



**Effective: October 1, 2019 Adopted by  
Board of Directors: July 25, 2019**

# Employee Handbook

Employment Information and Personnel Policies

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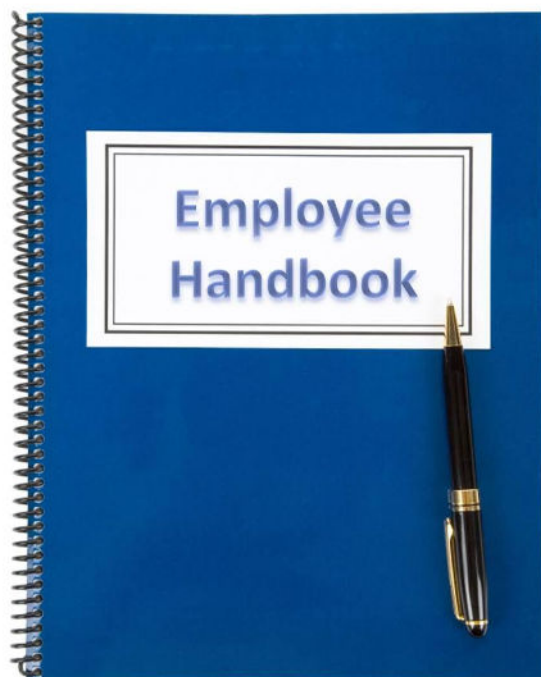
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## **RECEIPT AND ACKNOWLEDGEMENT OF EMPLOYEE HANDBOOK.....**

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## **3 Reasons to Actually Read Your Employee Handbook**

1. It's loaded with crucial information you need to succeed.
2. You'll avoid inadvertently breaking the rules.
3. To get a better sense of your company culture

# WELCOME!



I'd like to welcome you as a member of the Starpoint team! I hope that you will find, as others have, that the work we do for our consumers can be very rewarding and challenging,

You are starting to work with us at a time when we are undergoing many exciting changes. Your job today will be different from tomorrow and in the months and years to come. To meet these challenges and changes, we need people who are creative, have new ideas and can share their input and ideas.

Those of us who have worked for Starpoint for many years are proud of what we have accomplished, but we are even more proud of what we see the future becoming for the people we support.

Again, I welcome you, look forward to meeting you and working with you as a member of our team.

Sincerely,

Robert A. Arnold  
Chief Executive Officer



Our

# Mission Statement



Starpoint ... partnering  
with individuals, families and  
the community...enriching  
lives...realizing dreams.

## STARPOINT History

- ❖ Starpoint was formed as a not-for-profit corporation in 1977, to support people with developmental disabilities.
- ❖ Starpoint is one of 20 community centered boards in Colorado.
- ❖ Starpoint employs more than 300 people in Fremont and Chaffee counties. We are one of the top 10 major employers in the Fremont County area.
- ❖ Starpoint opened the first group home in the state of Colorado for people with severe and profound disabilities in 1982.
- ❖ Starpoint opened the first four-bed group home in the state in 1986.
- ❖ Starpoint piloted the Family Support Services Project in 1985, a program designed to assist families in keeping their child with developmental disabilities in their homes.
- ❖ Starpoint is governed by a volunteer Board of Directors composed of community leaders, business people, parents and relatives and consumers of supports.

# STARPOINT SERVICES

## **ADULT SERVICES**

*Day Activities* – Starpoint offers a full range of day activities for adults with developmental disabilities. People are supported in a variety of ways, with a focus on community participation and activities, developmental and therapeutic services designed to develop, maintain, increase or maximize an individual's independent functioning. Areas include self-care, physical and emotional growth, socialization, communication and daily living activities.

*Job Development* – The Job Development team coordinates the community employment needs of consumers, including utilization of the Self-Directed Supported Employment program as an assessment tool in assisting consumers in making job choices. The team arranges for job shadowing and job tryout sites in community businesses and guides and advises in job placement and maintenance.

*Residential Supports* - Starpoint operates Washington House, North Star in Canon City, Penrose House (all group homes) and E Street in Salida. These residential programs focus on supports for people with severe-profound disabilities or for those who may have behavior or medical problems. Program emphasis includes self-help, behaviors, fundamental domestics and community access. We also operate a number of three-person 24-hour staffed PCAs in Canon City.

*Starpoint's Host Home* was opened in 1988. A Host Home is an individualized alternative to a residential group home, where no more than two people with developmental disabilities may reside. Different settings may be one or two

Individuals receiving services who live with a roommate or in a host home setting. Living situations vary according to the needs of the consumer.

The *Community Residential* program is designed to offer supports to adults with developmental disabilities who reside in their own homes in the community. The focus can include banking, cooking, cleaning, participation in community activities and community access.

*Supported Living Services* – SLS' purpose is to link services and supports with other natural supports and generic community services so adults with developmental disabilities, who are responsible for their own living arrangements, have the needed supports to be included in typical community life.

## **EARLY CHILDHOOD SERVICES**

Early Childhood Services in Starpoint's service areas (Fremont, Chaffee and Custer counties) have received state and national recognition as model and exemplary programs. Children 0-5 are served through a variety of full-inclusive community-based programs and preschools. Starpoint collaborates with a number of services and programs in the local communities to provide a network of comprehensive, coordinated services and supports to young children and their families.

Starpoint serves as the fiscal agent, lead agency and employer for:

SPIN Early Childhood Education and Care Center, serves infants, toddlers and preschool-age children in a setting that

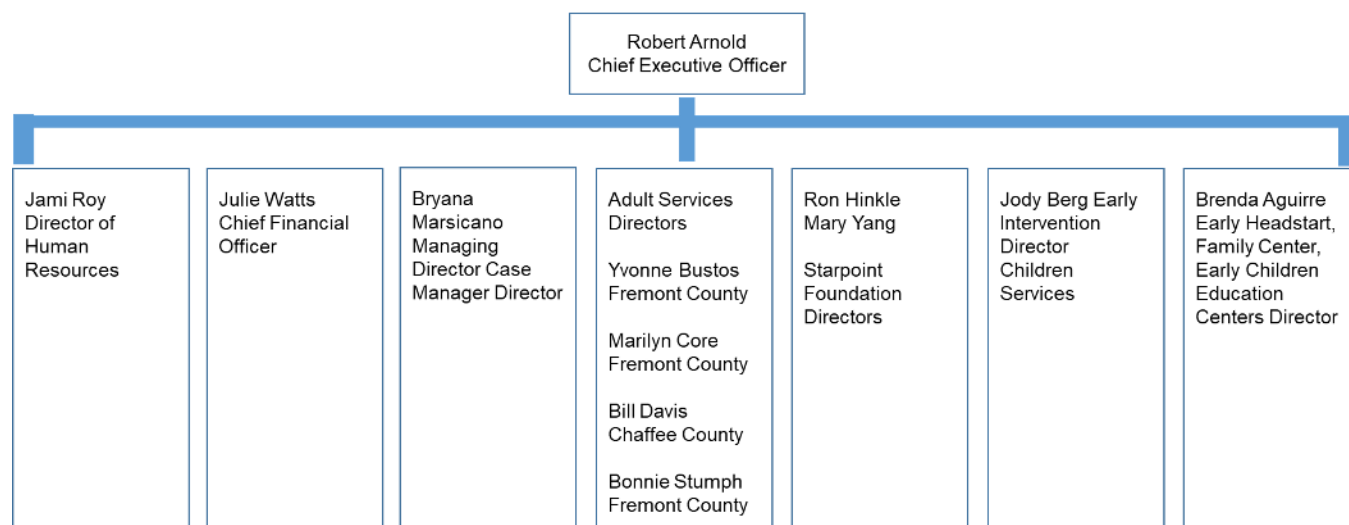
includes both children with disabilities and those without. SPIN operates five days per week in at two locations Canon City and Penrose.

First Steps Early Head Start program, for children birth to 3 and their families, which offers home visits, center-based activities, educational programs and parent support.

First Steps Parents as Teachers program, which offers universal access services to

families with children under the age of five. Offerings include play groups, home visits, service coordination, car seat and equipment lending, IFSP develop and infant/toddler special services for children with disabilities.

Developmental Opportunities dba Starpoint Organizational Chart



## INFORMATION

Administration Building  
700 S. 8<sup>th</sup> Street  
Canon City, CO 81212  
(719)275-1616  
FAX (719)275-4619

Salida Starpoint Office  
203 E. Street  
Salida, CO 81201  
(719)539-2577

SPIN Preschool  
1333 Elm Avenue  
Canon City, CO 81212  
(719)275-0550

SPIN North  
517 N. Diamond Ave.  
Canon City, CO 81212  
(719)275-1950

Family Center  
1333 Elm Avenue  
Canon City, CO 81212  
(719)275-0550

Jami Roy  
Director of Human Resources  
Admin. Building  
(719)269-2210

***Starpointco.com*** is our website and your link to copies of the Personnel Policies and Employee Handbook. You will also be able to access Starpoint information.

# ABOUT THIS HANDBOOK

We have created this handbook to provide an overview of our policies, practices, benefits, rules, and standards so you can be successful and contribute to the future of Starpoint. This handbook also explains your responsibilities and our expectations of you. This handbook cannot cover every situation that might happen. Therefore, it is not a complete listing of all of our policies, nor is it intended to be.

## Policies, Effective Date, and Violations

If at any time you have questions about any information in this handbook or you need further information about a particular subject, please contact your manager or the Human Resources Department. The policies, practices, and other information contained in this handbook, including, but not limited to posted policies, do not create a contract between you as an employee and Starpoint, implied or otherwise. Starpoint policies are administered in a manner that conforms to applicable federal, state, and local laws.

This handbook is effective October 1, 2019 and supersedes all previous versions. All representations, oral or written, regarding an employee's employment status are superseded by this handbook.

The information, policies, and benefits described in this handbook are subject to change at any time, with or without notice. We may enhance, modify, or terminate existing policies at any time without notice. The policies and procedures in this

handbook are solely a statement of general company policies and practices.

Violations of policies and guidelines described throughout this handbook may result in corrective action, up to and including termination. We reserve the right to counsel, take corrective action, or terminate employees for any and all violations of standards of conduct or any other policy stated in this handbook.

The Employee Handbook and all Personnel Policies in the handbook are available electronically on the Starpoint website. You can also get a written copy from the Department of Human Resources.





# PREFACE

## **ADMINISTRATION OF POLICIES.**

The following are policies adopted by the Board of Directors ("Board") of Starpoint for the management of personnel employed by the Board. The Chief Executive Officer and his delegees are assigned by the Board to administer and interpret the following policies. Any problem areas that arise and are not covered by these policies will be addressed at the next regular board meeting for a determination.

## **PURPOSE, SCOPE AND**

**APPLICABILITY.** These policies are intended to inform employees of Starpoint position on basic, employment-related subjects. These policies are not all inclusive, but rather address those topics most likely to be of interest to employees in the course of ordinary, day-to-day operations. The policies establish guidelines to be used as a reference source by employees and supervisors.

## **RESERVATION OF RIGHTS.**

**AT WILL EMPLOYMENT.** Employment with Starpoint is "at will." This means that employment, compensation and benefits can be terminated, with or without cause, and with or without notice, at any time, for any reason or for no reason, by either Starpoint or the employee. No other provision of these policies is intended to, or is to be interpreted to, change the at will nature of an employee's relationship with Starpoint. To the extent any other provision of these policies is in any way inconsistent with this section of these policies, this section shall control.

## **NO CONTRACT OF EMPLOYMENT.**

The policies and procedures contained

herein do not represent a contract with any employee of Starpoint or with any other person or entity, express or implied. No employee of Starpoint, including management, has authority to adopt or implement any change to, or interpretation of, these policies unless done so as a written amendment to these policies. Any practice or procedure which may be inconsistent with these personnel policies shall not be construed to constitute an amendment to these personnel policies unless any such practice or procedure is formally adopted as a written amendment to these personnel policies.

**NO PROMISE OF CONTINUE EMPLOYMENT OR CREATION OF PROPERTY RIGHT.** These policies shall not be construed as creating any substantive or procedural legal rights of any person, do not constitute a promise of continued employment, or as creating a property right in employment with Starpoint.

**NO ORAL OR WRITTEN PROMISES OR CONVENANTS.** No supervisor or other employee of Starpoint is authorized to make any oral or written agreements with, promises to, or covenants with, any employee which alters or expands upon these policies in any way.

**POLICIES SUBJECT TO CHANGE AND INTERPRETATION.** Starpoint reserves the right to change or rescind these policies at any time, without notice, as well as the right to determine their meaning, purpose and effect. Starpoint reserves the right, in its sole discretion, to determine whether, and to what extent, these policies and procedures should be applied in any given circumstance.

# A CAREER WITH STARPOINT

## **Onboarding and Ongoing Employment**

Our success relies on a continued commitment to excellence in recruitment, retention, and customer service. We recognize and value that our success and growth as a company is directly related to the quality of our employees and well developed teams. We strive to hire people who fit both in our culture and embody the necessary skills and abilities required for their position.

Starpoint considers equal opportunity in employment, promotion and provision of service, with fairness and equity for all employees and applicants, to be a moral, ethical and legal necessity as outlined in anti-discrimination acts and other relevant State and Federal statutes, rules, regulations and Executive Orders.

The current form of application for employment with Starpoint must be completed prior to being considered for employment. Once an applicant is hired, the application form will be maintained in the employee's personnel file.

Job descriptions for all Starpoint positions are on file in the Human Resource office. A job description for an applicable position is given to the employee upon hire, transfer, or promotion. Job descriptions are occasionally updated or created. All revisions and newly developed job descriptions must be approved by a Department Director and the Director of Human Resources prior to implementation.

It shall be the policy of the Board to hire or promote the best suited applicant for each position regardless of seniority or whether the person is an internal or external applicant. Applicants will be considered based on their education and experience for

the position applied for without discrimination. Starpoint shall not discriminate against any existing or potential employee, contract staff person, volunteer or vendor due to age, race, gender, color, creed, religion, national origin, ethnic origin, economic status, military experience, disability, marital status, familial status, sexual orientation or gender expression.

Job openings will be posted on Starpoint's website [www.starpointco.com](http://www.starpointco.com) and internal job boards for both internal and external applicants. We strive to promote career development by filling vacant positions from within our organization whenever qualified candidates are available. If necessary other advertising may be used to promote an open position.

To meet the full intent of the law, this equal employment policy requires special Affirmative Action on the part of Starpoint. Affirmative Action affects all employment practices including (but not limited to) recruiting, hiring, transfer, promotions, training, compensation, benefits, lay-offs and terminations. Starpoint recognizes the need to set goals and try to overcome discrimination.

It is the policy of Starpoint to comply with all federal and state laws concerning the employment of persons with disabilities. Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace

and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the agency. Contact Starpoint with any questions or requests for accommodation.

### **AUTHORITY TO HIRE AND TERMINATE**

The Chief Executive Officer and Starpoint Directors have the responsibility to hire and terminate employees under their general supervision or as otherwise authorized. Only the Chief Executive Officer has the authority to establish new positions. Any new positions requested must be requested in writing and approved before they can be advertised or filled.

### **ORIENTATION**

It shall be the responsibility of the Human Resources Department and Department Directors to coordinate an orientation for all new employees. The orientation shall include, at a minimum, the following areas: Agency personnel policies, job description, work schedule, mission statement, safety material and policies and procedures relevant to their duties. In addition, all necessary forms will be completed and placed in the personnel file.

Orientating a new employee to the agency and their job is critical to that employee and their job satisfaction with Starpoint. An orientation should be conducted during a time free from interruptions where staff can sit down with the new employee and review all pertinent policies, etc. This should include briefly reviewing the policies and asking if they have any questions. Under no circumstances should a new employee just be given a policy manual and told to read it and see if they have any questions. After completing an orientation the employee should sign an acknowledgement of the material reviewed, which should be included in their personnel file.

### **EMPLOYMENT OF RELATIVES**

Starpoint will not employ relatives under circumstances where:

- One would directly or indirectly exercise supervisory, appointment or dismissal authority over the other;
- One would directly or indirectly have authority over disciplinary action as to the other;
- One would audit, verify, receive or be entrusted with money received or handled by the other in the course of employment; or
- One would have access to the employer's confidential information including payroll and personnel records.
- One would work in an environment with the same individuals receiving services causing a conflict of interest in reporting responsibilities.

If any of the instances above occur, you must report it to your supervisor within two business days, or as soon as reasonably possible. Failure to report to Starpoint relationships as described above could result in termination.

For the purpose of this policy the terms "relative" and "family" member are defined as: A relative or family member is an individual related to another person or the person's spouse within the third degree. This includes parents, grandparents, great-grandparents, siblings, children, grandchildren, great-grandchildren, spouses and close relatives of spouses including step or in law relatives.

When employees of Starpoint become related and their working relationship is prohibited by this policy, one employee will be required to transfer to another position, provided a position is available, or to resign. If neither affected employee voluntarily transfers or resigns, Starpoint shall terminate

or transfer one of the employees, in its discretion. In the case of individuals who are living together in the same household, but who may not be related as described above, this policy shall also be in effect.

## **MANAGER TO SUBORDINATE RELATIONSHIPS**

Inappropriate personal or romantic relationships involving managers or supervisors can result in allegations of sexual harassment or opportunities for conflicts of interest. For this reason, we prohibit any employee from dating or engaging in sexual or similar relationships with one of their subordinates or someone they supervise. We expect all managers and supervisors to maintain professional work relationships at all times.

## **CLASSIFICATION OF EMPLOYEES**

The following shall be the classifications approved by the Board for Starpoint employees. Specific work schedules list individual benefits.

Full Time Regular - Regularly scheduled for 30 or more hours per week.

Part Time Regular - Regularly scheduled for more than 20 hours but less than 30 hours per week.

Part Time Other - Regularly scheduled for less than 20 hours per week.

Temporary – An employee who is hired for a specified, limited duration, or for a specific project is a temporary employee. Temporary employees are not entitled to benefits unless required by law.

Substitute - Employees hired to work when regular employees are off. Substitutes are subject to the following sections of these personnel policies only: Preface, Pay Days, Corrective and Disciplinary Action, Harassment, Mileage Reimbursement,

Salaries and Reimbursements, Substance Abuse Policy, Gifts and Gratuities, Problem Solving Process, Confidentiality, Personal Belongings, Injuries on the Job, Personnel Action Forms, Behavior of Employees, Worker's Compensation Claims Management and Overtime.

In addition, an employee in any of the classifications set forth above will be classified either as being during the introductory period or having completed the introductory period.

In addition to the above classifications, an employee may be classified as being on probation as set forth in the Corrective and Disciplinary Action section of these personnel policies.

Starpoint will consider job sharing and other arrangements when it is in the best interest of the programs and the agency.

## **INTRODUCTORY PERIOD EMPLOYEE**

Any new full time regular, part time regular, part time other employee will be on a 90 day introductory period. This may be extended up to an additional 90 days. The introductory period is for the employer to evaluate the new employee's performance and make a determination regarding extending an introductory employee's employment. He or she will be judged on attitude, cooperation, and judgment shown, work performance and work habits.

In addition, the employee must successfully complete a personnel performance review. It shall be the immediate supervisor's responsibility to assess a new employee's job performance and give feedback to them on a regular basis. A performance review will be completed at the end of the employee's first 90 days of employment to determine continuation of employment, termination or extension of the introductory status. In the case of extending the

introductory status, the Chief Executive Officer, Managing Director or the Director of Human Resources shall have final authority. The Director/Manager will have the final determination regarding employees coming off of introductory status. Until the review set forth in this section is formally completed, the employee will remain on initial introductory status.

During the initial introductory period, the employee may be terminated by Starpoint without notice and/or without payment of any benefits. The review process is not available to employees until completion of the initial introductory period.

### **TRANSFERS/PROMOTIONS**

Transfers and promotions within Starpoint shall be as and when determined to be in the best interests of Starpoint and shall be granted at the discretion of the Chief Executive Officer and Directors.

To be considered for an internal transfer or promotion, you should: Have been in your current position for at least nine months and be in good standing, unless approved by the Department Director. Have notified your current manager. Have no recent significant disciplinary incidents.

If an employee is promoted to a higher salary classification they may be eligible to receive a wage increase within the Starpoint Salary Ranges. Years of service and annual increases may be taken into consideration when determining the new salary rate. Directors are expected to discuss and confirm the employee's current salary range and rate of pay with the Director of Human Resources prior to extending an offer.

In general, no salary increase is provided for a lateral transfer, a move to a job in the same salary classification because there is no increase in the level of responsibility.

When an employee transfers to a job in a lower salary classification, typically, the employee's salary will be reduced because the level of responsibility has decreased. Years of service and annual increases may be taken into consideration when determining the new salary rate. Directors are expected to discuss and confirm the employee's current salary range and rate of pay with the Director of Human Resources prior to completing the transfer paperwork.

A 90 day probationary period is used in connection with promotional appointments, lateral transfers and demotions in the same manner as it is used for original hires. If you are removed from a promotional position during the probationary period because you have not performed your work satisfactorily, you may request reinstatement to your former position if vacant, or to another vacant position related to your experience and qualifications. Reinstatement requests shall be granted at the discretion of Directors and Director of Human Resources as applicable. Lateral transfers, demotions, and separations due to disciplinary action are not afforded reinstatement rights.

### **EXIT CONFERENCE**

It shall be the policy of Starpoint to conduct an exit conference on all employees who are leaving voluntarily or involuntarily. It shall be the immediate supervisor's responsibility to conduct an exit interview with the employee. Completed exit interview forms are to be turned into the Human Resources Department. If an employee refuses to complete an exit conference form or is not available, this should be noted on the form and also turned in to the Human Resources Department.

The employee will have an Exit Conference at the time the employee signs their PAF indicating their termination date.

### **REHIRE POLICY**

Former employees who separate from Starpoint in good standing may be

considered for reemployment; however, reemployment is not guaranteed. Employees who resign or quit without providing 2 weeks' notice may be ineligible for rehire. Employees who are involuntarily separated from Starpoint may be ineligible for rehire.

### **PERFORMANCE MANAGEMENT**

To make sure you perform your job the best you can, it is important you are recognized for good performance and you receive appropriate suggestions for improvement when needed. Your job performance will be evaluated by your manager/supervisor on an ongoing basis. You may meet periodically with your manager/supervisor and receive a written evaluation of your performance. Periodic meetings with your manager give you the opportunity to discuss performance-related issues and prepare an action plan for the next evaluation period.

You will have the opportunity to review, comment on, and sign all performance evaluation documents that will be placed in your personnel file. In addition, you have the option of discussing a performance review process with your manager/supervisor, or higher levels of management if needed.

Performance reviews will be conducted on each employee annually. It shall be each immediate supervisor's responsibility to conduct a performance review of all employees they supervise and review it with them annually. In addition, reviews will be done anytime an employee's performance improves or decreases substantially.

### **PROBLEM-SOLVING PROCESS**

Starpoint has an Open Door Policy. We encourage an environment of open communication where you are able to talk about new ideas or work-related concerns with your supervisor, your Director, the Human Resources Department, or Chief Executive Officer.

When an issue or concern arises, your first step should be to discuss it with your direct supervisor. However, if a discussion with your supervisor is not appropriate or does not resolve the issue, you should contact your next-level manager or the Human Resources Department.

We believe your concerns are best addressed through informal and open communication with the appropriate parties. There will be no retaliation against any employee who acts upon the open-door policy in good faith.

Part of each employee's responsibility is to bring problems, concerns or complaints to their supervisor or director so they can be addressed by the appropriate people. It is the supervisor's or director's responsibility to address problems, concerns or complaints by either explaining or clarifying certain situations or by taking the necessary corrective action.

Employees are required to utilize the following procedures to see that concerns, problems or complaints are addressed in a professional manner and employee morale and working conditions are at an optimal level. Problem-solving process meetings will be documented and signed by all parties involved.

Examples of when to use the problem solving process include, but are not limited to, concerns about pay or personnel evaluations, concerns about disciplinary actions, concerns about agency policies, concerns about working conditions, concerns about employee morale, concerns about the treatment of individuals receiving services, etc. There can be no retaliation against an employee for initiating the problem solving process.

If the problem is with another employee or co-worker, the employee is encouraged to first meet with that individual and try to

resolve the problem prior to initiating the problem solving process, but this is not required.

The first step of the Problem Solving Process is to ask for a meeting with your supervisor to discuss the problem.

If the employee does not feel comfortable going to his or her supervisor with the problem, he or she may start with Step 2.

The second step is for the employee to go to his or her supervisor's supervisor. This person will schedule a meeting with the employee and his or her immediate supervisor so the three of them can try to resolve the problem.

The employee should delineate the problem and if known, the corrective action he or she is seeking.

The supervisor should first of all, determine if the problem is something he or she can deal with. If it is something he or she can deal with, the supervisor's responsibility is to either provide a thorough explanation to the employee or to take the corrective action.

If the employee does not feel comfortable going to either their supervisor or their supervisor's supervisor with the problem, they may go to the Director of Human Resources which then would be considered Step 2 of the Problem Solving Process.

If the supervisor's supervisor feels that the problem requires a higher director decision, he or she should schedule a meeting with his or her supervisor, the Director of Human Resources and the employee. This Step 3 of the Problem Solving Process. It is the Director of Human Resources responsibility to hear the problem and seek a resolution as in Step 1 above.

If the employee still does not feel that the problem has been corrected or a satisfactory explanation given, the employee can schedule a meeting with the Chief Executive Officer and the Director of Human Resources which would be Step 4 of the Problem Solving Process. The Chief Executive Officer and the Director of Human Resources will make a final action or decision regarding the problem.

The above process must be completed within no more than two weeks.

The Problem Solving Process is mandatory. Because the failure to use this process can lead to poor staff morale and other internal problems, any employee or supervisor not using this process to have concerns and complaints addressed and using other methods may be subject to corrective and disciplinary action as provided for in these policies.

## **REQUIRED TRAINING AND CERTIFICATIONS**

Starpoint employees are responsible for maintaining and updating their certifications and required training. This includes professional license, CPR certification, physical exam (if applicable), TB results, in-service requirements, etc.

If you fail to maintain and update your required training or certifications Starpoint will remove you from your current assignment and you will not be able to work until your required training and certifications are current.

## **PROFESSIONAL LIABILITY INSURANCE**

Starpoint carries Professional Liability Insurance on its employees which is intended to cover possible legal action that arises out of employment related incidents. The policy of insurance should be consulted regarding the scope of coverage.

## **EMPLOYMENT FILES**

Starpoint maintains an administrative file and a confidential employment file for each employee. All employment files are Starpoint property and cannot be removed from the premises. Starpoint will provide access to and/or copies of employment files to current or former employees as required by applicable federal, state, or local laws/regulations.

Starpoint will only release a copy of a former employee's CPR Certification and/or Tuberculosis Skin Test (TST) result.

## **VERIFICATIONS OF EMPLOYMENT AND REFERENCES DURING AND AFTER EMPLOYMENT**

All requests for verifications of employment should be referred to a representative of the Human Resources or Payroll Departments.

Only Human Resources or Payroll Departments are authorized to verify current or former employment information, unless otherwise required by state and/or local laws.

A request for verification will only confirm dates of employment and job title. Salary information will only be released with written employee authorization, or as required by law.

## **BACKGROUND INVESTIGATIONS**

We require defined background checks for candidates, employees, interns, temporary employees, contractors, and volunteers prior to hire and during employment or while under contract. We adhere to local, state, and federal laws, including the Fair Credit Reporting Act (FCRA), regarding the use of background checks in employment decisions.

Starpoint will conduct background screenings prior to employment for all positions, this includes the CAPS and CABS check. Background screenings and

verifications may include, but not be limited to: criminal history, educational background, motor vehicle records, Colorado Bureau of Investigation fingerprints and Colorado Department of Human Services TRAILS, Sex Offender and Abuse and Neglect State registries.

In addition, a minimum of three personal and/or 3 employment references will be required for all applicants.

At a minimum standard background checks will be completed every 3 to 5 years on current employees. Any additional checks can be completed on an individual basis if the HR Department or the Director of the department in which the employee is assigned has reasonable evidence that a reportable offense has occurred.

If any of the following instances occur, you must report it to your manager/supervisor within two business days, or as soon as reasonably possible:

- You are arrested or charged with any offense.
- You become subject to an investigation or disciplined by any board of nursing, healthcare or early childhood abuse/neglect registry, or any other related entity that oversees individuals receiving services.
- You experience any debarment, exclusion, suspension, or other event via a federal or state entity that makes you ineligible.

All relevant facts will be considered prior to any action. We will not take any adverse action solely on an arrest. Every effort will be made to consider job relatedness and business necessity. For more information, please contact the Human Resources Department.



## **TERMINATION OF EMPLOYMENT**

Employment with Starpoint is at the discretion of Starpoint. The employment of any employee may be terminated at any time with or without cause. Accrued PTO hours will be paid out upon termination, either voluntary or involuntary.

Personal leave requests submitted after an employee has tendered his or her resignation will not be approved. Employees who give two weeks' notice of employment termination must work the two weeks without utilizing PTO, even if the PTO was approved prior to the resignation.

The Chief Executive Officer and Directors have the authority to terminate employees.

Termination may be with or without a 30-day notice as authorized by the Chief Executive Officer or delegates, in his or her sole discretion as determined to be in the best interest of the agency.

If an employee disagrees with the decision to terminate him or her for any reason, or believes that his or her involuntary termination is unfair, unjustified, improper or for any reason whatsoever should be reconsidered he or she must seek a review of the termination by the Chief Executive Officer or the Director of Human Resources as set forth in this section of the personnel policies.

No later than seven (7) days after receipt of notice that the employee has been or will be terminated, the employee shall submit his or her reasons for believing the termination decision was wrong or should be reconsidered directly to the Chief Executive Officer or Director of Human Resources in writing. The written document submitted must contain all reasons the employee relies upon and those reasons must be set forth in detail.

The Chief Executive Officer or the Director of Human Resources shall review the written objection of the employee, may confer with the employee, may confer with any other person he or she deems appropriate and may conduct such additional investigation as he or she deems appropriate. Within ten (10) days of receipt of the employee's written objection to termination, the Chief Executive Officer or the Director of Human Resources shall inform the employee of his or her decision in writing.

Any employee who voluntarily terminates their employment who is paid hourly is requested to give a two weeks' notice. All salaried employees, directors, supervisors, or managers are requested to give 30 days' notice.

On or before your last day of employment, you must return all of the Starpoint property in your possession.

Employees who are either terminated or who quit must have placed in their personnel file an explanation of the reason for the termination. It is the supervisor's responsibility to see that this is done.

## **RETURN OF PROPERTY**

Employees are responsible for Starpoint equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Cellphones,
- Credit cards,
- Identification badges,
- Office/building keys,
- Office/building security passes,
- Computers, computerized diskettes,
- electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation from employment, or immediately upon request by the Chief Executive Officer or his or her designee,

Employees must return all Starpoint property that is in their possession or control. Where permitted by applicable law(s), Starpoint may withhold from the employee's final paycheck the cost of any property, including intellectual property,

which is not returned when required. Starpoint also may take any action deemed appropriate to recover or protect its property.

## **WAGES, REIMBURSEMENTS AND EMPLOYEE BENEFITS**

Entry level salary will be based on Starpoint's current approved Salary Ranges and will be determined by the Chief Executive Officer, Chief Financial Officer, and the Director of Human Resources. To ensure internal equity, starting salaries are determined based on the applicant's prior experience and/or education directly related to the position. A department may pay starting salaries up to the high end of the minimum salary range.

Starpoint may provide employees with periodic cost of living increases. The amount and time when given will be dependent on budget and funding resources as determined by the Board of Directors.

Individuals who have been employed for less than one year, but more than three months, will receive a pro-rated amount based on the number of months worked. Periodic cost of living increases are not guaranteed.

Other salary increases may be given within the established Salary Ranges dependent on the budget and available funding.

Increases are solely at the discretion of Starpoint. The employee's overall performance, tenure and salary level relative to position responsibilities must be evaluated to determine whether a salary increase is warranted. Salary increases must be preapproved by the Department Directors, Chief Executive Officer, Chief

Financial Officer, and the Director of Human Resources.

The positions that are non-exempt and exempt from overtime will be determined by the Chief Executive Officer or Director of Human Resources. All overtime must be approved in advance by an employee's supervisor during the supervisor's regular working hours and followed up in writing. Supervisors will verify all overtime requests.

Overtime is required to be paid to non-exempt staff for any time worked in excess of 40 hours between 12:00 a.m. Sunday through 11:59 p.m. on Saturday or in excess of 12 hours per day in some circumstances. This is for actual hours worked and does not include holidays or approved leave time.

Under certain conditions, employees are considered to be working even though they are sleeping (29CFR785.20). Less than 24-hour duty. Employees who are required to be on duty for less than 24 hours are working even though they are permitted to sleep or engage in other personal activities when not busy. Duty of 24 hours or more. Employees who must work 24 or more hours straight may agree with their employer to exclude bona fide meal periods and bona fide regularly scheduled sleeping periods of eight hours or less from their hours worked if adequate sleeping facilities are furnished by the employer and the employees can usually enjoy an uninterrupted night's sleep. If the sleeping period is more than eight

hours, only eight hours will be credited. If there is no express or implied agreement to the contrary, the eight hours of sleeping time and lunch period constitute hours worked.

To monitor overtime usage, all requests for overtime must be approved in advance by the supervisor or on-call person. It is the supervisor's responsibility to determine if there are any alternative ways to get the job done without overtime.

The Starpoint work period for overtime purposes is one week, defined as 12:00 a.m. Sunday through 11:59 p.m. on Saturday.

Non-exempt employees of Starpoint are not permitted to take work home, outside of their regularly scheduled work hours, unless prior approval has been granted in writing by their supervisor.

### **REIMBURSEMENT OF EXPENSES**

Employees will be reimbursed for lodging, meals and incidental expenses at the rates pursuant to General Services Administration, 41 CFR Chapter 301, Federal Travel Regulation Maximum Per Diem Rates for agency-approved, out-of-town trips. Employees should refer to this website [www.gsa.gov/travel/plan-book/per-diem-rates](http://www.gsa.gov/travel/plan-book/per-diem-rates) for current rates.

Mileage Reimbursement. Approved travel for the agency will be reimbursed at a rate to be determined periodically by the board of directors.

#### Meal Reimbursement.

Meals will be reimbursed, at the per diem rate, when the employee is required to travel outside the county of his/her primary worksite on Starpoint business during standard meal periods. Receipts for all meals shall be obtained and submitted with travel expense voucher when requesting reimbursement. No reimbursement may be claimed for meals furnished at no additional cost to the traveler.

#### Lodging

Actual cost of reasonable accommodations with rates above per diem may be reimbursed with approval of manager, Chief Executive Officer or Chief Financial Officer. Receipts for lodging shall be obtained and submitted with reimbursement requests. (Receipts from friends and relatives are not acceptable.)

#### Miscellaneous

An employee in a travel status may claim the GSA rate for each overnight stay for incidentals such as personal telephone, laundry, etc. Other miscellaneous actual expenses incurred by an employee may be claimed as follows:

Registration fees – receipt required.

Commercial transportation cost actually paid by the employee – receipt required.

Agency official business telephone, parking fees, road toll charges, etc. (Receipts are required.)

Car rental – receipt required.

Fuel and emergency repairs for agency owned vehicles. Receipt required.

A reasonable amount for tips to service personnel such as porters, bellhops, taxi drivers, etc. (Tips paid for meals are included in the meal allowance and may not be claimed separately.)

Travel vouchers shall be submitted on a monthly basis to staff's supervisor for approval signature. Vouchers must be submitted to the Accounting Department no later than the 10th of the month that follows the travel month. Any travel reimbursement requests over two months old will not be paid.

Employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal

travel with business travel, as long as time away from work is reflected on time records. Additional expenses arising from such nonbusiness travel are the responsibility of the employee.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee can be grounds for corrective and disciplinary action, up to and including termination.

### **COMPANY CREDIT CARDS**

Starpoint will issue company credit cards to certain employees for use in their jobs. This policy sets out the acceptable and unacceptable uses of such credit cards.

Use of company-issued credit cards is a privilege that the Company may withdraw at any time, with or without cause. Upon an employee's termination of employment at Starpoint, all cards must be returned to the Chief Financial Officer.

The employee in possession of the company credit card is solely responsible for all purchases on the card and for ensuring that the card is not used by unauthorized personnel. Card members may not be distributed and should not be saved in online accounts.

Any credit card issued to an employee must be used for business purposes only, and for purposes in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business purpose. Non-business purchases are considered any purchases that are not for the benefits of Starpoint.

Business related expenses, such as food and lodging while on Starpoint approved business travel, may be purchased on the company credit card as long as these purchases are consistent with Starpoint's travel and expense reimbursement policy.

Any purchase in the amount of \$1,000 or above must be approved prior to purchase. The employee must submit the purchase request in writing to their immediate supervisor and receive approval in writing before making the purchase. An email request will be sufficient. The employee should attach a copy of the purchase approval to the receipt and submit them together when submitting the receipt to the Accounting Office.

The employee in possession of the credit card is responsible for receiving, printing, and retaining all receipts related to purchases made on the company credit card.

Receipts need to be turned into the Accounting Department within one week of the date of purchase. All receipts should be labeled with a description of what the purchase was for and appropriate coding to ensure proper accounting of the purchase.

Any receipts for meals or entertainment must be attached to a paper that clearly indicates the names of all person, attending the meal or entertainment and the business purpose of such event.

If any employee uses a company credit card for a personal purchase in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee, and will be deducted in full from the employee's next paycheck. Any remaining balance will be deducted from subsequent paychecks until the wage advance is fully repaid.

In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment.

# Starpoint's Adult Services Salary Schedule

Updated 2019	Minimum Range		Mid-Range		Maximum Range	
Salary Class I	\$ 11.10	\$ 12.10	\$ 11.10	\$ 12.77	\$ 13.40	\$ 17.42
DSP						
Admin Assistant/Secretary						
Medical Support Team						
Salary Class II	\$ 11.85	\$ 12.85	\$ 11.85	\$ 13.63	\$ 14.31	\$ 18.60
DSP Lead						
Assistant Coordinator						
Salary Class III	\$ 13.50	\$ 14.50	\$ 13.50	\$ 15.53	\$ 16.30	\$ 21.19
Accounting Specialist						
Site Coordinator						
Salary Class IV						
Team Assistant	\$ 14.00	\$ 15.00	\$ 14.00	\$ 16.10	\$ 16.91	\$ 21.98
Salary Class V						
Resource Coordinator	\$ 16.00	\$ 17.00	\$ 16.00	\$ 18.40	\$ 19.32	\$ 25.12
Salary Criteria	<p>The rate of pay for a new hire or an employee who meets the minimum qualifications for the job. High end for new hires with at least 5 years previous experience. If it is determined that a new hire has qualities or experience justifying more than the starting low range, start increasing the low range rate by 3% not to exceed the high range amount. Most new hires will start at the low range rate.</p>		<p>The rate of pay for an employee performing 100% efficiency under normal supervision. Most current employees will be in the mid-range for their salary class. A developmental increase may be granted to a staff member who has acquired <b>increased skills and competencies</b> in their current job. This recognizes the staff member's increased value to Starpoint. An in-range salary increase is given to recognize an employee for <b>meaningful increased duties and responsibilities</b> in the current job classification. These type of increases should start at the employee's current wage and increase in increments of 3% to 5% as determined by the CEO. Starpoint doesn't guarantee wages increases and all increases are subject to Starpoint's discretion.</p>		<p>Takes into account tenure, performance, and education. The highest rate of pay for a job grade. Normally this would be paid only to an employee who performs duties well in excess of those called for in the job description and performs them at the greatest possible efficiency for many years.</p>	

**Starpoint  
Salary Classes  
For  
Early Childhood Staff Positions  
Effective 9/1/19**

<b>Salary class</b>	<b>Hourly Range</b>		<b>Annual Range (Figured at 1 FTE Rate=2080 hours)</b>	
<b>Sub/Temp</b>	\$ 11.20	\$ 14.86	\$23,296	\$30,909
<b>I</b>	\$ 11.22	\$ 15.28	\$23,338	\$31,782
<b>I-A</b>	\$ 11.44	\$ 17.23	\$23,795	\$35,838
<b>II</b>	\$ 12.15	\$ 18.84	\$25,272	\$39,187
<b>II-A</b>	\$ 13.56	\$ 20.88	\$28,205	\$43,430
<b>III</b>	\$ 14.86	\$ 21.18	\$30,909	\$44,054
<b>III-A</b>	\$ 16.86	\$ 24.18	\$35,069	\$50,294
<b>III-B</b>	\$ 17.82	\$ 25.64	\$37,066	\$53,331
<b>IV</b>	\$ 18.63	\$ 32.25	\$38,750	\$67,080
<b>V</b>	\$ 22.55	\$ 36.91	\$46,904	\$76,773

<b>Title</b>	<b>Salary Class</b>
<b>Children's Services Manager(BA)</b>	<b>IV</b>
<b>Classroom Assistant, SPIN</b>	<b>I</b>
<b>Assistants-</b>	<b>I</b>
<b>Cook-SPIN</b>	<b>I</b>
<b>COTA</b>	<b>III-B</b>
<b>Data Coordinator</b>	<b>III-A</b>
<b>EHS Child Care/Classroom Assistant Team Leader</b>	<b>I-A</b>
<b>Early Childhood Special Education Teacher (on TTE)</b>	<b>IV</b>
<b>EHS Child Care/Classroom Assistant</b>	<b>I-A</b>
<b>EHS Education Coordinator/Manager</b>	<b>IV-V</b>
<b>EHS Health and Passport Coordinator I</b>	<b>IV</b>
<b>Manager II</b>	<b>IV</b>
<b>EHS Home Visitor I</b>	<b>II or II-A</b>
<b>EHS Family and Community Partnership Coordinator I</b>	<b>III-B</b>
<b>Manager</b>	<b>IV</b>
<b>EHS Program Aide</b>	<b>I</b>
<b>EHS Home Visitation Manager</b>	<b>III-B</b>
<b>EHS Resource Coordinator</b>	<b>III-A</b>
<b>EHS Toy Van Home Visitor</b>	<b>I</b>
<b>Family Center Coordinator-Early Childhood Coordinator</b>	<b>III-B</b>

<b>First Steps Home Visitor Coordinator</b>	<b>III-A</b>
<b>Home Visitor II</b>	<b>II</b>
<b>Home Visitor III</b>	<b>III</b>
<b>Home Visitor III-A</b>	<b>III-A</b>
<b>Home Visitor III-B</b>	<b>III-B</b>
<b>Infant and Toddler Coordinator/Supervisor</b>	<b>III</b>
<b>Occupational Therapist (BA)</b>	<b>IV</b>
<b>Part C Early Intervention Manager (BA)</b>	<b>IV</b>
<b>Preschool Assistant</b>	<b>I</b>
<b>Receptionist/Secretary/Front Desk Support</b>	<b>I</b>
<b>Service Coordinator (Part C), EHS</b>	<b>IV</b>
<b>Special Education Assistant-Support Staff</b>	<b>I</b>
<b>Speech Pathologist</b>	<b>V</b>
<b>Speech Language Pathologist Assistant</b>	<b>IV</b>
<b>Substitute/Temp</b>	<b>Substitute</b>
<b>Teacher I</b>	<b>II</b>
<b>Teacher II</b>	<b>II</b>
<b>Teacher III</b>	<b>III</b>
<b>Teacher III-A</b>	<b>III-A</b>
<b>Children Services Manager (MA)</b> <b>Director(MA)</b>	<b>V</b> <b>V</b>
<b>Part C Early Intervention Manager (MA)</b>	<b>V</b>
<b>Preschool Teacher Salary class of Teacher I,II,III,III-A , II-B</b>	<b>*</b>
<b>Center Director</b>	<b>IV</b>
<b>Occupational Therapist (OTR), MA)</b>	<b>V</b>
<b>ECSE(Early Childhood Special Educator</b>	<b>V</b>



## **PAY DAYS**

Pay days are bi-weekly on Fridays.

Pay checks and direct deposit earnings statements will be available at a site and time designated by the Accounting Department.

It shall be the policy of Starpoint to use a biometric system (finger prints) for employees to clock in and out for the work day. Employee will sign a release, stating that their fingerprints will not be used for anything other than calculation of hours worked. If not possible to use the biometric system (due to scheduling) some employees will be granted the use of web timesheets. Under no circumstances will employees be allowed to clock in/out or modify their electronic timesheet from any phone or personal computer; only an agency approved computer or other device will be allowed.

Upon employment with Starpoint, all employees will be assigned an employee ID number. All employees will then be entered into the MITC payroll system. All hourly employees will then have their fingerprints recorded into the biometric system.

All employees will follow their established shifts and clock in or out according to their individual assignments in regards to time. Employees will not be allowed to clock into their assigned shifts more than 5 minutes BEFORE or 5 minutes AFTER their routine shifts begins or ends without prior authorization, in writing, by their immediate supervisors. Any additional time that the employee is requesting will be recorded on an OVERTIME REQUEST form and submitted immediately to their supervisor. If the supervisor did authorize this additional time then that supervisor will sign the OT Request Form and submit it to the appropriate Accounting Staff for payroll.

No employee can authorize their own overtime.

This process will be used for all purposes of clocking in and clocking out whether one uses this for the beginning and end of a daily shift, or if one clocks in and out for lunch breaks or other breaks in the employees assigned hours throughout the day.

No other method will be utilized for clocking in and out unless specifically authorized and trained by the employee's supervisor.

MyMITC will be available on all company computers at a variety of locations; employees will follow their supervisor's instruction as to where to access an agency computer. In order to access MyMITC, employees will login using their individual employee ID number, with a zero in front of it.

The above processes create each hourly employee's electronic timecard. All corrections to employee's electronic "timecard" will be made through MyMITC. Employees will request changes for any errors, i.e.: failing to check in or out or entering the wrong job code. In addition, employees will utilize MyMITC functions for all requests to utilize their personal time off (PTO) whether planned or unplanned absences.

Paper and electronic timesheets will be submitted to the Accounting Department by noon on the date due, as shown on the payroll calendar. Any changes or corrections to paper timesheets must be initialed and submitted to the supervisor by the employee.

These changes will be accepted until noon on the Monday prior to the pay day. Electronic corrections to employee's timecard will be made through MyMITC. Employees will request changes for any errors.



Requests for changes to an electronic timecard will be automatically routed to the employee's supervisor. The employee's supervisor must approve all changes to the employee's electronic timecards. These changes must be requested and approved by noon on the Monday prior to the pay day. If these timelines are not met, the employee may not be paid until the next regular pay day.

Federal and state income taxes, Social Security and Medicare contributions are automatically deducted from paychecks, as required by law. Deductions by court order, or as otherwise required by law, may also be deducted. In addition, the following payroll deductions may be authorized by individual employees:

Dependent health insurance premiums  
Tax-deferred annuity contributions  
Credit Union payroll deductions  
Cafeteria/flex plan payments  
Additional life insurance  
Fitness center membership fees  
Voluntary supplemental insurance premiums\*

Amounts owed to Starpoint at the time of separation of employment

Employees who are on approved extended leave and who are not receiving a paycheck from Starpoint will receive a letter regarding continuation of voluntary benefits from the Director of Human Resources or assigned designate. An employee may elect to discontinue their voluntary benefits during approved leave. To discontinue any voluntary benefits please notify Starpoint immediately so we may make the proper adjustments with the insurance carrier(s). To continue voluntary benefits during approved leave, employees will be required to remit payment for their portion of the benefit premiums. The employee will be required to make payments on a monthly basis to continue their current voluntary benefits. Payments are due on the first of the

month for that month's coverage. If the payment is more than thirty (30) days late Starpoint will cancel voluntary benefits. Starpoint will send a written notice of cancellation at least 15 days prior to the cancellation to ensure the employee is aware that their insurance coverage is in jeopardy. Should Starpoint cancel coverage due to lack of payment, the employee will have the right to restore their insurance coverage without condition once they return to work.

## **ATTENDANCE AND LEAVE TYPES**

### **ATTENDANCE AND PUNCTUALITY**

You are expected to report to work on time and remain at work through the duration of your scheduled shift. Unexcused or excessive absenteeism, tardiness, and early departures place a burden on other employees, the company, and the individuals receiving services to which you are assigned. When you are absent from an assigned shift, Starpoint must find another qualified employee to cover the open shift. This can result in important jobs not being completed, or failure to meet requirements or needs of individuals receiving services.

Absenteeism or tardiness that is unexcused or excessive in the judgment of Starpoint is grounds for disciplinary action, up to and including termination.

Approved leaves, such as family and medical leave, sick leave, disability leave, or any other approved paid or unpaid time off, will not count as an unexcused absence under this policy.

### **PERSONAL TIME OFF (PTO)**

It was the intent of Starpoint in creating this type of leave system to create a flexible leave system that allows employees time for vacations, illness and emergencies and for Starpoint to schedule coverage and to staff programs. Since this leave is for both vacation and sickness, it is expected that employees will budget their leave so there is some left at the end of the year to cover

Regular Work Schedule Hours Per Week	<b>PTO Hours 1-3 years employment*</b>	Accrual Hours per pay period	<b>PTO Hours 3-6 years employment</b>	Accrual Hours per pay period	<b>PTO Hours 6+ years employment</b>	Accrual Hours per pay period	<b>PTO Hours Hired prior to 1989</b>	Accrual Hours per pay period
40	130	5	170	6.538	210	8.077	310	11.923
39	126.75	4.875	165.75	6.375	204.75	7.875	302.25	11.625
38	123.5	4.75	161.5	6.212	199.5	7.673	294.5	11.327
37	120.25	4.625	157.25	6.048	194.25	7.471	286.75	11.029
36	117	4.5	153	5.885	189	7.269	279	10.731
35	113.75	4.375	148.75	5.721	183.75	7.067	271.25	10.433
34	110.5	4.25	144.5	5.558	178.5	6.865	263.5	10.135
33	107.25	4.125	140.25	5.394	173.25	6.663	255.75	9.837
32	104	4	136	5.231	168	6.462	248	9.538
31	100.75	3.875	131.75	5.067	162.75	6.260	240.25	9.240
30	97.5	3.75	127.5	4.904	157.5	6.058	232.5	8.942
29	94.25	3.625	123.25	4.740	152.25	5.856	224.75	8.644
28	91	3.5	119	4.577	147	5.654	217	8.346
27	87.75	3.375	114.75	4.413	141.75	5.452	209.25	8.048
26	84.5	3.25	110.5	4.250	136.5	5.250	201.5	7.750
25	81.25	3.125	106.25	4.087	131.25	5.048	193.75	7.452
24	78	3	102	3.923	126	4.846	186	7.154
23	74.75	2.875	97.75	3.760	120.75	4.644	178.25	6.856
22	71.5	2.75	93.5	3.596	115.5	4.442	170.5	6.558
21	68.25	2.625	89.25	3.433	110.25	4.240	162.75	6.260
20	65	2.5	85	3.269	105	4.038	155	5.962
*New hire PTO hours will be prorated from their start date to the last day of the year.								

sickness or other legitimate emergencies. If an employee runs out of leave and needs additional time off, that time will either be unpaid or not allowed.

**Eligibility for Paid Time Off (PTO)**  
Effective January 3, 2020 PTO will be accrued per pay period. This policy replaces all existing PTO that you have been allotted under prior policies.

PTO is accrued upon hire or transfer into a benefit-eligible position. PTO is earned on the following schedule based on a 40 hour work week and years of service. PTO is prorated based on the number of hours worked on an employee's regular schedule.

Occasionally, employees need to take more time off than they have accrued. Early time off requests might come up for any number of reasons such as unexpected family visits or holidays soon after being hired. Whatever the reason, it often happens that employees

want to take more time off than they have accrued.

When employee leave is approved by their supervisor employees will be allowed up to 40 hours of PTO if their annual hours allowed minus PTO already used covers the negative balance.

Example: June has accrued 20 hours of PTO but would like to request a week off (40 hours) for vacation. She has not used any PTO this year. Her PTO is approved leaving her PTO balance negative 20 hours. The negative balance will become positive again in time, according to the accrual rate. Remember time accrues on a pay period basis, the balance will slowly climb back into the positive. June earns 5 PTO hours per pay period so she would be positive within 4 pay periods.

Temporary employees, contract employees, and interns are not eligible to accrue PTO.

PTO is not earned in pay periods during which unpaid leave, short or long term disability leave, or workers' compensation leave are taken.

Under the company's Family and Medical Leave Act (FMLA) policy, all accrued PTO time is taken before the start of the unpaid FMLA time.

Employees may use time from their PTO bank in hourly increments. The time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include company paid holidays, bereavement time off, required jury duty, and military service leave.

To take PTO requires two days of notice to the supervisor unless the PTO is used for legitimate, unexpected illness or emergencies. In all instances, PTO must be approved by the employee's supervisor in advance.

Any request for personal leave must be submitted in writing, be signed, approved, and scheduled by the employee's immediate supervisor. All employees who use the MITC system must submit their leave requests using MITC. The employee's immediate supervisor will approve and schedule the requested personal leave. Any request for any other type of leave, paid or unpaid, must be submitted in writing to the employee's supervisor and then forwarded to the Director of Human Resource for final approval.

An employee who is off work for an extended period and who is receiving income replacement benefits, such as workers' compensation benefits, will not be eligible for an annual leave bank. If such employee returns to work during the year, their leave bank will be pro-rated down based on the date they actively return to work, dependent on the number of hours they are working.

New employees will not be eligible to use their personal leave until they have completed 90 days of employment with the company. If a new employee becomes ill during the first 90 days of employment, they will use any accrued time possibly going into a negative balance. Only 1 day of leave a month during the first 90 days of employment will be approved for illness. All other days will be without pay.

Employees are expected to use PTO benefits in the calendar year in which PTO is earned. Any unused PTO that is remaining on December 31st will carry over into the next calendar year.

Employees may not accrue more than the maximum leave they are allowed. Once an employee reaches his or her maximum amount, the employee ceases to accrue any additional PTO benefits. If an employee later uses enough PTO benefits to fall below the ceiling, the employee starts to accrue leave again from that date forward until he or she reaches his or her PTO ceiling. Accordingly, employees are encouraged to use all PTO benefits in the fiscal year in which they are earned in order to avoid reaching the ceiling limit.

Employees who are entitled to leave of 130 hours or less may take their leave at a maximum of one calendar week at a time. If more time is needed the employee will need to get prior approval from their supervisor. Those who are entitled to leave of 170 hours or more normally may only take a maximum of two calendar weeks consecutively, with the balance to be taken separately as full weeks or as individual days.

#### HOW SCHEDULED.

Any leaves over 2 days for reasons other than the employee being ill or for a bona fide emergency will require advance scheduling with supervisory staff. Any employee whose position requires coverage will be required to schedule their leave in

advance, based on supervisory approval. Schedules will be approved based on the needs of the program, availability of coverage for that time, and on a first come basis. Leaves of over 2 days for illness the supervisor may require a statement from a doctor; and will require a doctor's release upon return.

### CALL-IN PROCEDURES

If you think you will be late or absent from work for any reason you must notify your supervisor or department head no later than 2 hours before your start time on each day of your absence. If it is not during the supervisor's regular working hours, then the employee should call the on-call person, if appropriate, who will then notify the supervisor when available. If you leave a voice mail message for your supervisor or department head concerning your absence, a follow-up call must be made every 15 minutes until a verbal confirmation is received. Failure to properly notify the company of your absence will result in an unexcused absence. Failure to comply with this call-off procedure will cause your tardiness or absence to be considered unapproved or job abandonment, and may result in corrective action up to and including termination. You must inform your manager of the expected duration of any absence. We will not accept telephone calls from friends or family members to report that you will be late or absent, unless the reason you are absent makes you unable to call.

If you are late, you cannot work beyond your scheduled work time to make up the time missed without prior manager approval. Working late to make up time missed due to lateness does not negate your responsibility to report to work on time.

### NO CALL/NO SHOW.

Failure to show up for work along with a failure to notify one's supervisor or manager of one's absence at a minimum of 30

minutes prior to a scheduled shift will result in an absence being classified as a "No Call/No Show." Any "No/Call/No Show" is a violation of company attendance guidelines and will result in disciplinary action, up to and including termination.

Employees who have used all personal leave and are absent from work are considered to be on unauthorized leave unless they have formally requested and have an approved written request for unpaid leave. Employees who are absent without such approval are subject to corrective, disciplinary action or termination. Absences will be considered excessive if: An employee has exhausted all personal leave and exceeds two incidents in one month. An incident is any one of the following: late arrival, leaving early, no call-no show or absence for anything other than FMLA/military/jury duty, no call-no show.

Employees who do not receive leaves are allowed one absence per month which shall be unpaid. Any additional time beyond this will be considered excessive absenteeism and can result in corrective, disciplinary action or termination

### FORCED LEAVE

Employees who work in Starpoint Adult Supports and Services programs that close over various holidays and other periods may be required to schedule part of their leave during those periods. Employees in the Adult Supports and Services programs will need to budget their leave to be able to use it during these periods. Employees in Adult Supports and Services programs may be assigned to work in other program areas dependent on need. If program closures occur during the first six months of employment this section will also apply. Employees who work in other program areas should refer to individual Work Schedules to determine program closure procedures and paid time off schedules.

#### FUNERAL LEAVE.

It is the policy of Starpoint to grant paid funeral/bereavement leave to eligible employees. Full-time employees may take up to 3 paid days off with management approval for the death of spouse, previously designated domestic partner, parents, siblings, children, grandparents, grandchildren, foster parents and children, step-parents and children, son/daughter-in-law, mother/father-in-law.

#### DISABILITY/MATERNITY LEAVE.

Leave will be granted for any certified disability. Personal leave and unpaid leave may be used for a total of three months leave. Personal Leave must be used for the 14 day elimination period required for short term disability. All disability leave requests must be submitted to the Director of Human Resources. Please refer to the Family and Medical Leave Act of 1993 for additional information on these types of leaves.

#### UNPAID LEAVE.

Starpoint reserves the right to deny unpaid leave requests to employees other than FMLA or other legally required leave. Those taking unpaid leave without following company policy will be subject to corrective, disciplinary action or termination. All requests for unpaid leave must first be submitted to an employee's supervisor and then forwarded to the Director of Human Resources who will make the final decision concerning such requests. All unpaid leave requests will be reviewed on an individual basis.

#### FAMILY AND MEDICAL AND LEAVE ACT OF 1993.

It shall be the policy of Starpoint to recognize and adhere to the provisions of the Family and Medical Leave Act of 1993. Employees should refer to Employee Handbook for specific information on eligibility and procedures to follow to access Family and Medical Leave.

#### MILITARY/RESERVE LEAVE.

Starpoint will abide by all the provisions of the Uniformed Services Employment and Re-Employment Act (USERRA) and will grant military leave to all eligible full-time and part-time employees. Military leave may be granted to full-time and part-time employees for a period of four (4) years plus a one-year voluntary extension of active duty (5 years total), if this is at the request and for the convenience of the United States Government. As with any leave of absence, employees must provide advance notice to their supervisor of their intent to take military leave and must provide appropriate documentation.

An employee's salary will not continue during military leave unless required by law. However, employees may request to use any personal leave time during military leave. Benefit coverage will continue for 31 days as long as employees pay their normal portion of the cost of benefits. For leaves lasting longer than 31 days, employees will be eligible to continue health benefits under COBRA and will be required to pay 102% of the total cost of their health benefits if they wish to continue benefits.

Upon return from military leave, employees will be reinstated with the same seniority, pay, status, and benefit rights that they would have had if they had worked continuously. Employees must apply for employment within ninety (90) days of discharge from the military. Employees who fail to report for work within the prescribed time after completion of military service will be considered to have voluntarily terminated their employment.

If employees are reservists in any branch of the Armed Forces or members of the National Guard, they will be granted time off for military training. Such time off will not be considered personal time. However, employees may elect to have their reserve duty period be considered as vacation time

[or PTO] to the extent they have such time available.

### JURY DUTY.

One of your responsibilities as a citizen is to accept jury duty willingly when called and to appear as a witness when summoned. If you should be called, notify your supervisor immediately. Starpoint will pay for the first three days wages during jury service; and on subsequent days, will make up the difference between state or federal reimbursement that may be made to the employee. Employees will be required to provide documentation of time spent on jury duty.

### VOTING

Any employee whose work schedule is such that polls are not open during at least three non-working hours on election day shall be permitted paid leave for the time spent voting – not to exceed two hours.

### INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt Company operations. The decision to close the office will be made by the director or supervisor of the individual programs.

Employees are expected to make every effort to come to work whenever possible without jeopardizing personal safety. Inability to come to work due to inclement weather must be reported to the direct supervisor as soon as possible. In such case, an employee may use personal paid leave.

When the decision is made to close the office, employees will receive official notification from their supervisors and directors. Unless notified otherwise, employees are expected to report to work as scheduled.

## **WORK SCHEDULES & BENEFITS**

No benefits are given for part time other; temporary employees; or substitutes. Only full time regular and part time regular employees will receive leaves at the rate shown on the appropriate work schedule.

Full time regular employees will be eligible for health insurance for themselves and their families.

Short-term disability is provided to eligible full-time employees.

Term Life and AD&D Insurance Benefits will also be provided to eligible full-time employees.

Additional life insurance may be purchased by the employee.

A (403) b tax-deferred annuity plan is offered to employees to help them save for their retirement. This plan allows employees to set aside a portion of their monthly salary to be invested and for income tax purposes the annuity dollars can reduce your taxable income. There are many flexible investment options available.

Participation in a local Credit Union that may offer savings accounts, loans, a payroll education plan and insurance on savings and loans accounts.

Worker's Compensation Insurance.

Section 125 (Cafeteria Plan/Flex Plan) - This plan allows you to pay for certain reimbursed medical and dependent day care expenses with before-tax dollars. You may be able to reduce taxes and increase your take-home pay.

Additional voluntary supplemental insurances are also available for full time employees which include:

## Profile EAP

### “Helping Employees Balance, Work, Family & Life”

#### ***Problems are a part of life.***

Your employer recognizes that, at any time, you or your family members may experience personal difficulties that may seriously affect your life. If these difficulties go unresolved for a period of time, they are likely to impair your ability to cope as effectively at home and on the job. That is why your employer provides a confidential Employee Assistance Program (EAP) for you and your family. Your use of our services is not reported to your employer. The EAP benefit provides Professional Counseling Services, Legal, Financial and other resources to assist your emotional and mental well-being and bring balance to your life.

#### **Who is covered under the benefit?**

All full-time and part-time employees, spouses and unmarried dependent children to age 26 are covered.

#### **How does the EAP work?**

Getting help is simple. You can schedule an appointment by calling toll free at 1.800.645.6571. Our offices are open 8:00 am – 5:00 pm Monday through Thursday and 8:00 am – 4:00 pm on Friday. A counselor is available 24 hours per day, 7 days per week for crisis assistance. Or, visit our website [www.ProfileEAP.org](http://www.ProfileEAP.org) to access other benefits.

**Company Code: DEV**

#### ***Counseling Benefit***

Your benefit includes 6 sessions per person, per problem, per year. Our licensed, professional counselors are here to help you with your life's problems. You may want to consider calling for help if you encounter problems such as:

- Relationship issues
- Family problems
- Grief
- Stress, depression or anxiety
- Substance abuse
- Workplace difficulties
- Financial information
- Behavioral Wellness Webinars
- Elder Care Issues
- Child Care Issues
- EAP Incident Response
- Legal problems not related to employment

Almost any personal or professional problem is appropriate for seeking assistance through your EAP. Profile EAP is located away from your workplace to create a comfortable atmosphere and maintain your privacy.

#### ***Office Information***

Toll- Free.....	1.800.645.6571	Colorado Springs.....	719.634.1825
Denver.....	303.765.6363	Durango.....	970-764-3760
Pueblo.....	719.560.0612	Fax.....	719.634.1874

## Profile EAP



Your employer Health does not discriminate against any person on the basis of race, color, national origin, disability, age, sex, religion, creed, ancestry, sexual orientation, and marital status in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy contact Your employer Health's Office of the General Counsel at 1-303-673-8166 (TTY: 711). Copyright © Your employer Health, 2018. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-303-673-8166 (TTY: 711). CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-303-673-8166 (TTY: 711).

## **WORK SCHEDULE II**

(Admin., Case Mgt., Support Services, Children's Services)

### **CLASSIFICATION**

- A) Full time regular (30-40 hours per week)
- B) Part time regular (20-29 hours per week)

### **PAID TIME**

Twelve (12) months per year

### **PERSONAL LEAVE**

Employees hired before January 1, 1990 will receive personal leave based upon the following, pro-rated down for less than 40 hours worked per week:

- 0-3 years employment – Accrue 230 hours per year
- 3-6 years employment – Accrue 270 hours per year
- 6+ years employment – Accrue 310 hours per year

Employees hired on or after January 1, 1990 will receive personal leave based upon the following, pro-rated down for less than 40 hours worked per week:

- 0-3 years employment – Accrue 130 hours per year
- 3-6 years employment – Accrue 170 hours per year
- 6+ years employment – Accrue 210 hours per year

### **HOLIDAYS**

- A) All agency observed holidays per Personnel Policies that are actually worked will be paid at double time.
- B) Part-time regular will be paid holiday pay for actual hours worked per Personnel Policies

### **INSURANCE COVERAGE**

- A) Full-time regular - yes
- B) Part-time regular – no



### **WORK SCHEDULE III**

(SPIN Preschool, First Steps, Early Head Start & Family Center)

Work Schedule III Terminated December 31, 2017

Workers hired from 1999 to 2017 on Work Schedule III are  
Grandfathered in.

### **CLASSIFICATION**

- A) Full time regular (30-40 hours per week).
- B) Part time regular (20-29 hours per week).

### **PAID TIME**

Works 4 or 5 days per week. Paid for Spring break and Christmas break per annually approved program calendar/schedule, per average hours worked.

### **PERSONAL LEAVE**

Employees hired before January 1, 1990 will receive personal leave based upon the following, pro-rated down for less than 40 hours worked per week:

0-3 years employment – Accrue 230 hours per year

3-6 years employment – Accrue 270 hours per year

6+ years employment - Accrue 310 hours per year

Employees hired on or after January 1, 1990 will receive personal leave based upon the following, pro-rated down for less than 40 hours worked per week:

0-3 years employment - Accrue 110 hours per year

3-6 years employment - Accrue 150 hours per year

6+ years employment - Accrue 190 hours per year

For SPIN personnel, personal leave for purposes of vacation, must be used during program closure in the summer. Personal leave for illnesses of the employee or their family or other emergencies is allowed as specified in the Personnel Policies.

### **HOLIDAYS**

- A) All agency observed holidays per Personnel Policies that are actually worked will be paid at double time.
- B) Part-time regular will be paid holiday pay for actual hours worked per Personnel Policies

### **INSURANCE COVERAGE**

- A) Full time regular – Yes
- B) Part time regular - No

## **WORK SCHEDULE IV CLASSIFICATION**

- A) Part time other
- B) Temporary
- C) Substitute

### **PAID TIME**

As scheduled

### **PERSONAL LEAVE**

None paid

### **HOLIDAYS**

None paid

### **INSURANCE COVERAGE**

No

### **HOLIDAYS**

Starpoint observes and allows paid time off for eligible employees on each of the following holidays:

New Year's Day  
Nationally observed President's Day  
Nationally observed Memorial Day  
4th of July  
Labor Day  
Thanksgiving Day  
Christmas Day

Eligibility: Full-time employees are eligible for paid time off for agency observed holidays. Part-time, temporary, or substitute employees are not eligible for holiday pay. Eligible employees will be paid their scheduled pay for that day.

Work on holidays: Some positions at Starpoint require employees to work on agency holidays and are not eligible for holiday paid time off. Employees required to work on a holiday will receive holiday pay instead of paid time off. Employees who request off for a holiday will receive holiday paid time off for hours they are normally scheduled to work.

Pay rates: An eligible nonexempt employee who is required to work on a Starpoint observed holiday shall be paid double their regular hourly rate for actual hours worked.

Religious accommodation:  
Employees who need time off for religious observances should speak with their supervisor or the human resources department.



# EMPLOYEE CONDUCT

## ANTI-HARASSMENT AND VIOLENCE POLICY

We are committed to providing a work environment where you are treated with respect and dignity. We expect all relationships to be professional and free of bias, prejudice, and harassment. We will not tolerate harassment of any type by, or directed to, any employee. We prohibit all forms of harassment.

You are entitled to work in an atmosphere free of harassment. This policy also applies to applicants for employment, independent contractors, or visitors who may interact with our employees in the workplace or at client sites

This is not an exhaustive list, the following may be examples of various types of conduct that are prohibited by this policy:

Verbal Abuse: Any language that degrades, intimidates, or berates others, including, but not limited to, racial, religious, or sexual comments, jokes, sexual innuendoes, and/or threats of any kind. Use of profanity in the work place will not be tolerated.

Physical Abuse: Touching, hitting, pushing, slamming, throwing, kicking, and/or threatening another person, including restraining by force or blocking the path of another.

Interference or Hostile Environment: Any behavior or action that interferes with an employee's ability to perform work assignments and/or creates a hostile or intimidating work environment.

Any of the above conduct, or other offensive conduct, directed at individuals because of their race, national origin, religion, disability, pregnancy, age or military status is also prohibited.

### Sexual Harassment

Each supervisor has a responsibility to maintain the work place free of any form of sexual harassment. No supervisor is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment.

Other sexually harassing or offensive conduct in the work place, whether committed by supervisors, nonsupervisory employees, or nonemployees, is also prohibited. Such conduct includes:

- 1) Sexual flirtations, touching, advances, or propositions;
- 2) Verbal abuse of a sexual nature
- 3) Graphic or suggestive comments about an individual's dress or body;
- 4) Sexually degrading words to describe an individual; and
- 5) Display in the work place of sexually suggestive objects or pictures, including nude photographs.

### Retaliation

A form of harassment defined as any adverse action taken or threat made because an employee has or attempted to exercise rights under state or federal employment laws or our policies. This includes, but is not limited to, verbal abuse and threats of withholding or withdrawing pay, promotions, training, or other employment opportunities.

### Reporting Harassment

If you experience harassment or are aware of another employee experiencing harassment, you are obligated to report the situation to either Human Resources or any

Director immediately. Any employee who believes that a supervisor's, another employee's or a non-employee's actions or words constitute unwelcome harassment has a responsibility to report the situation as soon as possible.

All complaints of harassment are to be investigated promptly and in as impartial and confidential a manner as possible. Employees are required to cooperate in any investigation. A timely resolution of each complaint is to be reached and communicated to the parties involved. Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited.

Upon receiving a report of harassment, the Chief Executive Officer and the Director of Human Resources shall appoint a committee of one female director and one male director to conduct an immediate investigation of the incident and make a report to the Chief Executive Officer or delegate.

Following the report of the investigation, the Chief Executive Officer, Director of Human Resources or delegates will take any personnel, or other action determined, in his or her sole discretion, to be necessary.

If any employee believes that any action of the Chief Executive Officer constitutes harassment, and the employee feels uncomfortable reporting or complaining about such conduct to a Director, the employee should report or complain about the conduct to the Director of Human Resources.

### **ANTI-VIOLENCE STATEMENT**

Starpoint believes employees should work in an environment without intimidation, threats or violence. Any action that, in the opinion of management, is inappropriate in the workplace will not be tolerated. Such behaviors may include, but are not limited to, physical, verbal or technology-based

intimidation, threatening or violent conduct, fighting, vandalism, sabotage, arson, use of weapons and/or carrying weapons on company property or whenever an employee is conducting work activities.

Employees should immediately report any such occurrences to a supervisor or director immediately. Complaints will be promptly investigated. When employees are found to have engaged in the above conduct, Starpoint will take action it believes is appropriate, up to and including termination of employment and notifying law enforcement.

### **PROFESSIONAL BOUNDARIES**

We are committed to providing a professional work environment where our employees and clients are treated with respect and dignity. We require all employees to maintain appropriate professional boundaries when interacting and communicating with our clients.

The following are prohibited:

- Sharing personal information or becoming personally involved with clients.
- Paying for any personal expenses for a client (e.g., meals, groceries, gas).
- Engaging in monetary transactions with a client (e.g., buying or selling items to or from a patient or client).
- Accepting gifts or other favors from clients.
- Communicating with the client outside of your scheduled work time, including through social media.

Any pre-existing personal relationship with a prospective client must be disclosed and agreed upon before the provision of services.

### **GIFTS AND GRATUITIES**

The accepting of money or substantial gifts to staff from individuals receiving services, parents, suppliers or other persons with whom Starpoint does business is prohibited.

Cash, stocks, bonds and in-kind donations to the agency are always welcome and gifts and gratuities should be directed to the Foundation office.

Employees cannot engage in any transactions with individuals receiving services that involve the employees or their personal funds or belongings.

Any staff member who desires to raise funds for a specific individual receiving services, a special program, piece of equipment or any other purpose must first receive written approval from the Chief Executive Officer or Foundation Director. To do this the staff person should write a memo outlining the following:

- Purpose of the fund raising;
- Amount being sought;
- Where funds will be raised from; and
- If there is a budget line item for this purpose, i.e., therapy, equipment, etc.

No contacts with any group, individuals or businesses can be made until approval is received.

It is critical that all fund raising efforts be known and coordinated so we do not approach groups with conflicting requests.

## **DONATIONS**

Individual staff may from time-to-time be approached by a parent or service group that wishes to make a donation to Starpoint. If asked what is needed, it is not appropriate for a staff person to offer suggestions. The response should simply be that we have many needs and that someone will get back to them. Depending on the current funding and budget, it may be more advantageous

that we ask for cash versus money that is restricted for a certain use or purchase.

Anyone approached with a potential donation should immediately contact the Foundation Director with details.

## **CONFIDENTIALITY**

All employees of Starpoint shall maintain confidentiality regarding any individuals receiving services information that is made known to them as a result of their employment. Specifically, this means that outside the agency no information, incidents, or stories will be related to anyone, including an employee's family, for any reason without a proper signed release of information and approval of the employee's supervisor. Any employee violating confidentiality will be subject to corrective or disciplinary action or termination.

During your employment, you may have access to confidential information. As an employee of Starpoint we must ensure that all of our information is protected in accordance with business requirements, individuals receiving services, relevant laws and regulations. You are responsible for protecting information from loss or unauthorized access, modification, destruction, or disclosure. All confidential information that you may have access to at Starpoint is confidential Starpoint property and requires your protection. Below are types of confidential information you may have access to at Starpoint.

Personally Identifiable Information (PII), is any information that enables identification of an individual. PII includes an individual's name, email address, work or home telephone number, home postal or other physical address, birth date, drivers' license number or other municipality-issued identification card number, social security number or other national identification number, or other information that enables

identification of a person or individual. Our PII can refer to any individuals receiving services, employees, workers, applicants, candidates, or other persons about whom we maintain personal information as part of providing our services and conducting our business.

Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, consists of both of the following two types of information: • Any information regarding a individuals receiving services health status, health care provided, or payment for health care services; and personal identifying information.

Financial account information includes information regarding bank accounts, credit card accounts, debit card accounts, and other financial accounts, that would allow access to or use of those accounts. Bank account information typically includes a bank routing number and account number; credit and debit card information typically includes a card number, expiration date, security code, and cardholder's name.

As part of your employment, you may also have access to other types of our information of a confidential nature related to Starpoint including but not limited to these examples: strategic plans, suppliers, finances, budgets, manuals, business practices, compensation, and sensitive personnel information regarding other employees, individuals receiving services, and legal matters. You may not use or disclose any non-public, confidential, sensitive, or proprietary information of ours in any manner that is unauthorized or detrimental to Starpoint's best interests.

## **EMPLOYEE CONDUCT**

It is the policy of Starpoint that certain guidelines regarding employee behavior are

necessary for efficient operation of Starpoint and for the benefit and safety of all employees and individuals receiving services. Conduct that interferes with operations, that discredits Starpoint, or that is offensive to the public, coworkers or individuals receiving services will not be tolerated.

Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of Starpoint. Employees are expected to be role models for individuals receiving services at all times. Interactions with individuals receiving services must reflect respect and dignity toward each individual. Employees must conduct themselves so their behavior is not viewed as flirtatious, unlawful, degrading, having sexual overtones, and/or humiliating. (Also see Policy on Abuse, Neglect and Violation of Rights of Persons Receiving Services.)

## **EMPLOYEE CONDUCT AND CORRECTIVE ACTION**

Whenever and wherever people work together, each person must conform to standards of reasonable conduct in order to maintain an orderly, efficient, safe, and productive work environment. Employees are expected to follow all of the rules, policies, and procedures established by Starpoint, whether or not set forth in this handbook, and failure to do so may lead to corrective action up to and including termination. Starpoint reserves the right to counsel, take corrective action, and/or terminate employees for any and all violations of the standards of conduct.

Starpoint intends to give employees reasonable opportunity to improve their performance unless the problem involves matters affecting the health or safety of individuals receiving services or employees or willful misconduct. If an employee's productivity, quality, efficiency, or behavior is below an acceptable level action may be

needed. If performance falls below an acceptable level, corrective action may be imposed, including: verbal warning, written warning, suspension, or termination. The focus of corrective action is to promote employee job success by identifying the unacceptable performance and the cause(s) of the unacceptable performance, and agreeing on method(s) for improving employee performance to an acceptable level. In determining which type of corrective action is appropriate, the seriousness of the infraction (i.e. unacceptable behavior, attendance related issues, or misconduct), the past performance record and the circumstances surrounding the matter will be taken into consideration. Since the corrective action is intended to be action- oriented, corrective action of verbal warning, written warning, or suspension will usually include scheduled review dates to monitor the employee's progress toward acceptable performance. This progressive procedure does not preclude Starpoint from terminating an employee at any time, without any previous corrective action, if circumstances warrant. The decision to use or not to use any one of the corrective actions is solely within the discretion of Starpoint. Nothing in this policy is intended to modify the at-will nature of employment, which means that Starpoint may terminate the employment relationship at any time.

## **CORRECTIVE AND DISCIPLINARY ACTION**

Use of corrective and disciplinary action is voluntary by both the employer (Starpoint) and the employee. Either party may choose termination of employment prior to or at any stage during the process.

The following are formal corrective and disciplinary actions that can be used by any supervisory staff:

- Counseling sessions; and
- Verbal and written reprimands.

The following are formal corrective and disciplinary actions that can be used by directors:

- Counseling sessions;
- Verbal and written reprimands;
- Invoking probationary status; and
- Suspension with or without pay.

The above actions may be used depending on the nature, severity and frequency of the problem for less than satisfactory work performance, less than satisfactory work habits, insubordination, theft, dishonesty, falsifying individuals who receive services, agency or personnel records, poor attitude or co-worker relations as evidenced by specific acts or behaviors, or any other act which in the sole judgment of the supervisor is or might be detrimental to the purpose or programs of the agency.

Any formal corrective or disciplinary action taken will be documented and put in the employee's personnel file.

Probationary status as used in this section means the status of an employee has when a written plan for the improvement of the employee's performance has been created, which plan will set forth time limits for its successful completion.

Suspension without pay may be used as a precautionary measure where there is suspicion of cause until a final determination is made.

Written documentation of formal corrective and disciplinary action may be removed from the employee's personnel file after one year from the time it was entered. The employee may request, or supervisor may recommend, this to the Chief Executive

Officer or Director of Human Resources who will have the final decision on removal.

### **OUTSIDE EMPLOYMENT**

No Starpoint employee shall engage in outside employment which interferes with the proper and effective performance of his or her duties or which results in a conflict of interest. Employees are required to submit written notification to their supervisor, who will forward it to the Chief Executive Officer or Director of Human Resources if the employee undertakes outside employment. Requirements of employment with Starpoint shall have priority over any requirements of outside employment.

### **CONFLICTS OF INTEREST**

You and all of our employees, directors, officers, and contractors have a duty to avoid interests, both real and perceived, which may conflict with employment or services with us. A conflict of interest occurs when a professional or personal interest competes with your service to or on behalf of us, our interests, or the best interests of our clients. Such competing interests may make it difficult for you to impartially fulfill your responsibilities. Please refer to the conflict of interest policy in The Code for more information.

Personal relationships between employees and clients are also prohibited, unless they are disclosed and agreed upon before the provision of services.

### **DRUG-FREE WORKPLACE**

It is the policy of Starpoint to maintain a workplace that is free from the effects of drug and alcohol abuse.

Employees are prohibited from the illegal use, sale, dispensing, distribution, possession, or manufacture of illegal drugs, controlled substances, narcotics, or alcoholic beverages on company premises or work sites. In addition, the company prohibits the

off-premises abuse of alcohol and controlled substances, as well as the possession, use or sale of illegal drugs, when those activities adversely affect job performance, job safety or the company's reputation in the community.

Controlled substances include any drug that is illegal under federal or state law, or that is legally obtainable but has not been legally obtained. The term includes prescribed drugs which are not being used for the prescribed purpose or in the prescribed manner. Examples include but are not limited to: Marijuana\*, Opiates, Amphetamines, Cocaine, Crack, phencyclidine (PCP), Narcotics, Barbiturates, Stimulants, Depressants, and Alcohol.

\*Despite Colorado law, marijuana for medical or recreational use is a Drug Enforcement Administration listed Schedule I controlled substance and therefore is prohibited.

Starpoint will not hire, subject to state or local law restrictions, alcoholics or drug abusers whose current use of those substances prevents them from performing their jobs or who would constitute a direct threat to the property or safety of others. Whenever applicants for employment are to be tested for the presence of illegal drugs or alcohol, they are to be informed in advance and in writing.

Employees will be subject to corrective or disciplinary action, up to and including termination, for violations of this policy. Violations include, but are not limited to, possessing illegal and non-prescribed drugs and narcotics or alcoholic beverages at work; being under the influence of those substances while working; using them while working; or dispensing, distributing or illegally manufacturing or selling them on company premises and work sites. Employees, their possessions, and company-



issued equipment and containers under their control are subject to search and surveillance at all times while on company premises or work sites or while conducting company business. Employees subject to the Drug-Free Workplace Act who are convicted of any criminal drug violation occurring in the workplace must report the conviction to the Human Resources Department within five days, and the Human Resources Department will take appropriate action as required by law.

Employees may be asked to take a Reasonable Suspicion Drug and/or Alcohol test at any time to determine the presence of drugs, narcotics or alcohol, unless the tests are prohibited by law. Employees that agree to take the test must sign a consent form authorizing the test and the company's use of the test results for purposes of administering its discipline policy. It is a violation of this policy to refuse consent for purposes or to test positive for alcohol or illegal drugs. Policy violations will result in corrective or disciplinary action, up to and including termination. Tests that are paid for by the company are the property of the company, and the examination records will be treated as confidential and held in separate medical files. However, records of specific examinations, if required by law or regulation, will be made available to the employee, persons designated and authorized by the employee, public agencies, and relevant insurance companies, or the employee's doctor.

Supervisors should report immediately to the Human Resources Department any action by an employee who demonstrates an unusual pattern of behavior. The Human Resources Department will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and alcohol. Employees believed to be under the influence of drugs, narcotics or alcohol will be required to leave the premises.

It is the policy of the company to provide a safe and productive workplace. To help accomplish this goal, the company requests that any employee who is on medication which could affect his or her performance, particularly in terms of personal safety and overall ability to perform the essential functions of his or her job, should report this fact to their supervisor.

If you are taking medication which may affect your ability to safely perform your job duties (whether advised of this fact by a physician, by warning labels on the medication, or by your own observation of the effects), you should report those limitations to your immediate supervisor or to Director.

You do not normally need to report the type of medication, nor reveal the reason that the medication is needed, except in unusual circumstances. This type of personal medical information will be kept confidential. The company's concern is to provide a safe working environment. For example, some medications may carry a warning such as "do not drive or operate machinery while taking this medication." You are asked only to reveal the fact that you are taking a medication which carries such a warning, and only in cases where the warning could affect the performance of assigned job duties.

Once the company has been notified of potential job limitations, the company will make reasonable efforts to accommodate the limitation, to the extent required by law.

If you are taking prescription medication, the company may require you to provide a doctor's release to work while taking the medication.

It is the goal of Starpoint that employees will take responsibility for their own behavior and voluntarily seek help through the Employee Assistance Program (EAP) or other professional programs to resolve

problems. However, there may be times when management recommends or requires the EAP as part of a performance improvement plan, disciplinary action, or other recommended action to meet operational needs. Participation in counseling, including company-sponsored or required counseling, is confidential and should not have any influence on performance appraisals. Job performance, not the fact that an employee seeks counseling, is to be the basis for all performance appraisals.

Any employee who is abusing drugs or alcohol may be granted a leave of absence to undertake rehabilitation treatment. Employees should refer to specific personnel policies addressing absences. The employee will not be permitted to return to work until certification is presented to the Human Resources Department that the employee is capable of performing his or her job. Failure to cooperate with an agreed-upon treatment plan may result in corrective or disciplinary action, up to and including termination. Participation in a treatment program does not insulate an employee from the imposition of discipline for violations of this or other company policies. Starpoint will, to the extent feasible, provide continuing awareness programs about the harmful effects of drug and alcohol abuse.

### **PERSONAL BELONGINGS**

Employees are responsible for their own personal property at all times. There is no reimbursement or insurance coverage provided by Starpoint for the loss of or damage to an employee's personal effects in the workplace, including items such as: money, books, decorations, clothing, electronic devices or other items that are kept in offices, desks, Starpoint vehicles or personal vehicles, either at a Starpoint site or while traveling on Starpoint business. Employees are urged to carry a homeowners or renter's property insurance policy or other

specific property insurance to cover such risk of loss.

Personal medications and other belongings must also be secured against the accidental or intentional misuse by others.

### **COMMUNICATION WITH THE PRESS**

Employees are not authorized to comment for Starpoint. Starpoint will respond to media requests for Starpoint's position only through the designated spokesperson.

Any individual who is asked to make a presentation on Starpoint to any business or organization must have information cleared through the Foundation Director department prior to such presentation.

Failure to follow this policy will result in corrective or disciplinary action, up to and including termination.

### **RESTRICTIONS ON LOBBYING**

This policy applies to all employees and officers at all locations. Any influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, the continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement by any employee is prohibited.

# WORK PLACE RULES

## **TOBACCO & ELECTRONIC SMOKE DEVICES**

The use of tobacco products, including, but not limited to cigarettes, cigars, pipes and smokeless tobacco, is prohibited inside any of Starpoint's facilities or vehicles. The use of tobacco products will be allowed in company designated areas outside facilities. Each facility will designate areas outside the building where the use of tobacco products will be allowed. This policy relates to all work areas at all times, including before and after normal working hours.

## **VAPING**

Definition: Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices.

This Vaping Policy prohibits the use of electronic nicotine delivery systems (also known as e-cigarettes, e-cigars, e-hookahs, and e-pipes) anywhere that tobacco smoking is prohibited. No vaping is permitted within the facilities or vehicles of Starpoint at any time. The use of vaping products will be allowed in company designated areas outside facilities. Each facility will designate areas outside the building where the use of vaping products will be allowed. This policy relates to all work areas at all times, including before and after normal working hours.

Employees are prohibited from using tobacco and vaping products in personal vehicles when they are transporting agency individuals receiving services in order to promote a safe and healthy environment for the individuals we support. Individuals receiving services are also prohibited from smoking, using vaping devices or chewing tobacco in personal vehicles of staff.

Violations of this policy will result in corrective or disciplinary action up to and including termination.

## **PERSONAL APPEARANCE**

It is the policy of Starpoint that each employee's dress, grooming and personal hygiene should be appropriate to the work situation. Employees are expected at all times to present a positive image to individuals receiving services, coworkers and the public.

- Clothing that is comfortable, clean, well-fitting and has no derogatory or inappropriate logos or sayings printed on shirts or hats are considered acceptable for employees working in support sites or on work sites.
- Employees who work with other community agencies and businesses are expected to dress in a manner that is professional and appropriate, i.e., neat, clean, well-fitting apparel, nothing too tight, short or suggestive.
- Employees, at all times, are expected to be a role model for the individuals receiving services. Clothing that is acceptable and typical of the community, depending on the situation, i.e., sporting clothes, work clothes, social dress, etc. Shoes and jewelry that are appropriate to the work site and working situation should be worn when working with children and adults receiving services.
- All jewelry should be appropriate for the work environment and worn sparingly. Large, dangling earrings,

necklaces, or rings may not be worn during your shift if you are a provider of direct care.

- No spaghetti strap tops (tank tops can be acceptable if they are not revealing). No short shorts, shorts must reach the tips of your fingers when your hands are hanging straight down. Added from Adult Services Policy
- Employees who work with adults and children cannot wear flip flops or backless sandals when you are working direct care. Shoes and sandals must have backs on them. This also is to protect against accidents and injuries. Added from Adult Services Policy
- The personal appearance of employees who do not regularly meet the public is governed by the requirements of safety and comfort, but should still be as neat as working conditions permit. Certain employees may be required to meet special dress standards depending on the nature of their jobs. Special grooming and/or personal hygiene may be addressed on an individual basis. Final authority will be up to the Chief Executive Officer, Supervising Director or Director of Human Resources.

### **CELLULAR TELEPHONES**

The Starpoint phones are intended for the use of serving our customers and in conducting Starpoint business.

Cellular telephones are furnished to certain employees in connection with their job duties. Employees are expected to limit personal use of company cellular telephones. Employees who have excessive cellular usage or text messaging for personal use

will be subject to corrective or disciplinary action, up to and including, termination.

Starpoint does not permit employees who are driving company vehicles to transport individuals receiving services to use a hand-held cellular telephone for calls or text messaging. Starpoint requires the safe use of its cellular telephones by employees while conducting business. Employees should not use cellular telephones while driving because of safety concerns, but should instead pull to the side of the road to make or receive telephone calls. If an employee is unable to pull over or stop before receiving a cellular telephone call, they should let the call go to voice message and retrieve the message when in a safe situation.

During work time, employees are discouraged from using personal cellular telephones or similar devices. Calls or text messages should only be made or received during breaks and meal times. Employees who have excessive personal cellular telephone calls or text messages will be subject to corrective or disciplinary action, up to and including, termination.

### **PERSONAL ELECTRONIC DEVICES**

The company takes numerous steps to ensure the security and confidentiality of electronic data, utilizing firewalls, passwords, and other measures. In order to ensure the security of electronic data, it is the policy of the company to prohibit the use of personal electronic devices and personal storage devices within company buildings, without the express approval of the employee's supervisor and/or the IT Director.

For purposes of this policy:

The term "personal electronic device" includes laptop computers, PDAs, or similar devices.

The term “personal storage device” includes disks, USB storage drives, and other devices which could be used to download or store confidential company information.

Unless otherwise specified within your specific workplace, personal electronic devices may be carried into buildings to keep them secure, but must be turned off at all times while indoors. You are allowed to use these devices in outdoor areas during regular break periods.

Employees in violation of this policy will be subject to disciplinary action, up to and including termination.

### **PERSONAL INFORMATION**

An employee’s personnel data should be accurate and current at all times. It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data. Employees are requested to use the “Personnel Action Form” to keep the Company up to-date on personnel data.

Changes in an employee's name, address, telephone number, marital status, and dependents should be reported to the supervisor, to be forwarded to the Accounting Department on a PAF so that this information may be kept current in his or her personnel file. No personal information on employees will be released to anyone outside the agency without written permission of the employee, except in response to a subpoena or court order, or as otherwise required by law.

### **EMPLOYEE HEALTH & SAFETY**

It is the policy of Starpoint that the safety of its employees, individuals receiving services and the public is of chief importance. The prevention of accidents and injuries takes precedence over expedience. In the conduct of our business, every attempt will be made to prevent accidents from occurring. Starpoint requires that its employees, as a condition of employment, comply with all

applicable safety rules as listed for specific duties.

The designated safety coordinator for Starpoint, Jami Roy, is the primary contact for safety-related matters. All employees will receive an orientation to the safety policy and rules upon initial employment, and are encouraged to bring to the attention of their immediate supervisor any unsafe conditions or practices. Supervisors will communicate these concerns to the Safety Coordinator, who will respond to these concerns within one working day (Monday through Thursday, 7am-5:30pm.).

Senior management will be actively involved with employees in establishing and maintaining an effective safety program. Our safety coordinator, other members of our management team, and I will participate with you in ongoing safety and health program activities.

#### **Employer Responsibilities:**

- Provide a safe workplace
- Provide safety and health education and training
- Annually review and update workplace safety rules

#### **Employee Responsibilities:**

- Report all unsafe conditions
- Immediately report all work-related injuries
- Wear the required personal protective equipment
- Abide by the organization’s safety rules at all times

Robert Arnold, Chief Executive Officer

## **SAFETY AND HEALTH RULES**

### **ENVIRONMENTAL SAFETY**

Sanitation and orderly work areas are essential to a safe environment. Keep all work areas safe.

Familiarize yourself with all fire exits, fire extinguisher locations, use of fire extinguishers, and proper evacuation procedures.

Know where the First Aid Kits are for all locations and company vehicles. Know how to use them.

Watch and correct unsafe situations, such as: icy walkways, debris, piles, and spills, improper storage of chemicals, cleaning supplies or other such substances.

### **PHYSICAL MOVEMENT SAFETY**

Follow proper lifting procedures to prevent back injuries. Lift with your legs, not your back. Lift with your back straight, hips straight, knees bent, feet comfortably spread apart, and use a firm grip. Never twist at the waist when lifting, move your whole body instead. All lifts of over 50 pounds should be done with at least two people unless the lift involves lifting another person who can assist in their own transferring. If you are uncertain as to whether or not you can lift something, GET HELP. Plan ahead before doing any lifting. Know where you are going to put what and you are lifting. Open doors and remove obstacles.

When climbing stairs use the handrails.

When carrying things, keep load close to your body and keep vision clear.

When help is not available, use leverage and body mechanics to manage the load; drag, roll onto blanket and drag, etc. You need to ascertain if the situation is critical or an emergency before attempting to lift something over 50 pounds. If it is not, wait for help to arrive.

When something is falling (including people), do not try to stop the fall. Trying to stop the fall could result in greater injuries to all concerned.

Do not reach for something over your head. Use a stool or ladder made for that activity. Do not twist to reach something. Face the object and make sure it is in easy reach.

### **WHEELCHAIR LIFT SAFETY**

Know how to operate the lifts on the vehicles. If you are uncertain, ask for help. When lowering lifts, make sure nothing is in the way and that the lift will settle on a solid surface.

Be sure individual is belted into the wheelchair.

Back chair onto the lift and lock both brakes whenever possible.

Raise lift.

Have individual bend head down, release brakes, move chair into vehicle. Secure chair in van. If you are uncertain how to use the securement equipment, ask for help.

To unload, reverse procedure.

Keep engine of vehicle running while operating the lift.

Wheelchairs must never be left unattended without locking the brakes.

### **GENERAL SAFETY**

Adult Supports staff must take the Safety Care training course and renew as prescribed by Safety Care.

Remain alert and sensitive to whatever is happening in the environment. Be ready to ACT before the need to REACT. Alter the environment if necessary by reducing stimuli. For example: turn off lights, reduce noise, separate individuals who may be irritating one or the other, reduce heat, etc. Reinforce positive behavior. "Catch them doing it right."

Be aware of individual body space.

Treat all individuals receiving services with dignity and respect.

Remember that your attitude and philosophy set the tone for all interactions with the others.

Listen. What is the individual trying to convey?

Follow written behavior programs where applicable.

## TOOLS AND EQUIPMENT SAFETY

Tools and equipment are not limited to industrial use. This includes such items as vacuum cleaners, dishwashers, typewriters, etc.

Be familiar with the operating instructions of power tools and machinery and adhere to procedures recommended by manufacturer. Training may be necessary to operate some equipment. If you are uncertain how to operate a piece of equipment ask for assistance.

Use safety equipment appropriate to the task: safety glasses, gloves, potholders, etc. Never place hands, or any other body part, into a machine that is running.

Be sure that the tool or equipment you intend to use is made to do the task you are intending to undertake.

When using sharp objects that are used to cut, peel or file, always direct them away from your body.

Stop the machine and turn it off before attempting repairs or maintenance.

Report all malfunctioning equipment to your supervisor. Do not use equipment that is not working correctly.

When removing a lid from a covered dish, tilt lid away from you so that steam may escape.

Turn handles of pots on stove to the center of the stove.

Never leave knives in places they may be handled carelessly.

Test water temperature with your hand to assure that it is of a comfortable temperature before assisting an individual in the bath tub or with hand washing.

All electrical equipment must be properly grounded with no frays or splices.

Never pull an electrical cord out of the outlet by yanking on it. Use the plug and pull gently.

Do not attempt to make electrical repairs.

Notify your supervisor if such repairs need to be made so that a qualified repair person can complete the repairs.

Use safety gear when applicable: work gloves, rubber gloves, face shields, safety shoes, etc.

Housekeeping is everyone's job. Keep work areas clean and picked up.

Read the labels on cleaning products and follow necessary precautions.

Operate motor vehicles carefully and cautiously. Be a courteous driver.

Complete daily van checklists before operating an agency vehicle.

Be sure all occupants of the vehicle are strapped into their seats with the seatbelt.

Extension cords should not be used for permanent electrical connection.

Store paints, cleaners and other toxics in locked storage.

## SAFETY COMMITTEE

Starpoint, Fremont, and Chaffee counties, shall have an active safety committee that meets monthly to accomplish the following functions.

Review all accident reports and make recommendations to remedy any safety hazards.

Review all fire drill analyses and make recommendations to correct the deficiencies.

Complete a safety walk-through of all agency facilities on a monthly basis to identify any safety hazards or unsafe practices of staff or others.

Review the total safety program and its functioning annually.

Maintain a log of accidents and prepare periodic summaries of accidents by type, location and number of work days lost.

Review various safety checklists.

## INDIVIDUALS RECEIVING SERVICES AND STAFF TRAINING

Training shall be given to individuals receiving services and staff regarding safety hazards and practices. On-going training shall be given regardless of familiarity with the task(s). Communications with employees and individuals receiving

services shall occur on a regular basis to inform them of safety related issues.

### **EMERGENCY MEDICAL PROCEDURES**

In the event of sickness or injury to any individual receiving services, staff or visitor while at an agency facility or while performing an agency function, the following procedures will be followed:

For accidents or injuries that do not require a physician's care (i.e., minor cuts, scrapes and falls with no apparent injury) the staff person on duty should:

Use protective equipment when dealing with the potential of bodily fluid contact;  
Administer first aid if necessary, and  
Fill out an accident report form and turn it into the individual's supervisor.

For accidents or injuries that require additional treatment after first aid is administered (i.e., cuts requiring stitches, suspected sprains, etc.), the staff person should:

Use protective equipment when dealing with the potential of bodily fluid contact;  
Administer necessary first aid;

If an individual receiving service, call the individual's parents, Program Director, Case Manager or Medical Support Team member during working hours; or On-Call after hours.

Transport where instructed and remain with the individual until relieved or the individual is released; and,

Fill out accident report form and turn into the individual's supervisor.

For accidents or injuries where first aid is not sufficient and emergency medical attention is necessary (i.e. severe cuts, unconsciousness, and broken bones), the staff person on duty should:

Call 911 and give location of accident;  
Use protective equipment when dealing with a potential of bodily fluid contact;  
Administer temporary first aid;

If an individual receiving services, call the individual's parents, Program Director, Case Manager or Medical Support Team member during working hours; or On-Call after hours.

Go with person to hospital or remain with them until either admitted to hospital, relieved by another person, or the individual is released; and

Complete accident report form and immediately notify the Director of Services and Supports or Program Director.

### **ENFORCEMENT**

Employees will be subject to corrective or disciplinary action, up to and including termination for violations of safety rules.

Management, including supervisory personnel, shall be subject to corrective or disciplinary action, up to and including termination for:

Repeated safety rule violation by employees under their supervision

Failure to provide adequate training prior to job assignment

Failure to report accidents and provide medical attention to employee injured at work

Failure to control unsafe conditions or work practices

Failure to maintain good housekeeping standards and cleanliness in their departments.

### **WORKER'S COMPENSATION**

#### **Accident Procedures**

In the event of a work-related injury or illness, the injured worker must report it to his/her supervisor immediately.

If the injury is life-threatening or limb-threatening, the injured person should seek medical treatment at the nearest emergency room. The worker will be driven or sent to the nearest hospital or 911 will be called. The facility should be notified that the injury is Worker's Compensation. The injured



person should follow up within 24 hours at one of Starpoint's Designated Medical Providers.

If the injury is not life-threatening or limb-threatening the supervisor and the injured worker will call MedCor, Starpoint's 24-hour triage service, at 1-800-775-5866.

Medcor will determine if the injury is "self-care" or if the worker needs further medical attention.

If Medcor determines the worker needs to be seen by our designated medical provider the worker will be given the names and addresses of our designated medical providers.

CCOM Canon City  
3245 E. HWY 50 Suite E  
Canon City, CO 81212  
(719)285-2800  
8am-5pm Monday-Friday

1st Street Family Health  
910 Rush Drive  
Salida, CO 81201  
(719)539-6637

Employees are to bring a "Report of Workability" from the designated medical provider specifying whether they can return to work and when. The release will also describe any restrictions. This release is to be returned to the Starpoint Human Resources Department after the doctor visit.

Employees are expected to adhere to any restrictions they may have and Starpoint will attempt to make any accommodations to their job, if necessary.

#### Modified duty procedures

The employee's supervisor will determine if the employee can return to his/her regular job duties within his/her medical restrictions.

Centura Health Urgent Care Clinic  
3245 E. HWY 50 Suite E  
Canon City, CO 81212  
(719)285-2800  
5pm-7pm Monday-Friday

Salida Family Medicine  
320 E. 1st Street  
Salida, CO 81201  
(719)539-3583

Employees who are injured are required to fill out an ACCIDENT REPORT within 24 hours of the accident. The report should be turned in to the person's supervisor who will then turn the report in to the Human Resources Department.

Documented accident investigations will be conducted following all work-related injuries. The supervisor or safety coordinator will be responsible for interviewing the injured employee and all witnesses.

Management will use information from the accident investigation to identify and implement changes that may help prevent future incidents.

If the employee is unable to return to regular job duties, the supervisor will determine if the employee's position can be temporarily modified to accommodate the restrictions.

If the job cannot be modified, management will evaluate other tasks the employee may be able to perform until the employee is released to regular work duty or placed at maximum medical improvement (MMI).

If the employee is unable to return to a modified position, the medical restrictions will be re-evaluated after each doctor's visit to ensure the employee returns to work as soon as possible.

Complete records will be kept for all workers' compensation claims.

If an injured employee misses three days or more of work consecutively following their accident or injury, they are not compensated by Colorado Compensation Insurance Authority for these three days. Missed time will be taken out of an employee's leave bank or will be unpaid time, as appropriate. Time that must be taken off work for physician's appointments, therapy, follow-up care or other medical treatment is not paid by CCIA. Time taken off work will be unpaid time or will be deducted from the individuals leave bank, as appropriate.

Injured employees will be compensated for mileage to and from designated medical provider other referral doctor's appointments, physical therapy, etc. Mileage for Worker's Compensation related travel should be kept on a Starpoint Travel Voucher form, separate from other mileage. Employees **MUST NOTE THEIR WORKER'S COMPENSATION CLAIM NUMBER** on the Travel Voucher form and mail it to: CCIA, 720 S. Colorado Blvd., Denver, CO 80246-1938 or FAX it to: 1-888-329-2207. Travel reimbursements will be directly through CCIA, not Starpoint.

**ACCIDENT/INJURY REPORT**  
To be completed for all accidents

Name of Injured: \_\_\_\_\_ Date of Injury: \_\_\_\_\_ Time of Injury: \_\_\_\_\_

Location: \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Actual: \_\_\_\_\_ Alleged: \_\_\_\_\_ Called MEDCOR: (800) 775-5866 Yes \_\_\_\_\_ No \_\_\_\_\_

Place where accident/injury occurred: (Be specific – for example: front yard, street, sidewalk, kitchen, office, etc.) \_\_\_\_\_

Describe the injury in detail: (size, laceration, abrasion, cut, puncture, etc.) \_\_\_\_\_

PLEASE PUT AN "X" ON THE FIGURES TO THE RIGHT ON THE PART OF THE BODY THAT WAS INJURED.

Describe events that led up to the accident/injury: (What was going on?) \_\_\_\_\_

Describe the accident/injury: (What happened – be specific, if using tools or equipment, name them & tell how they were being used.) \_\_\_\_\_

Describe the action taken: (What did you do – for example, did you apply 1<sup>st</sup> Aid, call 911, assist the injured person in anyway? Be specific & describe actions in detail.) \_\_\_\_\_

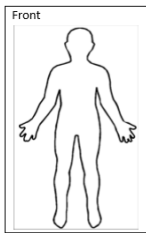
Describe results of action taken: (How did those involved respond?) \_\_\_\_\_

Witnesses present: \_\_\_\_\_

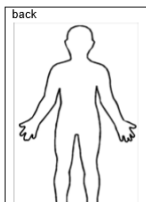
Signature of person completing form: \_\_\_\_\_ Date: \_\_\_\_\_

Initials of Supervisor who read report: \_\_\_\_\_ Date: \_\_\_\_\_

Describe any follow-up action taken: \_\_\_\_\_



Front



back



**Placing the Triage Call:**  
Ideally, the **Supervisor and injured employee should place the call together**, dialing the toll-free number 1-800-775-5866. If the Supervisor is unavailable, the injured employee can call the Medcor On-Line service directly. To be most beneficial, the **call should be made as soon as possible after the injury occurs.**

## **SAFE TRANSPORTATION OF INDIVIDUALS**

When traveling in any agency vehicle, it is mandatory for all employees and individuals receiving services to secure seat belts prior to starting the vehicle and continuing to use them while moving.

Employees who transport individuals receiving services in their personal vehicles are also required to secure and use seat belts on individuals receiving care and themselves while driving.

Any staff person transporting any children involved in Starpoint programs will be required to use an authorized child safety seats as required by law.

Employees and individuals receiving services are prohibited from eating or drinking in company vehicles or from being involved in other activities that may result in distracted driving.

Employees who are driving company vehicles or who are representing Starpoint in their personal vehicles are prohibited from engaging in any type of aggressive behavior.

Starpoint does not permit employees who are driving company vehicles to transport individuals receiving services to use a hand-held cellular telephone for calls or text messaging. Starpoint requires the safe use of its cellular telephones by employees while conducting business. Employees should not use cellular telephones while driving because of safety concerns, but should instead pull to the side of the road to make or receive telephone calls. If an employee is unable to pull over or stop before receiving a cellular telephone call, they should let the call go to voice message and retrieve the message when in a safe situation.

Failure to comply with this policy will result in corrective or disciplinary action, up to and including termination.

## **SOCIAL MEDIA POLICY**

Starpoint understands that some employees participate in social networking sites (e.g. Facebook, Snap Chat, Instagram, Twitter, YouTube, and LinkedIn) and chat rooms, and create and maintain personal websites, including blogs.

Starpoint respects employees' online social networking and personal Internet use. However, your online presence can affect Starpoint as your words, images, posts, and comments can reflect or be attributed to Starpoint. As an employee, you should be mindful to use electronic media, even on your own personal time, responsibly and respectfully to others.

Because employees' online comments and postings can impact Starpoint and/or the way employees are spending their time at work, Starpoint has adopted the following guidelines that employees must observe when participating in social networking sites and/or engaging in other forms of Internet use on and off duty.

It shall be considered a breach of acceptable employee conduct to post on any public or private website or other forum, including but not limited to discussion lists, newsgroups, listservs, blogs, information sharing sites, social media sites, social or business networking sites such as LinkedIn or Facebook, chat rooms, telephone based group communications such as Twitter, or any other electronic or print communication format, any of the following:

Any information covered by Starpoint's harassment policies concerning any individuals receiving care, their families, vendors, as well as directors, officers, and employees of Starpoint, and other persons associated with Starpoint.

Any confidential information, of Starpoint obtained during your employment, including information relating to finances, operational methods, plans and policies.

Any private information relating to individuals receiving care or their family member(s).

Posting photographs of individuals receiving services or their family member(s); employee or vendor of Starpoint without written consent.

In compliance with applicable regulations of the Federal Trade Commission, employees endorsing Starpoint's services must disclose their employment relationship with Starpoint and must ensure that endorsements do not contain representations that are deceptive or cannot be substantiated. If you are speaking about job-related content or about Starpoint you must either clearly identify yourself as a Starpoint employee, or speak in the first person and use a disclaimer to make it clear that the views expressed belong solely to you. In addition, the following statement must be used, "The opinions expressed on this site are my own and do not necessarily represent the views of Starpoint."

This Policy applies regardless of where or when employees post or communicate information online. It applies to postings and online activity at work, home or other location and while on duty and off duty. Starpoint reserves the right to monitor and access any information or data that is created or stored using Starpoint's technology, equipment or electronic systems, including without limitation, e-mails, internet usage, hard drives and other stored, transmitted or received information. Employees should have no expectation of privacy in any information or data (i) placed on any Starpoint computer or computer-related system or (ii) viewed, created, sent, received or stored on any Starpoint computer or computer-related system,

including, without limitation, electronic communications or internet usage. Employees who violate Starpoint's Social Networking Policy will be subject to disciplinary action, up to and including termination of employment.

## **COMPUTER AND INFORMATION SECURITY**

This section sets forth some important rules relating to the use of Starpoint's computer and communications systems. These systems include individual PCs provided to employees, centralized computer equipment, all associated software, and Starpoint telephone, voice mail and electronic mail systems.

Starpoint has provided these systems to support its mission. Although limited personal use of Starpoint systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, Starpoint's ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in Starpoint computer and communication systems (including documents, other electronic files, e-mail and recorded voice mail messages) are the property of Starpoint. Starpoint may inspect and monitor such data at any time. No individual should have any expectation of privacy for messages or other data recorded in Starpoint's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to Starpoint. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate the item from the system.

Starpoint's systems must not be used to create or transmit material that is derogatory, defamatory, obscene or

offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or religious or political beliefs. Similarly, Starpoint's systems must not be used to solicit, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to Starpoint's host computer system, networks and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, should be avoided.

- Attempts should not be made to bypass, or render ineffective, security facilities provided by the company.
- Passwords should not be shared between users. If written down, password should be kept in locked drawers or other places not easily accessible.
- Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.
- Individual users should never make changes or modifications to the hardware configuration of computer equipment. Requests for such changes should be directed to IT or the Chief Executive Officer.
- Additions to or modifications of the standard software configuration provided on Starpoint's PCs should never be attempted by individual users (e.g., autoexec.bat and config.sys files). Requests for such changes should be directed to IT or the Chief Executive Officer.
- Individual users should never load personal software (including outside email services) to company computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to IT or the Chief Executive Officer. Programs should never be downloaded from bulletin board systems or copied from other computers outside the company onto company computers. Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to computer support or management. Downloading or copying documents from outside the company may be performed not to present a security risk.
- Computer games should not be loaded on Starpoint's PCs.
- Unlicensed software should not be loaded or executed on Starpoint's PCs.
- Company software (whether developed internally or licensed) should not be copied other than for the purpose of backing up your hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the company's offices.
- Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to IT.
- There are a number of practices that individual users should adopt that will foster a higher level of security. Such as turning off your personal computer when you are leaving your work area or office for an extended period of time.

## **INTERNET ACCEPTABLE USE POLICY**

At this time, desktop access to the Internet is provided to employees when there is a necessity and the access has been specifically approved. Starpoint has provided access to the Internet for authorized users to support its mission. No use of the Internet should conflict with the primary purpose of Starpoint, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

Starpoint may monitor usage of the Internet by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, Starpoint may restrict access to certain sites that it deems are not necessary for business purposes. Starpoint's connection to the Internet may not be used for any of the following activities:

The Internet must not be used to access, create, transmit, print or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, Epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.

The Internet must not be used to access, send, receive or solicit sexually-oriented messages or images.

Downloading or disseminating of copyrighted material that is available on the Internet is an infringement of copyright law. Permission to copy the material must be

obtained from the publisher. For assistance with copyrighted material, contact computer support or the Executive Director.

Without prior approval from IT, software should not be downloaded from the Internet as the download could introduce a computer virus onto Starpoint's computer equipment.

In addition, copyright laws may cover the software so the downloading could be an infringement of copyright law.

Employees should safeguard against using the Internet to transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of Starpoint.

- Employees should guard against the disclosure of confidential information through the use of Internet e-mail or news groups.
- Employees should not download personal e-mail or Instant Messaging software to Starpoint computers.
- The Internet should not be used to send or participate in chain letters, pyramid schemes or other illegal schemes.
- The Internet should not be used to endorse political candidates or campaigns.
- The Internet provides access to many sites that charge a subscription or usage fee to access and use the information on the site. Requests for approval must be submitted to your direct supervisor.

If you have any questions regarding any of the policy guidelines listed above, please contact your supervisor, or Director.

## **CONCEALED WEAPONS POLICY**

Employees may not, at any time while on any property owned, leased or controlled by Starpoint, including anywhere that company business is conducted possess or use any weapon. This also includes Starpoint vehicles and employee's personal vehicles when transporting individuals receiving services.

Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

Regardless of whether an employee possesses a concealed weapons permit (CCW) or is allowed by law to possess a weapon, weapons are prohibited on any Starpoint property. They are also banned in any location in which the employee represents the company for business purposes, including those listed above.

Employees who violate this policy will be subject to disciplinary actions, up to and including employment termination. The employment termination would be characterized as termination for cause.

## **NURSING MOTHERS**

Employees who are nursing mothers will be allowed a reasonable break time to express breast milk for their nursing baby up to one year of age. Employees should consult with their supervisor for direction to the private area provided for nursing activity. Such area should not be a bathroom and it should be shielded from view, and free from intrusion from coworkers and the public.







# Receipt and Acknowledgement of Employee Handbook

1. I acknowledge that I have received the Starpoint Employee Handbook effective October 1, 2019. I understand that this employee handbook replaces any and all prior verbal and written communications regarding Starpoint working conditions, policies, procedures, appeal processes, and benefits.
2. I understand that the working conditions, policies, procedures, appeal processes, and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of Starpoint.
3. I have read and understood the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with Starpoint. Below are some of the policies in the employee handbook.

Anti-Harassment

Drug Free Workplace

Sexual Harassment

Tobacco & Electronic Some Devises

Confidentiality

Personal Electronic Devices/Cell Phones

Employee Conduct & Corrective Action

Attendance and Punctuality

Social Media

Personal Appearance

4. I understand that if I have questions or concerns at any time about the handbook, I will consult with my immediate supervisor or director.
5. I also acknowledge that the handbook contains an employment-at-will provision that states:
  - Starpoint can terminate my employment relationship at any time, with or without cause, and with or without notice;
  - That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other Starpoint documents, or in any verbal statements to the contrary; and
  - That no one except the Chief Executive Officer can enter into any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship.
6. Finally, I understand that the contents of this employee handbook are simply policies and guidelines, not a contract or implied contract with employees. The contents of the employee handbook may change at any time.

Employees Printed Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

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