

Employee Handbook



Welcome from Our Executive Director

Dear Team Member,

Welcome to the **Unlimited PossAbilities** family!

We're so glad you're here. As we continue to grow and strengthen our agency, our mission remains the same: to provide the highest quality services to the individuals we support—whether in ISS homes, our Day Program, or in the broader community. None of this would be possible without **you**.

At UP, Inc., we're committed to offer competitive pay, comprehensive benefits, and a team culture built on support and respect. If you ever have questions about your pay or direct deposit, the fastest way to get help is to email **hr@upwv.org** with as many details as you can provide. For benefits inquiries, that same email will connect you with our Administrative Assistant, who will be happy to assist you.

Our employees are the heart of everything we do. Our Mission Statement was carefully created with both our members **and** our team in mind. Every day, you help us fulfill our commitment to empower individuals to reach their fullest potential and lead lives of greater independence and quality.

We are deeply invested in providing the training and support you need to thrive in your role. It's our hope that your time with us is not only meaningful but also personally rewarding.

On behalf of all of us at **Unlimited PossAbilities**, welcome—and best wishes for a successful and fulfilling journey with us.

Warm regards,

Sarah G. Mariani, Executive Director

"Alone we can do so little; together we can do so much." – Helen Keller

I. About Unlimited PossAbilities, Inc.

A. History of Unlimited PossAbilities, Inc.

Unlimited PossAbilities, Inc. (UP) was founded on June 1, 2012, by a group of individuals who identified a need for quality services for individuals with intellectual and developmental disabilities. It is the goal of UP to provide the best possible services to our members. Additionally, UP will strive to participate in outreach efforts in the community to ensure individuals are aware of the Title XIX I/DD Waiver program.

B. Our Mission

Our Mission Statement was thoughtfully and purposely created with our members and employees in mind!

Empowering individuals we serve to reach their fullest potential while increasing quality of life and independence.

C. Purpose of this Handbook

This handbook is for the information and use of all employees of Unlimited PossAbilities, Inc. (UP). It contains the policies of UP relating to hours, wages, employee benefits and conditions of employment, and provides a reference manual that should be followed by UP and its employees. UP policies are the operating practices and procedures of UP. These policies have been established for the benefit of the employees and management in order to provide the best working conditions possible.

The language of this handbook and the rules and policies state within are not intended to create, nor do they constitute, a contract implied or expressed between the company and any of its employees. The policies and procedures are not unchangeable. If circumstances arise that warrant consideration of a change in policies or procedures, employees should bring such circumstances to the attention of management. This handbook and the rules and policies contained in it are subject to change at any time within the sole discretion of management.

It is the duty of the management to administer fairly without discrimination these policies, and all employees are expected to abide by and follow these policies. In the event you have any questions concerning the application of any procedure or policy, you should first ask your supervisor, if possible. Any employee who feels that a policy has not been administered in accordance with this handbook should refer the problem directly to his/her supervisor or to another member of management. No employee shall be penalized or discriminated against in any way for having requested consideration of the application of these policies or questioning the application of a policy in any situation.

D. Employee "At Will" Doctrine

Employment at Unlimited PossAbilities, Inc. (UP) is on an "at will" basis and may be terminated by the company or the employee at any time for any reason, without notice, and with or without cause. Neither this handbook nor any other company guidelines, policies, or practices create an employment contract. No one is authorized to provide any employee with an employment contract concerning terms or conditions of employment unless the contract is in writing and personally signed by the Executive

Director of the company. Additionally, UP reserves the right to change employee benefits at any time, with or without notice from the employee or company.

E. Equal Employment Opportunity/Affirmative Action

Unlimited PossAbilities, Inc. (UP) is an equal opportunity employer. It is our policy to grant equal employment opportunities to qualified persons without regard to race, religion, color, national origin, sex, sexual orientation, pregnancy, age, veterans' or military status or non-job physical or mental handicap or disability or other classification protected by applicable federal, state or local laws. All management staff of UP are required to adhere to this policy. If at any time, any employee feels as though he or she has been discriminated against, said employee may file a grievance (please refer to our grievance policy).

F. Conflict of Interest

All employees of Unlimited PossAbilities, Inc. (UP) owe a duty of fidelity to UP. Employees must never place themselves in a position where their self-interest may conflict with this duty. Any employee who breaches this policy is subject to disciplinary action, up to and including termination.

In order to avoid potential conflicts of interest, it is the policy of UP that no relative may supervise another relative. Relative is defined as a member of an individual's family, including husband, wife, son, daughter, mother, father, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, grandmother, grandfather, stepparent, and stepchild.

Full-time employees will recognize UP Inc. as their primary employer. All outside employment shall be subject to prior approval by the Waiver or Executive Director. Salaried employees are not permitted to work for other agencies providing services under the Title XIX I/DD Waiver Program without prior approval from the Executive Director.

G. Introductory Period

The first 90 days of consecutive employment at Unlimited PossAbilities, Inc. (UP) are considered an introductory period and will be used to verify your skills, capabilities, and suitability for our company. Likewise, this gives new employees the opportunity to evaluate the company as a place to work. UP will base their decision to continue employment on an employee's performance, attendance, and additional measures which are essential to achieve UP's mission and success. Decisions based on continued employment will not be based on any employee's race, color, religion, gender, age, national origin, disability, or political affiliation. Qualification for employee benefits begin after this introductory period of employment.

II. Compensation

A. Payroll Practices

Unlimited PossAbilities, Inc.'s paydays are biweekly. All employees are paid by direct deposit or check if direct deposit is waiting to be finalized, on payday. If the regular payday falls on a company holiday, employees will be paid on the last business day before the holiday.

Each regular, part-time, temporary, or non-salaried employee will complete digital notes (DD7) and timecards in iTherapyDoc. An employee's pay is computed by utilizing this timecard.

All digital documentation and timecards are due daily. If digital documentation and timecards are entered late, this can also result in your payment being delayed a pay period. Additionally, timecards will be compared to the digital doc (IDD 7) to ensure accuracy. Any variance may cause a delay in pay. It is necessary for employees to accurately record start and stop times on the timecard/digital doc.

Once earned, PTO requests are to be entered into in ADP. PTO is NOT to be recorded on a timecard but to be on the electronic PTO Request that is submitted in ADP. Failure to do so may result in a delay in payment and/or payroll errors. If an employee fails to properly submit an electronic timecard and digital note as required, that employee's pay will be delayed until the Payroll Correction Form has been submitted.

Falsifying information on the digital documentation or timecard can lead to disciplinary action up to and including termination. Should a stop payment need to be put on a paycheck, it will be the responsibility of the employee to cover the cost of the stop payment fee (fee varies based on current rates).

If you are waiting to finalize your direct deposit, your paycheck will be mailed to the address on file in APD. Please verify that your information is correct in ADP at new hire and with any demographic change.

B. Wage and Performance Review

At least once a year, during the month of November for hourly employees, your immediate supervisor will conduct a formal performance evaluation. The evaluation will consist of a review of the employee's performance, attitude, attendance, progress, and ability. The information required to review your job performance is collected continuously by your supervisor and other management personnel.

An employee may, at any time, take the opportunity to ask questions, make suggestions or discuss any matters relating to his or her job or Unlimited PossAbilities, Inc. regarding this evaluation with their direct supervisor.

C. Employment Status

It is the intent of Unlimited PossAbilities, Inc. (UP) to clarify the definitions of employment classifications so that employees understand their employment status and benefits eligibility. These classifications do not guarantee employment for any specified period. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and UP.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and

state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by UP management.

In addition to the above categories, each employee will belong to one of the following employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work UP's full-time schedule of 40 hours. Generally, they are eligible for UP's benefits package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employee is someone who works fewer hours than a full-time employee. Typically works less than 40 hours per week, or may work seasonally or intermittently.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the workforce, or to assist in the completion of a specific project. Employment assignments in this category are of limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of UP's other benefit programs.

If at any time you have any questions regarding your employment status, please email hr@upwv.org. Your employment status will be listed on your job description and kept in your personnel file.

D. Overtime

Due to the nature of our business, situations arise which require overtime work. In order to meet our members' needs, overtime work may be essential. In such cases, your supervisor will provide you with as much notice as possible. It is necessary for all employees to seek management's approval for any overtime hours. Non-exempt employees will be paid 1.5 times their hourly rate for any overtime hours accrued.

E. Benefits Offered by Unlimited PossAbilities, Inc.

Unlimited PossAbilities, Inc. (UP) offers Benefits for all full-time employees who work at least 40 hours per week. Employees will be eligible for benefits after 90 days of consecutive full-time employment. All new employees will be given a benefits packet to review. It is your responsibility to bring back your completed packet to enroll as you are ending your 90-day introductory employment period. Benefit eligibility will be reviewed annually.

1. Group Health Insurance
 - a) Unlimited PossAbilities, Inc. (UP) offers Medical Group Health Insurance Benefits for all employees who work an average of 30 hours per week. UP will pay 50% of the premium for the employee. The employee will be responsible for the remaining 50% of the premium and the full premium for any dependents. UP also offers vision and dental insurance. The employee is responsible for 100% of these premiums.
2. 401(k)
 - a) Unlimited PossAbilities, Inc. offers a 401(k) retirement plan through ADP.
 - b) Employees will be auto enrolled per the federal regulation of the Safe Harbor Act, following the conclusion of the 90-day probationary employment date. (NOTE: To

clarify, this plan requires that new employees opt OUT of the plan if they choose, they do not want to participate). UP will automatically enroll eligible employees at an initial contribution rate of 3%, which then automatically increases by 1% annually until contribution rate reaches 10%. (Note: employees who do not wish to accept the automatic annual increase will need to opt out of the increase on an annual basis). UP will match employee contributions up to 4%. Employees are 100% vested in the 401(k) upon enrollment. Employees can choose to opt out of participation or select a different contribution amount at any time easily in their ADP account.

3. Flexible Spending Account (FSA)

- This is an arrangement through Unlimited PossAbilities that lets you pay for many out-of-pocket medical expenses with tax-free dollars. Allowed expenses include insurance copayments and deductibles, qualified prescription drugs, insulin, and medical devices. You decide how much to put in an FSA, up to the annual contribution limit. This is pretax income that reduces your adjusted gross income.

4. Workers' Compensation Insurance

- a) Unlimited PossAbilities, Inc. (UP) offers Worker's Compensation Insurance benefits through the West Virginia Worker's Compensation Fund Act.
- b) In order to fully protect his or her rights under the Worker's Compensation of West Virginia Law, an employee must report an injury sustained in the course of work within twenty-four (24) hours of the injury. A Staff Incident Report detailing the accident must be completed and filed with his or her immediate supervisor. UP's Operation Director will submit a formal report of work-related injury to the Worker's Compensation Company. If an employee misses work because of a valid Worker's Compensation Claim, the employee may be granted up to three days off work with full pay depending on when the Worker's Compensation benefits begin. The employee is not required to use his/her sick leave for these three days but may not receive paid leave from UP and Worker's Compensation simultaneously. If an employee is taken off work by a physician due to a work-related injury, the employee will be required to submit a physician's statement of ability to return to work upon the employee's request to return to his or her schedule. A physician's statement is also required if the employee is returning on restricted duty.

5. Leave of Absence

a) Family Medical Leave Act

- i. Under the Family and Medical Leave Act, employees can get 12 weeks of unpaid time off for the following instances:
 1. Caring for an ailing family member
 2. Caring for an ailing or injured military family member
 3. Recovering from a severe health condition
 4. Bonding with a new child
- ii. Undoubtedly, the FMLA is highly beneficial to employees that don't have additional leave coverage. However, you must qualify for this type of leave before being able to use it.
- iii. The eligibility requirements to consider for the Family and Medical Leave Act include:
 1. Employees must have worked for their employer for a minimum of 12 months
 2. Employees must have worked for their employer for a minimum of 1250 hours the previous year

3. Employees must work in a location with 50+ employees within a 75-mile radius
- iv. During your leave, employees will be able to use their original health insurance plans. Additionally, employees can use their accrued paid leave instead of unpaid leave.
- b) Bereavement Leave
 - i. Unlimited PossAbilities, Inc. (UP) offers Bereavement Leave. Employees are eligible for unpaid bereavement leave beginning their first full day of employment. Up to three consecutive days are permitted. To receive these days paid, an employee must use their Paid Time Off, if available. This benefit is permitted in the event of the death of an immediate family member. Immediate family members include children, parents, siblings (including stepsiblings), spouses, in-laws (mother, father, brother, or sister), and grandparents of the employee or spouse of the employee. Exceptions can be made for anyone living in the family home. Please submit the obituary to hr@upwv.org to match your PTO request for paid or unpaid leave.
- c) Jury Duty
 - i. All employees who are requested to perform service as a juror shall be given unpaid time off while serving on the jury. Unlimited PossAbilities, Inc. encourages its employees to serve as jurors when called. Please email hr@upwv.org the jury duty paperwork to match your submitted PTO request.
- d) Military Leave
 - i. Unlimited PossAbilities, Inc. supports our troops, and thus, all employees required to go into military service will be treated as though on leave of absence in accordance with federal law. Please email hr@upwv.org the necessary documents detailing your military leave.
6. Holidays
 - a) Direct Support Professionals working on the following holidays will be paid holiday pay (1.5 times your normal wage): **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.**
7. Paid Time Off (PTO) Accrual Policy
 - a) Purpose: This policy outlines the accrual and usage of Paid Time Off (PTO) for all employees of the agency. PTO is provided to support work-life balance and allow time for rest, personal matters, and wellness.
 - b) Eligibility: All employees are eligible to accrue PTO upon reaching the end of the probationary period.
 - c) Accrual Structure
 - i) Years 0–5 (91st Day through 5th Anniversary):
 - Accrual Rate: 0.0385 hours of PTO per hour worked, capped at 40 hours worked per week.
 - Annual Maximum: 80 hours of PTO.
 - Rollover Cap: Employees may carry over unused PTO up to a maximum balance of 80 hours.
 - ii) Years 6+ (Beginning on 6th Anniversary):
 - Accrual Rate: 0.0577 hours of PTO per hour worked, capped at 40 hours worked per week.
 - Annual Maximum: 120 hours of PTO.

- Rollover Cap: Employees may carry over unused PTO up to a maximum balance of 120 hours.

d) Accrual Timing

- i) PTO accrues based on actual hours worked and is calculated per pay period.
- ii) Accrual is capped at 40 hours worked per week, regardless of additional hours worked.
- iii) PTO is reflected on each biweekly paycheck.

e) Usage Guidelines

- i) Once accrued, PTO can be used by submitting a request through ADP. All requests must be approved by your supervisor in advance.
- ii) PTO can be used in hourly increments.
- iii) PTO pay is based on your current, regular rate of pay.
- iv) PTO usage is subject to operational needs and may be denied if coverage cannot be maintained.

f) Resignation and Separation

- i) Once an employee submits their resignation, they are no longer eligible to use accrued PTO during their notice period.
- ii) PTO is a discretionary benefit provided by the agency and will not be paid out upon separation, whether voluntary or involuntary.

g) Additional Notes

- i) Once an employee reaches the rollover cap (80 or 120 hours depending on tenure), no additional PTO will accrue until time is used and your PTO time off balance is reduced below the maximum amount the employee can carry.
- ii) This policy does not replace or supersede any legally mandated leave entitlements.
- iii) PTO may be donated to another employee who is out of their available hours and unable to work due to approved medical reasons. You can use the PTO request form to donate your available hours.

8. Suggestions and Complaints

- a) In any business where individuals are working together, employee complaints or ideas for improvement are bound to arise. Unlimited PossAbilities, Inc. maintains an open-door policy so that any employee has the right to discuss matters directly with any member of management they select. Suggestions or complaints should be made with your supervisor. If you still have concerns, you can email hr@upwv.org. We recognize and value employees' suggestions and note that often they find their way into actual practice.

III. What Unlimited PossAbilities, Inc. Expects of You

A. Confidentiality

Unlimited PossAbilities, Inc. (UP) is dedicated to the safety and well-being of our members and providing high-quality care. In accomplishing this, UP has a strict confidentiality policy. UP considers **ALL** member information confidential. This includes, but is not limited to members' names, addresses, date of birth, relatives' names, telephone numbers, social security numbers, treatment records, activities, services received, any identifiable information, and any additional characteristics such as type of disability, physical characteristics, specific behaviors, etc. You **cannot** disclose any information unless there is a release of information on file or as required by law. All information to be released must have a signed (by the member and/or his or her legal representative) release of information form. Under no circumstance should any employee of UP release any information to the media without **PRIOR** authorization from UP's Executive Director and a completed release of information form.

If an employee fails to protect members' confidentiality and privacy, disciplinary action will be taken up to and including termination of employment.

B. Reporting (Suspected) Abuse/Neglect; Injuries of Unknown Origin

Unlimited PossAbilities, Inc. will ensure the general well-being of its members by requiring that all allegations of abuse or neglect, as well as injuries of unknown sources, are reported immediately to the Executive Director or to other officials in accordance with state law (Child Protective Services, CPS, or Adult Protective Services, APS, with WVDHHR). All allegations will be fully investigated. All employees of UP are mandatory reporters.

When abuse and/or neglect is suspected, the employee suspecting it must do the following:

First ensure the safety and well-being of the members (this might include rendering first aid and CPR, contacting emergency assistance if needed, etc.) Once the safety and well-being of the members is ensured, staff should make a verbal report immediately to CPS or APS by calling 1-800-352-6513. It is the staff's responsibility to prepare a written report (consisting of UP's incident report). An UP representative will fax this report to OHFLAC immediately. A copy of the successful transmission page will be stapled to the report for records. Staff must also notify their immediate supervisor of the abuse, neglect, or injury of unknown origin. A written report will be made within 24 hours to APS for adults. The report will always be given to the Executive Director.

As mandatory reporters, UP will investigate and report all allegations of abuse and/or neglect to the following: Adult/Child Protective Services, OHFLAC, Guardian/Health Care Surrogate, Title XIX I/DD Waiver staff, Advocate identified in the member's record, Executive Director, and UP's Quality Assurance Committee and Human Rights Committee.

UP will comply with all investigation and quality assurance procedures for incidents of alleged abuse/neglect as outlined by OHFLAC, Title XIX I/DD Waiver program and other local and state entities.

C. Attendance and Punctuality

Punctual and regular attendance is an essential responsibility of each employee at Unlimited PossAbilities. Employees are expected to report to work as scheduled, on time, and prepared to start

working. Employees are also expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA). This exception is described in a separate policy.

1. **Absence**

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined as below:

- a) *Excused absence* occurs when all the following conditions are met:
 - i) The employee provides his or her supervisor / ISS House Manager (when working in an ISS home) sufficient notice at least 14 days in advance of the absence via the PTO Request in ADP.
 - ii) The absence request is approved in advance by the employee's supervisor / ISS House Manager.
 - iii) The employee has sufficient accrued paid time off (PTO) to cover the absence.
- b) *Unexcused absence* occurs when any of the above conditions are not met. If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor/ ISS House Manager as soon as possible before the employee's scheduled starting time. If the employee is unable to call, he or she must have someone make the call, a text message is not acceptable.

An unexcused absence counts as one occurrence for the purposes of discipline under this policy.

Employees with two or more consecutive days of absences *because of illness or injury* must give Unlimited PossAbilities proof of physician's care to hr@upwv.org before returning to work. After a medical procedure or major illness, the employee must be cleared by a doctor and submit evidence to hr@upwv.org before they can return to work.

Employees may choose whether to use accrued PTO for an absence. However, any time away from work that is not properly requested and approved through ADP will result in an attendance occurrence, unless otherwise covered by company policy (e.g., unpaid leave of absence, bereavement, jury duty).

2. **Tardiness and Early Departures**

Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor / ISS House Manager no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor / ISS House Manager that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must notify a supervisor / ISS House Manager immediately.

3. ***Disciplinary Action***

Excessive tardiness will be cause for disciplinary action up to and including termination of employment.

Excessive absenteeism is defined as two or more occurrences of unexcused absence in a 30-day period and will result in disciplinary action. Six occurrences of unexcused absence in a 12-month period will result in a verbal warning. Seven occurrences of unexcused absence in a 12-month period will result in a written warning. Eight occurrences of unexcused absence in a 12-month period are considered grounds for termination.

4. ***Job Abandonment***

If you fail to call in for a shift, you will be considered to have voluntarily resigned from your position due to job abandonment. There is no exception to this unless the Waiver/Operations Director or Executive Director deems there were extenuating circumstances.

D. Injuries and Illness

In the event illness prevents you continuing work, your immediate supervisor (or on-call supervisor) shall be notified, and you shall be advised to go home and consult your family physician. If necessary, some other person will accompany you home.

In the case of injury of any kind, no matter how minor, you should immediately report the injury to your supervisor. In the event of a serious injury, arrangements will be made to take you to the hospital. Only trained personnel in first aid may dispense first aid supplies. The Staff Incident Report must be completed immediately and submitted to the Waiver Director.

E. Progressive Discipline Policy

The purpose of this policy is to state Unlimited PossAbilities, Inc.'s (UP) position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

UP's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with UP is based on mutual consent and both the employee and UP have the right to terminate employment at will, with or without cause or advance notice, UP may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps—verbal warning, written warning, administrative leave with or without pay, or termination of employment—depending on the severity of the problem and the number of occurrences.

Progressive discipline means that, with respect to many disciplinary problems, these four steps will normally be followed. However, there may be circumstances when one or more steps are bypassed.

UP recognizes that there are certain types of employee problems that are serious enough to justify either a suspension or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Discipline, Discharge, and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and UP.

F. Travel Reimbursement

Eligible employees can be reimbursed for their miles travelled when transporting members to and from Medicaid approved purposes. It is important that staff ensure that they are only reimbursed for travel if it is listed in the member's Individualized Program Plan.

All employees are to record mileage in the digital mileage logs (I/DD 7 Form) in iTherapyDoc. These logs must be submitted daily at the end of your shift, along with the rest of the daily electronic documentation. Employees will not be reimbursed for travel time to and from their work site. Any questions regarding travel reimbursement should be directed to hr@upwv.org.

G. Changes of Address

When you change your address or telephone number, you must update your information in ADP immediately or by emailing hr@upwv.org for assistance. This ensures Unlimited PossAbilities, Inc. will always have the correct home address and telephone number by which you can be reached. Proper mailing addresses are necessary to keep records on a current basis for federal and state taxes and group insurance coverage. This is the address your W2 will be sent straight from ADP or if you have electronic notifications turned on, you will be able to access it electronically in ADP and it will not be mailed.

H. Visitors

As a rule, employees should not have visitors joining them during working hours. Visitors are not allowed without special permission from management. All visitors must enter through the front main entrance and be registered at the reception desk. Additionally, all visitors will complete a confidentiality agreement. **Visitors of our employees are not permitted at our ISS homes or natural family homes. Members are not permitted to visit DSPs personal homes while the DSP is on shift.** The Waiver Manual lists this as an unbillable site. This is cause for disciplinary action up to and including termination of employment.

I. Dress Standards

What we wear to work reflects the pride we have in Unlimited PossAbilities, Inc., in what we do and in ourselves. Although dress code requirements will vary according to job responsibilities, we ask that your

appearance always show discretion, good taste, and not present a hazard in the performance of your job.

For direct support professionals: closed toe shoes with a back must be worn at all times, t-shirts/polo-shirts with no racist, explicit, or discriminatory paraphernalia, shorts must be at least the length of your fingertips when arms are at side, pants without holes are permitted, no hoop or dangling earrings, and no facial piercings unless they are flat. Scrubs, pajama pants are not permitted. Hats are generally permitted but hoods on hooded sweatshirts/jackets must always remain down.

Since we take pride in our agency, we ask that all employees of Unlimited PossAbilities, Inc. refrain from wearing clothes with other Title XIX I/DD Waiver Provider's logos/names. For any questions regarding the dress code, please see your supervisor.

J. Solicitation

People not employed by Unlimited PossAbilities, Inc. may not, at any time, solicit or distribute literature or other printed materials on company property for any purpose without prior approval from the Executive Director. Employees may not solicit during working time in work areas or distribute literature or other printed material during working time or in working areas.

"Working time" is the time employees are engaged, or should be engaged, in performing their work tasks for Unlimited PossAbilities, Inc. It includes the working time of both the employees doing the soliciting or distributing and the employee being solicited or to whom literature is distributed. "Working time" does not include the time when employees are properly not performing their work duties, for example, scheduled mealtimes and breaks.

K. Collections

Collections for any cause are not to be taken up without prior approval of the Executive Director.

L. Personal Telephone Calls

Employees are not to receive personal telephone calls while at work, except in emergencies. It is the responsibility of each employee to notify family, friends and others who might call, not to do so during working time in the absence of an emergency.

M. Cell Phone Policy

Unlimited PossAbilities, Inc. is devoted to its members and wants to make every effort in providing the best possible services. To accomplish this goal, cell phones may only be used when responding to your supervisor or with prior approval from your supervisor. In the event of an emergency, our office number is 304-743-8160. Staff should not make personal phone calls/texts in front of our members for various reasons, but primarily because our members deserve our full attention.

N. Social Network Sites

Unlimited PossAbilities, Inc., does not encourage nor discourage the use of social networking sites. However, employees should know that they are held accountable for any posts, blogs, and/or tweets that may be seen on such sites. Any negative publicity or breach in confidentiality of our members,

employees/staff, and/or policies and procedures will be subject to disciplinary action up to and including termination.

O. Non-Smoking and Vaping Policy

Unlimited PossAbilities, Inc. is committed to fostering a safe, healthy, and respectful environment for both employees and members. In alignment with this commitment, UP strictly prohibits the use of tobacco products—including smoking and vaping—by employees during paid work hours.

UP is a designated non-smoking facility. The use of tobacco products, including electronic nicotine delivery systems (e.g., e-cigarettes, vape pens), is not permitted:

- On company premises, including offices and outdoor areas
- Inside members' homes or any ISS residential locations
- While transporting members, including inside personal or company vehicles

This policy applies to all employees and staff, regardless of location, while performing duties on behalf of UP. Violations may result in disciplinary action, up to and including termination.

P. Grievance Policy

Unlimited PossAbilities, Inc. (UP) wants to make every effort to maintain a safe and welcome atmosphere. In order to accomplish this, UP has adopted the following grievance policy. UP prefers for the employee to first try to rectify the situation with their immediate supervisor. If the employee is not satisfied with the results, he or she may file a grievance with UP within three (3) business days of the incident. Grievance forms can be obtained from the employee resources tab on our website upwv.org, or by emailing hr@upwv.org.

Once a formal grievance is filed, the Waiver Director will review the grievance and respond back to the employee. If the employee is still not satisfied with the results, he or she can request that the grievance be forwarded to the Executive Director. The Executive Director will review the grievance and the Waiver Director's response, and any other pertinent information, and state his or her response. The Executive Director might choose to meet one-on-one with the employee to discuss the grievance and reach a resolution.

Q. Drug Testing Policy

Unlimited PossAbilities, Inc. (UP). is committed to maintaining a safe and healthy environment for both employees and members. To uphold this standard, UP reserves the right to conduct drug testing upon hire or when there is reasonable suspicion of substance use that may impair an employee's ability to perform their duties safely or responsibly.

While participation in drug testing is voluntary, refusal to comply with a reasonable request for testing will be considered a voluntary resignation from employment with UP.

Employees who test positive for illegal substances, including prescription medications not lawfully prescribed to them, will be subject to disciplinary action, up to and including termination of employment.

R. Personnel Files

For all staff, Unlimited PossAbilities, Inc. will maintain a personnel record that includes:

- The job description and application
- Identifying information and emergency contacts
- References
- Verification of education if applicable
- Driver's License
- Car Registration if applicable
- Car Insurance if applicable
- Car Inspection if applicable
- CPR/FA Certification (we only keep the roster, not the actual card)
- Background Check
- New hire and training records
- Employee performance evaluations

It is the **employee's responsibility** to ensure that all documentation, including the employee's Driver's License, Car Registration, Car Insurance, Car Inspection, and CPR/FA Certification are kept up to date. The employee does not qualify for any agency incentives if documentation is out of date. If an employee fails to renew any of the above, they may be placed on administrative leave for a week. Should the employee not get the documents current within that week, the employee will have been considered to have voluntarily terminated their position with our company.

Unlimited PossAbilities, Inc. will provide to an employee, or to his or her designee, with access to his or her personnel record. A written request must be made to the Administrative Assistant or hr@upwv.org, and access to the personnel record will be made available within 10 days from the time of the request (not including weekends or holidays).

S. Gratuities

Employees may not accept gratuities from business-related sources, including members and members' families.

T. Sexual and Other Unlawful Harassment

Unlimited PossAbilities, Inc. (UP) is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of the conduct is used as a basis for making employment decisions; or (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

There are many types of harassment, but typically harassment will fall into one of these three categories:

- Sexual Harassment is the conduct of a sexual nature that makes someone uncomfortable or embarrassed.
- Quid Pro Quo is when the submission to, or rejection of, sexual favors is used as a basis for employment decisions such as pay increases, hiring, firing, promotions, and/or performance appraisals.
- Hostile Environment refers to sexual comments, physical touching, or displays of objects that unreasonably interfere with work performance or that create an intimidating, hostile, or offensive work environment. These may include displaying calendars, or other posters depicting sexually suggestive pictures or graphics, graffiti, sexual objects and pictures, regular, persistent use of offensive sexual language, jokes and/or suggestions of a sexual nature, and gestures or comments.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or the Executive Director so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful behavior will be subject to disciplinary action, up to and including termination of employment.

U. Dating and Fraternizing

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, relatives are any persons who are related to each other by blood or marriage or whose relationship is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual romantic or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative except as required by law. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. Unlimited PossAbilities, Inc. also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in close personal relationships should refrain from public workplace displays of affection or excessive personal conversation.

IV. Workplace Safety and Discharge Policies

A. Workplace Violence Prevention

Unlimited PossAbilities, Inc. (UP) is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, UP has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should always be treated with courtesy and respect. Employees are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of UP, and while working directly with a member.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual’s sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. When reporting a threat of violence, you should be as specific and detailed as possible.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

UP encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence. UP is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

B. Drug and Alcohol Use

It is Unlimited PossAbilities, Inc.’s (UP) desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical conditions to perform their jobs in a satisfactory manner.

While on UP premises, working directly with a member, and while conducting business-related activities off UP premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee’s ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the Waiver Director to receive assistance or referrals to appropriate resources in the community.

Employees with problems with alcohol and certain drugs that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance and abides by all UP policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause UP any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Waiver Director without fear of reprisal.

C. Discharge, Discipline, and Work Rules

For the protection of all members and employees, and in order to operate efficiently, certain rules are necessary. The following is a partial list of the kinds of improper conduct which shall constitute grounds for disciplinary action, up to and including immediate termination:

- Reporting to work under the influence of alcohol or drugs.
- Bringing, possessing, or acquiring alcohol or drugs.
- Selling or attempting to sell alcohol or drugs to other employees.
- Possessing firearms or weapons while on Unlimited PossAbilities' property. This includes possessing a firearm or weapon in any member's home (natural family or ISS) and/or in your personal vehicle while providing transportation to a member.
- Theft of company property, company time, or fellow workers' personal belongings.
- **Sleeping while on shift.** Per the IDD Waiver Manual, services must be provided by **awake and alert** direct support professionals (staff).

Additionally, any employee may be terminated in the event of continued violation of work rules. Improper conduct may constitute grounds for the issuance of a warning before more severe disciplinary action is taken.

Unlimited PossAbilities has a few simple rules which are fundamental, and which provide for the safety and protection of its members and employees. Compliance with these rules is a condition of employment:

- Be careful – always work safely.
- Report on all dangerous conditions to your supervisor immediately.
- Report every injury of a serious nature immediately to your supervisor and first aid will be provided (First Aid kits are kept in the nurse's office, copy room and each bathroom).
- Do not attempt to work if you are ill.
- Always keep your work area neat and orderly.

D. Separation of Employment

If you decide to leave the company (Voluntary Separation), we ask that you provide two weeks' written notice of your intention to leave the agency. Failure to provide such notice will result in ineligibility for re-hire. Walking off the job or absence for one shift, without a report to the company with the reason for absence will constitute job abandonment, and thus you voluntarily resign your position. Any and all UP equipment or property must be returned including your employee identification badge. If the employee fails to return the equipment or property, the cost for said equipment and property will be deducted from their last paycheck. PTO is not payable nor able to be utilized upon notice of separation.

If you are involuntarily terminated (Involuntary Separation), you are responsible for turning in your employee identification badge, all documentation up to the termination (digital note, timecard and mileage log). UP will comply with the West Virginia State Guidelines.

E. References and Recommendations

An employee may request his or her supervisor to provide a letter of recommendation to a prospective employer.

V. Conclusion

This handbook has outlined the broad principles that guide our company in its relations with employees. It is quite possible that you may from time to time have questions about company matters which directly affect you, or you may desire further information about how company policies apply to your individual case. Should you be unable to find the answer to your question in this manual, feel free to email hr@upwv.org.



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Employee Handbook Statement of Understanding

I have received, read, and agree to abide by the Unlimited PossAbilities, Inc. Employee Handbook. I understand the policies and procedures set forth in the handbook. I also understand that the handbook is not a contract of employment, does not in any way limit the right of Unlimited PossAbilities, Inc. to terminate my employment and that my employment may be terminated at any time, with or without notice, within the sole discretion of company management.

Employee Name (Printed)

Employee Signature

Date

Witness Name (Printed)

Title

Witness Signature

Date