriate. Requests for separate rooms will

rarely be honored. If an employee chooses to have a separate room, they are required to pay the difference between single and double occupancy and taxes.

If an employee asks to attend an out-of-town conference but is not required by Lifeworks to attend, Lifeworks may reimburse only the cost of conference registration, if approved by the supervisor. Travel and accommodations are not generally reimbursed in this situation.

### **Personal and Spousal Travel Expenses**

Employees traveling on behalf of Lifeworks may incorporate personal travel or business with their trip; however, individuals shall not arrange travel at a time that is less advantageous to Lifeworks or involving greater expense to Lifeworks in order to accommodate personal travel plans. Any additional expenses incurred as a result of personal travel, including but not limited to extra hotel nights, additional stopovers, meals or transportation, are the sole responsibility of the individual and will not be reimbursed by Lifeworks. Expenses associated with travel of an individual's spouse, family or friends will not be reimbursed by Lifeworks.

### **Reimbursement**

All requests for reimbursement shall be made using Lifeworks expense report. The Expense Report shall be submitted within 30 days of the completion of travel (if travel reimbursement is requested) and must include:

- The individual's name.
- If reimbursement for travel is requested, the date, origin, destination and purpose of the trip.
- The amount of each expense categorized under the appropriate Expense Report line item with supplemental description, if needed.

All expense reports must be signed and dated by Lifeworks supervisor. Officers' expense reimbursements are reviewed annually by the Audit and Investment Committee for the Board of Directors.

Receipts are required for all expenditures. No expense will be reimbursed unless the individual requesting reimbursement submits with the Expense Report written receipts from each vendor (not a credit card receipt or statement) showing the vendor's name, a description of the services provided (if not otherwise obvious), the date, and the total expenses, including tips (if applicable).

### **Educational Reimbursement**

Lifeworks may assume 100 percent of the cost for approved workshops and 50 percent of the cost of courses taken for credit. In the event that an employee is required to take a course requiring payment of tuition, Lifeworks assumes the total tuition cost. Courses, conferences, seminars, or workshops are to be in an area related to the employee's position and approval must be obtained in advance, complete an External Training/Event Request form.

## Mileage Reimbursement

Lifeworks reimburses employees for business-related mileage. Costs of driving between the employee's home and main place of work each day are personal commute expenses. When an employee drives to a location *farther* than their main assignment for business-related purposes, Lifeworks will reimburse the difference between the additional mileage and personal commute mileage. This includes driving from an employee's main job site to another location for training, meetings, to transport clients, or to the team office. Use the Expense Report form to request reimbursement.

For telecommuters, their main place of work is the location specified in their telecommuting agreement, usually their home. All mileage incurred from this location for Lifeworks business will be reimbursed.

The following is an approximate list of miles from Administration to each center:

From: Administrative Office  
2965 Lone Oak Drive, Ste. 160  
Eagan, MN 55121

Eagan I and II  
2965 Lone Oak Drive  
Eagan, MN 55121

To:		Miles one way
Bloomington 13		
Brooklyn Park	25	
Burnsville	11	
Hastings	17	
Mankato	78	
Minneapolis	16	
St. Paul	11	

## Transportation

Lifeworks has a fleet of 35 buses, vans, and cars for transport of clients and a car for business use.

Lifeworks vans and buses have various training and licensing requirements and are to be used for the transport of clients only. Please refer to the Transportation Module for more details.

## Accident Coverage

If an accident occurs while an employee is on Lifeworks business, other than to and from work, Lifeworks will pay up to \$500 toward the collision deductible of the employee's policy unless the accident is determined to be caused by another party whose insurance should cover the damages.

Employees are responsible for minimum insurance coverage on their vehicle as required by the State of Minnesota. Employees should check with their individual insurance carrier

for proper type of coverage. Mileage reimbursement and the client transport rate are designed to cover any additional premium costs.

Lifeworks insurance carrier conducts a periodic review of all employee driving records. If an individual's record is unacceptable or if Lifeworks determines that an individual is an unsafe driver, the individual will be placed on non-driving status. The supervisor will then determine if the team can respond to the team's transportation needs. If not, the individual may be terminated.

### **Tickets - Traffic and Moving Violations**

Lifeworks does not pay for traffic tickets and moving violations.

### **Damage to Vehicles Done by Clients**

Lifeworks will pay for repair bills or replacement parts due to damage by clients to staff vehicles. See page two of the Transportation Module.

### **The employee is responsible for the activities listed below:**

If a client damages an employee's vehicle, the employee must complete an Incident Report form and send it to the supervisor for approval. After supervisor approval, send it to the transportation department.

### **If the damage is such that repair work is needed:**

- Lifeworks has an account at Kremer Body Shop, 1095 East Highway 110, Inver Grove Heights, MN, phone number 651-455-1604.
- Employee should present their staff ID card with the tax exempt number to verify that they are an employee at Lifeworks and that Lifeworks has tax exempt status.
- Lifeworks will be billed directly from this dealer.

### **If the employee is unable to use the above-mentioned account:**

- The employee must pay for the bill and send it to the transportation coordinator who will then submit it for reimbursement.
- Notify the business that Lifeworks has tax exempt status #25007.

### **Reporting Vehicle Accidents**

All Lifeworks employees who are involved in a vehicle accident in which clients are also involved, whether driving a Lifeworks vehicle or their own vehicle, must report the accident to caregivers and guardians of those clients even if there are no apparent injuries and to the transportation department.

Document the accident using the Illness/Injury Report form. A copy must also be placed in the client's blue book. Complete the Driver's Report of Motor Vehicle Accident Report. Employees obtain this form from the transportation department.

If the employee is injured, the supervisor must complete a First Report of Injury form, give a copy to the employee and forward the original to human resources within 24 hours of notification of injury. Employees may also be subject to reasonable suspicion testing under Lifeworks Drug and Alcohol-Free Workplace policy.

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## Use of Equipment

### Audio-Visual Equipment

Lifeworks Administration office has the following audio-visual equipment that may be checked out for business use:

- Digital camera\*
- Two LCD projectors\*
- Two laptop computers\*
- Overhead projector
- Lifeworks Display \*

Lifeworks audio visual equipment is not to be used for personal use.

*\* Training may be required prior to use.*

If your center does not possess one of these pieces of equipment, staff may reserve the equipment to use for events and program needs. Staff will be responsible for picking up the equipment and returning it to the Administration office in a timely manner that does not impede on the reservation calendar. The equipment should be reserved on the public calendar. If you have questions, contact the office support manager at Lifeworks Administration.

### Computers

The information technology staff will provide employees with support for questions regarding the software and hardware on Lifeworks computers as it pertains to the business of Lifeworks. If you have a Telecommuting Agreement in place and work at home on a personal PC, you are entitled to call or e-mail Lifeworks staff about technical issues just as if you were working on a Lifeworks computer. If the PC you are working on prevents you from doing your work, Lifeworks IT staff will either assist you over the phone or ask you to bring the computer into the Administrative office. Lifeworks may also reimburse employees for a portion or all of their internet connection expense. This decision will be made by the employee's supervisor based on the availability of access elsewhere for the employee, budget, and other factors deemed appropriate by the supervisor. If Lifeworks provides internet access, Lifeworks will decide the type of service and provider. The service will be periodically reviewed and can be terminated at any time.

### Liability for Computers

Although Lifeworks is insured for damage and theft of equipment, regardless of its location, employees are expected to take reasonable precautions to ensure security of computers and all Lifeworks equipment. Employees may be required to pay for computer equipment or software that is lost or damaged due to negligence or abuse.

### Virus Protection

All of Lifeworks desktop and laptop computers use software which detects and removes viruses. It is the responsibility of employees to inform the information technology staff if there is a problem.

## **Cell Phones**

Lifeworks will purchase cell phones or pay for usage of personal cell phones for employees, when authorized by their supervisor. The supervisor's authorization is based on the frequency of need, consequences if no cell phone is available, employee's primary work location, and proximity of employee to a standard telephone.

If Lifeworks purchases a phone for an employee, Lifeworks will decide the type of equipment and the provider. The supervisor will discuss with the employee which billing plan best fits the anticipated use. The equipment will remain the property of Lifeworks and its use will be periodically reviewed and can be terminated at any time.

Lifeworks expects all employees to observe good safety habits when using cell phones and discourages use while driving. Employees must also use discretion in where and when they have conversations, particularly if the information discussed is sensitive or should remain confidential. Personal pictures should not be transmitted over the cell phone network using Lifeworks cell phones. If taking pictures of clients see Client data privacy and HIPAA.

Cell phone users are expected to keep the frequency and duration of their calls within the billing plan they are assigned. Employees should keep directories of numbers handy and program frequently dialed numbers into their phones so that they do not need to use directory assistance.

If an employee uses his own cell phone for work purposes, the frequency and nature of business calls should be discussed with the supervisor. Lifeworks will reimburse the employee for work-related calls up to a maximum of \$15.00 per month when those calls are noted on an itemized bill which is attached to a Request for Expense Reimbursement form. If the employee needs to make business calls which cost more than \$15.00 per month, the supervisor should determine if Lifeworks should purchase a cell phone for the employee.

Personal use of Lifeworks owned cell phone is considered a taxable fringe benefit. See the form "Cell Phone for Personal Use" on the Lifeworks internal web site.

If an employee who has a Lifeworks cell phone leaves Lifeworks, the equipment must be turned in at the exit interview. If an employee is using his own phone and Lifeworks is paying for usage fees, payment will be made for fees incurred through the last date of employment.

## **Long Distance Phone Calls**

If you must make a personal long distance phone call, complete and send a Long Distance Log form to the accounting department. A simpler solution might be to use your own calling card or cell phone.

## Recycling

Lifeworks DT&H license with Hennepin County requires that we recycle at the sites their license covers. We have expanded this requirement to all Lifeworks sites. Each site is responsible for their own recycling based on the guidelines set by their buildings' management. **Do not put confidential information (e.g. anything with a client's name on it) in recycling; it must be shredded.**

Materials listed below are general guidelines for acceptable and unacceptable materials to be recycled:

- White or pastel office paper
- Legal pad paper
- Computer paper
- Envelopes
- Clear glass
- Aluminum cans
- Newspapers
- Cardboard

Materials must be sorted in the following categories and put in paper or plastic bags:

- |                 |                 |
|-----------------|-----------------|
| • Newspapers    | • Office papers |
| • Aluminum cans | • Clear glass   |
| • Cardboard     |                 |

## Donations to Lifeworks

All donations received at Lifeworks are treated with importance and acknowledged. In order to correctly record contributions in our accounting systems and thank donors for tax purposes, the director of development and the accounting department must be notified of all gifts.

Types of donations include:

### Cash

A donation can be made to Lifeworks in the form of cash, check, or by credit card. Credit card donations may be made online through our web site.

### In-Kind

An in-kind donation is a donation to Lifeworks in the form of goods, equipment, or a contributed service (e.g., photography, meeting space, etc.).

When an employee receives a donation of any kind, he should complete a Donation Report form and send it, together with the check or cash, to the Administration office as soon as possible. The donation report form is under "document templates" on the home page, then "marketing documents", and finally "donation report." If the donation is an in-kind gift, ask the donor what the value, or the approximate value, of the gift is, and note that on the report form. Be sure to include the name of the person making the gift, and their

complete address. The development department will acknowledge the gift and record it in the Lifeworks database.

All fundraising activities must go through the development department and be a part of the development plan. Any fundraising must follow Lifeworks brand guidelines, Board fundraising policies and any legal requirements.

Ordinarily we solicit contributions from businesses or individuals for activities that benefit the people we serve only, not for staff-related activities. Requesting discounts is appropriate, however, for either staff or customer activities.

### **Payroll Deduction**

It is now easier than ever to make a gift to Lifeworks. Go to the homepage, click on "Document Templates" then "Staff Forms," and finally "Contribution Payroll Deduction." Your tax-deductible contribution will help us stay on the cutting edge, with the resources to deliver great service. It also says a lot to corporate and foundation donors when we are able to show support from both staff and families.

Thank you for supporting our mission with your talents and your financial support.

### **Solicitations**

Lifeworks will not solicit a person for donations if that person requests that Lifeworks stop sending solicitations.

Notify the director of development immediately if you receive a written or verbal request that Lifeworks stop sending solicitations.