



Employee Handbook

July 2021

Equal Opportunity Employer

This supersedes all previously issued editions.

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Welcome

United Cerebral Palsy of Southern Arizona (“UCPSA”) is a not-for-profit organization that provides in-home support services to people with disabilities and the elderly. The supports provided make it possible for individuals to remain in their own homes rather than in nursing facilities or group homes.

Some of the more typical services UCPSA provides are teaching community living skills, personal care, light housekeeping, cooking, and other household chores. UCPSA also offers respite to parents or guardians of individuals with disabilities or the elderly in order to give them time off from their regular caregiving responsibilities. UCPSA employees may provide the services either in the family’s home or the employee may take the member into the community for a short time, thus allowing the family time alone in their home. UCPSA provides services to private pay members as well as referrals from various funding sources.

ASCEND is a specialty program of UCP of Southern Arizona that offers Applied Behavior Analysis (ABA) services to individuals with developmental disabilities. An Arizona licensed Board Certified Behavior Analyst (BCBA) will develop an individualized treatment plan designed to assist the individual in acquisition, fluency, generalization and retention of skills in areas such as communication, self-help and socialization.

WorkAbility is another specialty program of UCP of Southern Arizona that is dedicated to teaching and preparing people with disabilities for integrated and competitive wage employment. WorkAbility provides a pre-employment curriculum, independent skills training, job coaching and development, and transition to work skills training. WorkAbility believes in education and outreach for businesses and the community. We are putting abilities to work!

We look forward to having you as an important member of UCPSA's team. UCPSA strives to have the most competent and dedicated staff available. We believe our employees have the potential to meet our high standards and will find working at UCPSA to be a rewarding experience.

This Handbook is intended to provide employees with general information concerning UCPSA employment policies. Since it is impossible for any Handbook to cover all events or circumstances which may arise, UCPSA Supervisors, Human Resources, the CEO, and the Executive Committee have the authority to make decisions in keeping with the intent of the policies and procedures described herein.

Your employment with UCPSA is at will. This Handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Either you or UCPSA may terminate this employment relationship at any time, for any reason, with or without cause or notice. UCPSA reserves the right to amend the provisions of this Handbook at any time. This Handbook supersedes all previously issued editions, policies, and guidelines.

We wish you the best of success in your employment with UCPSA!

Please be advised that your employment relationship exists solely between United Cerebral Palsy of Southern Arizona and yourself. UCP, our national organization has no control, oversight, or involvement in the relationship established between any employee(s) and UCPSA. Your signature confirms your full understanding of these relationships

Mission Statement

The mission of United Cerebral Palsy of Southern Arizona is to enrich the quality of life for people with all types of disabilities, as well as the elderly, by providing programs and services that enhance their independence, productivity, inclusion in community life, and by providing support to their families.

General Employment Practices

Equal Employment Opportunity

UCPSA is an equal opportunity employer and employment decisions at UCPSA shall be based on merit, qualifications and abilities. Equal employment opportunity is the law and applies to all areas of employment. It is UCPSA's policy to prohibit any employment practice influenced or affected by an employee's race, color, religion, sex, sexual orientation, national origin, age, disability, citizenship, marital status, veteran status, gender identity and expression, genetic information, or any other characteristic protected by law. This policy governs all aspects of employment, including hiring, job assignment, compensation, discipline, termination, as well as access to benefits and training.

Any employee with a question or concern about any type of discrimination in the workplace is encouraged to bring these issues to the attention of the CEO or Human Resources Director. UCPSA will promptly investigate any allegation of discrimination. Any such question or concern may be raised without fear of retribution or reprisal.

Anyone found to be engaging in any type of unlawful discrimination, harassment, or retaliation will be subject to disciplinary action, up to and including termination of employment.

Unlawful Harassment

It is UCPSA's policy that its employees work in an environment free from unlawful harassment. UCPSA will not tolerate harassment of employees by co-workers, supervisors, vendors, members, or families. UCPSA will actively investigate any allegation of harassment. Those who engage in such harassment may be subject to disciplinary action, up to and including termination of employment.

Harassment consists of unwelcome conduct, whether verbal, physical or otherwise, that is based on a person's race, religion, color, age, national origin, disability, veteran status, sex, sexual orientation, citizenship, marital status, gender identity and expression, genetic information, or other protected status. UCPSA will not tolerate inappropriate conduct that creates a hostile work environment, unreasonably interferes with work, or affects employment decisions and/or tangible job benefits.

Because sexual harassment raises unique concerns, UCPSA believes it warrants additional remarks.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Employees must conduct themselves in a professional manner at all times. Inappropriate conduct of a sexual nature is expressly prohibited by this policy and includes behavior in:

- Written form, such as pictures, cartoons, calendars, posters, email, text messages, social networking postings, and notes;
- Verbal form, such as comments, jokes, obscene or offensive language of a sexual nature, gossip of a sexual nature, or repeated unwanted requests for dates; and
- Physical gestures and other physical behavior such as unwelcome touching, grabbing, fondling, kissing, and brushing up against another person.

Reporting Harassment

Employees who believe that they have been subjected to unlawful discrimination or prohibited harassment should report it immediately to the CEO or Human Resources Director. Claims of discrimination or harassment will be promptly investigated and UCPSA will take disciplinary action against the offending individuals up to and including termination of employment.

Retaliation

UCPSA prohibits retaliation against any individual for filing a complaint under this policy or for assisting in an investigation. If an employee believes they have been retaliated against for making a complaint or for participating in an investigation, the employee should contact the CEO or Human Resources Director immediately. The matter will be promptly investigated.

Whistleblower Protections

Employees may be protected under federal, state and/or local law including, but not limited to, A.R.S. §23-1501, for various forms of whistleblowing. Whistleblowing is defined as the disclosure by a person, usually an employee, to the public or to those in authority, of mismanagement, corruption, illegality, or some other wrongdoing.

Any employee filing a complaint concerning a violation or suspected violation of federal, state, or local law must be acting in good faith. Employees are encouraged to seek assistance from their supervisors with any ethical concerns. However, UCPSA realizes this may not always be possible. As a result, employees may contact the CEO to report anything which they cannot discuss with their supervisor. If the situation involves the CEO, employees should contact the President of the Board of Directors.

Violence in the Workplace

UCPSA believes that employees should be able to work free from intimidation, insult, threats, or violence. Any action which is inappropriate in the opinion of management will not be tolerated. Such behaviors include, but are not limited to, assault, threatening or violent conduct, physical or verbal intimidation, threats made on social networking sites or electronic media, vandalism, arson, use of weapons, or possession of weapons on UCPSA property and any property or location in which UCPSA services are provided.

Employees should report any such occurrences to the CEO or the Human Resources Director immediately. UCPSA will promptly investigate such complaints and take action it believes to be appropriate.

Furthermore, employees should contact local authorities if they believe violent behavior warrants such action when there is an imminent threat to themselves, co-workers, members, or the public.

Weapons

Due to our unique role in the community, UCPSA prohibits anyone, including those individuals possessing a concealed weapons permit, from possessing or carrying weapons of any kind in the administrative offices, in the residences of our members, or while otherwise caring for our members. UCPSA also prohibits employees from possessing or carrying weapons in UCPSA vehicles or in vehicles during the transport of UCPSA members. The term "weapons" includes but is not limited to: any form of weapon or explosive, all firearms, all knives, regardless of length, and anything designed or used for inflicting bodily harm or physical injury.

Any violations should be reported to a supervisor or the CEO immediately. Additionally, any weapons discovered may be turned over to local law enforcement authorities.

Inspection, Search, and Monitoring

UCPSA reserves the right to conduct searches at any time of employees, their belongings, or UCPSA property. This search may include, but is not limited to, an inspection of the following: boxes, lockers, tool chests, purses, briefcases, bags, lunch pails, personal computer files, desks, file and other cabinets, or packages on UCPSA/member property. In addition, UCPSA reserves the right to search UCPSA property used by the employee such as computers, voice-mail, e-mail, and Internet files.

Employees should not assume that items brought onto UCPSA property, member property, or used while conducting UCPSA work are private. Furthermore, employees should not assume that UCPSA provided vehicles, computers, voice-mail, e-mail, or Internet files are personal or private. If an employee has items that they would not like to have searched by UCPSA, those items should not be brought onto UCPSA/member premises, used during UCPSA employment, or in conjunction with UCPSA electronic equipment. Inspections may be conducted at any time with or without notice.

Any illegal or unauthorized items will be taken into custody and may be turned over to law enforcement personnel. Any employee who refuses to submit to a search may be subject to disciplinary action, up to and including termination of employment.

Additionally, employees are advised that UCPSA and members may monitor employees at work. This may include monitoring phone calls, email and computer usage, video cameras, and other oversight systems. Members may also have video cameras in their homes.

Discipline and Discharge

On occasion, employee performance, conduct, or other problems fall short of UCPSA standards and expectations. When this happens, UCPSA takes action that, in its opinion, is appropriate for the circumstances.

Disciplinary actions may range from a verbal warning to immediate discharge of the employee. Action taken by management in one situation should not be assumed to establish a precedent in other incidences.

Employees are not provided with an automatic opportunity to appeal or respond to corrective action. Employees may contact the CEO or Human Resources Director with any questions about disciplinary action. However, action taken by UCPSA is final.

Medicaid Fraud

UCPSA prohibits Medicaid fraud and abuse in its operations and requires all employees and subcontractors to comply with all applicable laws and regulations. This prohibition includes members and/or employees fraudulently billing for services which have not been provided, such as falsifying timekeeping entries.

Members must not call in on the telephonic timekeeping system for a UCPSA employee. Employees must never request or accept direct payment for time worked for authorized services assigned by UCPSA. Members must not be permitted, encouraged, or requested to file a false entry to benefit an employee. Both the employee and member can be prosecuted for Medicare/Medicaid Fraud.

UCPSA has established safeguards in place to help prevent fraud and employees will be subject to disciplinary action, up to and including termination of employment, for engaging in inappropriate activity. In the event that fraud is determined, UCPSA will take prompt action to correct the problem. This may entail self-reporting of any violation as well as making appropriate adjustments to claims and/or reimbursements of monies to Medicaid. UCPSA must also report all members who collude with employees who are determined to have committed fraud.

UCPSA encourages employees to seek guidance with any compliance-related questions and to report any concerns to a supervisor or the CEO.

Employee/Member Relationships

Employees are required to maintain appropriate relationship boundaries with members and other employees. Employees with performance concerns, co-worker concerns, or concerns regarding UCPSA should not talk about their problems with members. Employees are not required to give a member their personal telephone number for any reason.

Any relationship, on or off the job, that affects an employee's ability to do their job or that affects UCPSA's ability to run its business or provide proper care to our members may be a valid reason for removal from the assignment or disciplinary action.

If a romantic relationship develops between co-workers, between an employee and a member, or an employee and anyone of a member's family and/or household, the employee[s] must notify the CEO or HR Director immediately.

In the event that we become aware of such a relationship through alternative means, the supervisor will investigate the situation to determine if the employee should be reassigned to work with a different member/family to avoid a professional conflict.

Employment of Relatives and Associates

Applications for employment of family members, close friends, non-married partners and their families ("Relatives") will be considered in the same manner as other qualified applications, including all pre-hire requirements such as background checks and training prerequisites. Employees are prohibited from either directly or indirectly hiring, supervising, disciplining, or terminating Relatives. Employees are prohibited from accessing Confidential Information or personnel files regarding their Relatives employed by UCPSA. If an employee becomes related to or develops a close personal relationship with another employee or member, the employee[s] is required to notify the CEO or Human Resources Director immediately. UCPSA, after reviewing each circumstance, may re-assign the shifts or take other action it determines appropriate.

Personnel Records

Employee personnel files will be established and maintained by Human Resources in the main office. Supervisors should forward all documentation regarding individual employees to Human Resources.

Information contained in personnel files may include, but is not limited to, the employment application, performance related documentation, driver's license, driving record, and emergency contact information. Employees are entitled to review their personnel files in the presence of a designated management representative. If a current employee wishes to review their personnel file, they must contact Human Resources.

Employees should also inform Human Resources Department of any outside training, professional certifications, education, or any other change in status.

If at any time an employee's employment eligibility status changes, the employee is immediately required to notify Human Resources of the change in status or documentation updates.

Changes in Personal Information

Employees are to notify Human Resources immediately of any changes to their name, address, telephone number, covered family members, or emergency contacts.

Introductory Period

The first ninety (90) days of employment are regarded as introductory for all new employees. Employees who transfer to a different position may have to serve an additional introductory period.

Some employees are hired to work only with a specific member or a family member (a "pre-match"). If a pre-matched employee decides to increase their schedule to include working with other members, additional employment is not automatic. Further, that employee may be required to serve an additional 90-day introductory period as soon as they begin working outside the scope of the pre-match. UCPSA is not obligated to find additional hours or shifts for pre-match employees.

The introductory period may be extended at the discretion of UCPSA. Employment beyond the introductory period does not change the nature of the employment relationship from at-will.

Promotions and Transfers

UCPSA's wish is to promote and transfer from within whenever practicable. When a position at UCPSA becomes open, those employees who have expressed a desire and have shown that they have the training and qualifications necessary to perform the job will be considered with all candidates. Decisions to promote will be based upon qualifications, experience, previous job performance, and attendance records.

At the request of an employee, or at the suggestion of UCPSA, a transfer may be allowed to another position within UCPSA. All transfers are at the discretion of UCPSA and are subject to the employee's qualifications and a position vacancy. Temporary transfers may be approved if

circumstances are warranted. If an employee chooses to request a transfer, they should notify their direct supervisor prior to applying for the transfer.

Pay Practices

Employment Classifications

All employees are classified according to the following categories:

Exempt Employees - Employees who are not entitled to overtime pay. Exempt employees are expected to work any and all hours necessary to perform job duties without expectation of additional pay.

Nonexempt Employees – Employees who are entitled to overtime pay at time-and-one-half their regular rate of pay for all hours worked over forty (40) in a workweek.

Salaried Employees – Employees who are paid a standard salary each workweek, subject to permitted or required withholdings and deductions.

Hourly Employees – Employees who are paid by the hour, subject to permitted or required withholdings and deductions.

Eligible full-time Employees – Employees who works an average of thirty-five (35) hours per week or more during a designated eight (8) week analysis period. Such employees may be "exempt" or "non-exempt" as defined above. These employees may be eligible for benefits as detailed in this Handbook and in the plan documents.

Regular part-time Employees – Employees who works less than an average of thirty-five (35) hours per week during a designated eight (8) week analysis period. Such employees may be "exempt" or "non-exempt" as defined above. These employees may be eligible for benefits as detailed in this Handbook and the plan documents as well as for all legally mandated benefits.

Temporary Employees - Employees engaged to work full-time or part-time with the understanding that their employment is for a specified duration of time or for the purpose of completion of a specific assignment. While temporary employees receive all legally mandated benefits (such as Workers' Compensation Insurance, Social Security contributions, and paid sick leave), they may or may not be eligible for other employer provided benefits depending on plan guidelines and applicable law. Please contact Human Resources for additional information.

Eligibility for medical insurance coverage is subject to legal requirements and the policies in place. Please reference the Medical Insurance section in this handbook for more information.

Employment beyond any initially stated period does not imply change in employment status. Temporary employees retain that status unless and until notified of a change.

Overtime Calculations

Personal time off, paid sick time, holidays, vacation, FMLA, and other time away from work do not count toward the overtime and hours worked calculations. All overtime must first be approved by an administrative staff before it is worked. UCPSA will not award employees extra time off in lieu of paying earned overtime.

Workweek

For the purposes of calculating overtime, UCPSA has defined the workweek as beginning at 12:00 midnight Saturday and ending at 11:59 pm the following Friday.

Payroll Periods and Paydays

UCPSA has a two-week pay period. The pay period end is on a Friday. Payday is the following Friday and may be modified due to designated holidays and/or office closure. New employees will be advised by either Human Resources or their supervisor when they can expect to receive their first payroll check. Information on pay periods and paydays is available at www.ucpsa.org.

Direct Deposit and Payroll Card Account

UCPSA offers employees two methods for payment of wages: direct deposit or a payroll card account. For direct deposit, employees may choose any financial institution that is a member of the Federal Deposit Insurance Corporation (or any other comparable federal or state agency) in which to deposit funds. If an employee does not designate a financial institution for direct deposit, the employee will be automatically enrolled in the payroll card account program and funds will be deposited into this account. Information on the payroll card account program is available at www.ucpsa.org.

Work Hours & Schedules

UCPSA's administrative office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for designated holidays.

As UCPSA provides services to members 24 hours a day, seven days a week, UCPSA establishes schedules for individual employees and/or certain positions based on member needs. Employees are expected to work all hours and days assigned. Requests for schedule changes and foreseeable time off must be made and approved in advance.

Employees are employed by UCPSA, not the specific family with whom they are working. Employees are only allowed to provide services to members when authorized by UCPSA and on the schedule authorized by UCPSA. All scheduling changes must come through UCPSA, even if the member and the employee have already agreed to the change. Employees are prohibited from providing further care if services are no longer authorized for the member. Any unauthorized provision of services to members will result in discipline, up to and including termination. Any unauthorized provision of services to members will be deemed as time spent not in the employment of UCPSA, but spent solely in the employment of the member.

Shifts and hours of work for employees are at the discretion of UCPSA and the members. UCPSA does not guarantee a minimum number of hours for any employee nor does it guarantee particular shifts for certain employees. If an employee is seeking additional hours of work, they must contact the office or supervisor. UCPSA cannot guarantee that additional hours will be available.

Please call the administrative office during business hours or the following numbers after hours for requested/necessary changes to your work schedule:

ON CALL TELEPHONE: **Tucson** – 520-548-4969

ON CALL TELEPHONE: **Yuma** – 928-750-5554

ON CALL TELEPHONE: **Southern Region/Green Valley** – 520-955-1706

Timekeeping Requirements

UCPSA's primary methods of timekeeping are via Telephony or GPS using the timekeeping smartphone application.

Employees are required to participate in using the Electronic Visit Verification (EVV) options provided by the agency.

If employees miss their clock-in or clock-out, they will notify payroll via phone during office hours. Any missed EVV time records can also be emailed to payroll@ucpsa.org.

Employees are prohibited from:

- Altering/falsifying timekeeping records after the member/parent/guardian has signed.
- Reporting hours not worked.
- Reporting the scheduled hours as opposed to actual hours worked (includes billing for travel time).
- Signing for or forging the signature of a member on any document.
- Billing the same hours for any type of service to two separate agencies or members.
- Unless named as an EVV Designee, employees may not mark or sign off on a co-worker's time records.

EMPLOYEES WHO DO NOT WORK THE HOURS REPORTED TO UCPSA THROUGH ANY TIMEKEEPING METHOD OR WHO SIGN FOR THE MEMBER MAY BE COMMITTING MEDICAID FRAUD. Any suspicion or allegation will result in an investigation. Any employee who UCPSA believes committed timekeeping fraud may be terminated. In some cases, criminal or civil penalties may also result.

Submission of Payroll Documents

Employees are required to submit legible, full-sized, accurate, and complete payroll paperwork (direct deposit forms, IRS forms, etc.), in blue or black ink **before 7:30 a.m. each Monday** (even if the administrative office is closed on that Monday). Correction fluid or correction tape is prohibited. Improper paperwork will not be processed.

Paperwork may be submitted in Tucson and Southern Region:

- In person at the Tucson or Green Valley office;
- Via e-mail at payroll@ucpsa.org;
- Via facsimiles at 520-795-3196; or
- Outside regular business hours, via the UCPSA mail slot outside of the reception area at the Tucson or Green Valley office.

Paperwork may be submitted in Yuma:

- In person;
- Via e-mail at payroll@ucpsa.org;
- Via facsimiles at 928-317-8801; or
- Outside regular business hours, via the UCPSA mail slot outside of the reception area office.

Employees are responsible for verifying that UCPSA received their submitted documents.

Reporting of Pay Errors

Employees should review each paycheck received to check for accuracy, ensuring there are no overages or underpayments. In the event an employee believes their paycheck contains an error, the employee should contact the Payroll Department immediately. UCPSA will investigate the matter and correct any discrepancies. Any error on an employee's paycheck, discovered by UCPSA, will be corrected and reported to the employee immediately.

Garnishments and Withholdings

A garnishment is a judicial proceeding in which the court may order that wages be garnished or held by a third party, including the employer, in order to satisfy a debt or an order for child support. If UCPSA is served with a garnishment, it must arrange for the proper payroll deductions to be made from the employee's wages until UCPSA receives notice that the debt or order has been satisfied.

Employees may ask for a list of all the garnishments and withholdings from their paycheck. However, if you dispute the accuracy of any garnishment, you must contact the company or entity issuing the garnishment as UCPSA must continue to comply until notified officially of inaccuracy or completion.

Deductions from Pay

UCPSA is required by law to deduct certain amounts from employee paychecks. These amounts include federal and state taxes, Medicare taxes, and Social Security taxes. Additionally, UCPSA will deduct amounts for the employee portion of insurance premiums, garnishments, the cost of tests and/or certifications, and other amounts as required by law or permitted by the employee.

In the event an employee believes their paycheck contains an improper deduction, the employee should contact the Payroll Department immediately. UCPSA will investigate the matter and correct any discrepancies.

Business Travel

All employees must receive permission from the CEO to conduct business travel before any business travel is undertaken. Documentary evidence, such as receipts or paid invoices, is required for reimbursement of travel expenses. Lodging arrangements must be approved by the CEO before travel and reasonable costs of lodging will be reimbursed with a valid receipt. A flat, per meal rate will be provided to employees for breakfast, lunch, and/or dinner meals while traveling. The per meal rate will be provided at the rate in effect by UCPSA at the time of travel. Meals prior to departure and after return from a trip will not be reimbursed. Taxi fares and car service costs for business purposes will be reimbursed at the CEO's discretion and with a valid receipt. Personal car mileage will be reimbursed at the rate in effect by UCPSA at the time of

travel. Any fines incurred as a result of driving or parking violations while on UCPSA business will not be reimbursed.

Receipts must be submitted to Payroll within 15 days of completing travel.

Mileage and Travel Time

Mileage

UCPSA at its discretion, will pay mileage for employees who transport members as part of their job, however, prior permission from a UCPSA Program Manager or UCPSA supervisor is required. Further, employees are prohibited from transporting a person other than the member in the vehicle during a shift. Employees who transport members or drive to complete errands on the member's behalf must submit mileage sheets to be reimbursed for mileage. All UCPSA employees who are eligible for mileage reimbursement must have documentation on file at UCPSA of a current driver's license, car insurance, and vehicle registration for all vehicles used for company business.

Employees are required to submit clean, legible, full-sized, accurate and complete mileage forms (dates addresses, etc.) in ink and signed before **7:30 a.m. each Monday** (even if the administrative office is closed on that Monday). Late, incomplete or illegible forms will not be reimbursed. UCPSA only reimburses mileage up to 30 miles per week per client.

Mileage forms must be submitted as through the same process as all other payroll paperwork.

DCWs are responsible for verifying that UCPSA received their mileage form.

Travel Time

Employees will receive travel time pay when driving from one shift to another when the next shift start time is within 60 minutes of the previous shift's end time. Travel time is automatically calculated by the UCPSA payroll service and is based on vehicle travel time through a predetermined mapping system, so it is not necessary for employees to submit anything to the agency in order to receive travel time pay. Travel time is paid at minimum wage and is paid in fractions of an hour. UCPSA will not pay travel time to the first member location and will not pay travel time after leaving the last member location for the day.

Employee Benefits

This section of the Handbook provides summaries of the different types of benefits available to employees. A number of programs (such as Social Security, workers' compensation insurance, and unemployment insurance) cover all employees in the manner prescribed by law.

Eligibility for employee benefits is dependent upon a variety of factors, including employee classification. Please contact Human Resources with any questions regarding benefits. Details of some of these programs may also be found elsewhere in this employee Handbook.

The following benefit programs are available to eligible employees:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- 401(k) Plan
- Employee Assistance Program

Employees are responsible for paying their portion of coverage at all times. If an employee is away from work receiving disability, workers' compensation, or otherwise on a leave of absence, they still must pay the employee portion of the coverage premium before the first day of the month or coverage may be cancelled.

For more information on any of these programs, please contact Human Resources. If any information in this Handbook contradict the actual plan document, the latter will govern. UCPSA contributions to benefits as well as plan coverage may change at any time.

Medical Insurance

UCPSA will pay a portion of medical insurance premiums for eligible employees. Variable hour employees must work an average of thirty (30) hours per week during the measurement period to be eligible for medical insurance coverage. Eligible administrative staff will become eligible for insurance on the first of the month following thirty (30) days of employment. DCWs who fall below the thirty (30) hour per week requirement in a four-month measuring period will become ineligible for UCPSA sponsored medical insurance. Please contact Human Resources for additional information. The employee portion of premiums for coverage will be deducted from the employee's paycheck.

Coverage for an employee's spouse and/or other dependents will be provided at the request of, and cost to, the employee. The premiums for dependent coverage will also be deducted from the employee's paycheck.

In the event that employment with UCPSA terminates, coverage will cease on the last day of the month in which the employee worked. At such time, the beneficiaries will receive information regarding options to continue or convert medical insurance coverage.

Dental Insurance

Employees who are interested in obtaining dental insurance should contact the UCPSA benefits administrator. Employees pay the entirety of the dental insurance premium. The premiums for coverage will be deducted from the employee's paycheck.

Workers' Compensation Insurance

UCPSA provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment.

Neither UCPSA nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during employees' voluntary participation in any off duty recreational or social activity sponsored by UCPSA, except as may be required by law.

Employees who sustain work-related injuries or illnesses should inform their supervisor, the On-Call Line, or Human Resources immediately, no matter how minor an on-the-job injury or illness may appear. This will enable employees to qualify for coverage as quickly as possible. Failure to report injuries in a timely manner may result in a delay or denial of benefits.

Most on the job injuries will be treated at a clinic designated by UCPSA. The employee may be asked to meet with a representative from the Human Resources Department, or someone alternatively designated, to fill out the necessary paperwork for workers' compensation coverage. employees may be required to have written consent from the physician in order to return to work.

Continuing Education

It is the employee's responsibility to ensure that all required certifications and trainings are current and are submitted to UCPSA. Employees who continue to work with members while having expired certifications and trainings will be subject to disciplinary action, up to and including termination.

Employees may request that UCPSA pay for continuing education and/or training relevant to their job or position that the employee wishes to attend. The employee will be advised whether any or all of the fees and/or expenses will be paid by UCPSA.

All UCPSA employees who provide direct care are required to attend a minimum of six (6) hours of training per year. DCWs can download from the UCPSA website the Direct Care Worker (DCW) Continuing Education Document Form and submit it to the office for credit. An employee can also submit a copy of the certificate from an orientation/seminar/conference/training listing the number of hours earned to the UCPSA office for credit.

Training and Certifications

If an employee leaves or is terminated from UCPSA within ninety (90) days of hire and/or within ninety (90) days of any renewal of training/certification UCPSA has advanced money for, the employee is responsible for repaying UCPSA for the advance of any renewal training/certification. These amounts may be deducted from the employee's final paycheck.

Professional/Civic Memberships

UCPSA will pay all dues associated with membership in organizations that it agrees an employee join and/or participate in. UCPSA will also pay the expenses associated with attending pre-approved periodic meetings and seminars sponsored by professional organizations it requested the employee to join and/or participate in. UCPSA reserves the right to discontinue payment of any

dues and/or expenses at any time.

Time Away from Work

Paid Sick Time (PST)

UCPSA provides paid sick time (PST) to DCWs in accordance with Arizona Fair Wages and Healthy Families Act. PST may be used for physical or mental illness, injury, to care for a family member who is ill or injured, in cases of public health emergency, absences related to domestic violence, or for any other reasons contemplated by the law. Employees are eligible to accumulate PST, processed each pay period, at a rate of 1 hour of PST for every 30 hours worked from either the date of hire or July 1, 2017, whichever is later. The following examples illustrate the PST accrual rate:

- If an employee works 12 hours during a pay period, they will earn 0.40 (12÷30) hours of PST per pay period.
- If an employee works 30 hours during a pay period, they will earn 1.00 (30÷30) hour of PST per pay period.
- If an employee works 70 hours during a pay period, they will earn 2.33 (70÷30) hours of PST per pay period.

Eligible employees begin to accrue PST on the first day of work. After the initial partial year of employment, PST is based on the calendar year (January through December) for use and accrual and will be carried over from year to year. The maximum amount of PST hours an employee may accrue or use in any year is 40 hours.

All PST will be paid using the employee's hourly rate of pay. The hourly rate of pay does not include bonuses, overtime, or holiday pay. Upon leaving employment with UCPSA, any remaining PST balance will not be paid to employees.

For unforeseeable absences, DCWs are required to notify UCPSA of an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift. During general office hours, all DCWs are required to contact the appropriate Program Manager[s] or Staff Supervisor. These notifications must not be left on voicemail, email, or texted. After general office hours, DCWs are required to call the on-call phone regarding an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift. UCPSA also asks that employees provide an expected duration for the absence, if possible.

Other Notes on PST

- Employees may not use PST until after they have completed 90 days of employment. While employees will accrue PST during this period, they may not access or use accrued time until the 91st day of employment.
- PST may be used in 15 minute increments.
- Administrative employees do not earn separate PST. PST is included in their PTO accrual. Please see the PTO guidelines for additional information.
- PST is not considered hours worked for the purposes of calculating overtime.
- UCPSA may require an employee to provide documentation when an employee is absent on three or more consecutive days under this provision.
- Employees may not use PST when receiving benefits from workers' compensation or other sources.
- Employees must use any available PST concurrent with the beginning of a Family and Medical Leave (FMLA) or other leave of absence.
- PST does not accrue while an employee is on a leave of absence such as FMLA or otherwise when not actively at work.

- PST is not paid out at termination of employment.
- Following the initial, partial year of employment PST is accrued and may be used based on a calendar year of January 1 to December 31.

Employees will not be retaliated against for using or seeking to use PST. If you feel that you have been retaliated against in violation of this or any other provision of UCPSA's employee Handbook, please contact Human Resources or the CEO. The matter will be promptly investigated.

Paid Time Off (PTO)

UCPSA recognizes the importance of time off for vacation, family time, and personal needs of its employees. PTO combines time away from work into a single benefit. PTO may also be used for the employee's own physical or mental illness, to care for a family member who is ill, in cases of public health emergency, for absences related to domestic violence, or for other reasons contemplated by the Arizona Fair Wages and Healthy Families Act. PTO is accrued and used based on an employee's anniversary date. For the purposes of this policy, full-time employment is defined as those employees who are regularly scheduled to work 35 hours or more per work week.

During the first two years of employment, full-time DCWs are only eligible to receive Paid Sick Time (PST) according to the policy above. After reaching their two-year anniversary of hire, full-time DCWs are eligible to accumulate Paid Sick Time as well as PTO, prorated and accrued by pay period, at the following rate:

	<u>Per Pay Period</u>	<u>Annually</u>
Years 2+	1.539 hours	5 days

Full-time administrative employees are eligible to accumulate PTO, prorated and accrued by pay period, at the following rates:

	<u>Per Pay Period</u>	<u>Annually</u>
Date of Employment to Year 1	3.385 hours	11 days
Year 1+ through Year 4	4.923 hours	16 days
Year 4+ through Year 10	6.462 hours	21 days
Year 10+	8.000 hours	26 days

Salaried part-time administrative employees working a minimum of twenty (20) hours per week will accrue PTO at a percentage of the full-time accrual rate. For example, a salaried administrative employee working twenty (20) hours per week would earn ½ of the PTO earned by an administrative employee working a full-time schedule.

Up to one week of DCW PTO accrual will be carried over from year to year. DCWs eligible for PTO shall be paid for any unused PTO accrual over one week on the payday following the anniversary of their employment at UCPSA. DCWs that become ineligible for PTO accrual will be paid out for the available balance.

The maximum amount of PTO hours an administrative employee may accrue is two times their annual accrual. Upon accrual of the maximum, employees will not accrue additional PTO until they use some of their already accrued time. Employees may only use accrued and available PTO at any time, limited to a maximum of two times their annual accrual during any anniversary year.

Employees are responsible for managing their PTO to ensure they have time available for emergencies such as a personal or family illness. If an employee uses all available PTO for

vacation or personal days and later becomes ill after PTO is exhausted, UCPSA will not provide additional PTO.

UCPSA will not extend the opportunity for employees to carry a negative PTO balance unless in extreme circumstances, which must be reviewed and approved by the CEO.

Foreseeable PTO may be requested at any time during the year, but it must be scheduled in advance to avoid conflicts with other employees' time off and to account for workload demands. A minimum of two (2) weeks' notice should be given in seeking approval for the requested time off. Requests for PTO over Thanksgiving week, Christmas week and New Year's week must be made by October 15 to ensure proper coverage. To schedule foreseeable PTO, employees must make this request on the UCPSA Time Off Form and get the prior written approval of their supervisor. In emergency situations, UCPSA may waive the requirement of prior written approval. There may be times when, even with adequate notice, requested foreseeable time off will not be granted due to program needs, multiple requests, or work coverage.

For unforeseeable absences, DCWs are required to notify UCPSA of an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift. During general office hours, all DCWs are required to speak with the appropriate Program Manager[s] or Supervisor. These notifications must not be left on voicemail, email, or texted. After general office hours, DCWs are required to call the on-call phone regarding an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift. UCPSA also asks that employees provide an expected duration for the absence, if possible.

For unforeseeable absences, administrative employees are required to notify UCPSA of an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift. During general office hours, all administrative employees are required to contact their appropriate Supervisor or CEO, if the Supervisor is unavailable. UCPSA also asks that employees provide an expected duration for the absence, if possible.

All PTO time will be paid using the employee's regular hourly rate of pay. This rate does not include bonuses, overtime, incentives, and holiday pay.

Employees will not be retaliated against for using or seeking to use PTO in accordance with the Arizona Fair Wages and Healthy Families Act. If an employee believes such retaliation has occurred, they should contact Human Resources or the CEO.

Other Notes on PTO

- Employees may not use PTO until after they have completed 90 days of employment. While eligible employees will accrue PTO during this period, they may not access or use accrued time until the 91st day of employment.
- Employees will not continue to accrue or accumulate PTO time while they are on leave or otherwise when not actively at work.
- PTO is not considered hours worked for the purposes of calculating overtime.
- Employees may not use PTO when receiving benefits from workers' compensation or other sources.
- UCPSA may require an employee to provide a doctor's note for any absence related to an injury or illness when an employee is absent on three or more consecutive workdays.
- Employees may be required to use any available PTO at the beginning of a Family and Medical Leave (FMLA) or other leave of absence.
- PTO accrual and use is based on an employee's anniversary date.

Unpaid Time Off

Employees who have exhausted PTO/PST or who otherwise do not have such time available, may be allowed to take time off without pay if the request is made with a minimum of two (2) weeks' notice. This request must be made in writing and approved by the supervisor.

emergency situations, UCPSA may waive the requirement of prior written approval. There may be times when, even with adequate notice, requested unpaid time off will not be granted due to program needs, multiple requests, legal mandates, or work coverage.

Holidays

UCPSA currently provides the following holidays to eligible employees. Holidays are subject to change with each calendar year and UCPSA publishes a list of holidays. In general, paid holidays may include:

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

The CEO will make a determination annually regarding flex holidays provided to salaried administrative staff. Full-time salaried administrative staff will receive one (1) flex holiday per four (4) month period employed. Flex hours must be used within the calendar year and will not be rolled over and will not be paid out at termination of employment.

Administrative Salaried employees will be paid for the number of hours regularly worked on that day. Hourly, part-time employees are not eligible for holiday pay. DCWs designated as full-time as of a scheduled holiday will be paid holiday pay (for up to eight (8) hours) plus the regular rate of pay for each hour actually worked on a designated holiday. If a full-time DCW is scheduled to work on one of the scheduled holidays and does not work the shift, the employee will not receive holiday pay.

Holidays occurring during an administrative employee's scheduled time off are treated as holidays and are not counted as PTO time.

Holiday pay is not considered hours worked for the purposes of calculating overtime.

Witness and Jury Duty

UCPSA encourages employees to fulfill their civic responsibility by serving witness or jury duty. Employees called to testify as a witness at the request of UCPSA will be paid their base rate of pay for the time spent acting as in witness service on behalf of UCPSA, regardless of the testimony provided.

If employees are subpoenaed to appear in court as witnesses in matters unrelated to UCPSA, they will be excused from work in order to comply with the subpoena but will not be paid for time. However, the employee may use available PTO or PST hours as allowable by Prop 206.

Employees must present any summons for jury duty or witness service to their supervisor on the first working day after receiving the notice. If an administrative employee is excused from jury service during normal work hours, they must report to work.

Employees may keep any compensation they are paid for jury duty or witness service. In addition to the compensation received from the court, UCPSA will pay full-time employees at their base rate of pay for their regularly scheduled work hours for up to five (5) days of jury duty service.

UCPSA will continue to provide insurance benefits during jury duty though employees are responsible for continuing to pay their portion of the cost.

Jury Duty is not considered hours worked for the purposes of calculating overtime.

Bereavement Leave

A full-time employee who has successfully completed their ninety (90) day introductory period who loses a member of their immediate family (spouse, parent, sibling, child), may receive up to three (3) day of base-pay for bereavement leave to attend funeral/memorial services. Requested additional time off must be approved by the employee's immediate supervisor and will only be paid by applying accrued PTO time.

Verification of the relationship and the death may be required.

Bereavement pay will be calculated on the employees' base-pay rate times the number of hours the employees would customarily have worked on the day of absence.

Military Leave

Employees called for active or reservist duty will be granted time off in accordance with applicable state and federal law. Please notify your supervisor or Human Resources when you receive notice of being called to duty.

Time Off to Vote

UCPSA encourages employees to fulfill their civic responsibility by participating in elections. Generally, employees should be able to vote either before or after their regular work schedule or may vote by mail-in ballots. If employees are unable to vote in an election during their non-working hours, UCPSA will grant up to three (3) hours of paid time off to vote.

Employees must request time off to vote from their supervisor or Human Resources at least the day before Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift; whichever provides the least disruption to the normal work schedule. UCPSA may require verification that an employee did use the time away from work to vote.

Family and Medical Leave

UCPSA understands that its employees on occasion will have the need to take an extended period of time away from work for reasons covered by the Family and Medical Leave Act of 1993 (FMLA).

You may be eligible to take an FMLA leave of absence provided you have worked for UCPSA at least 12 months and for at least 1250 hours in the 12 months preceding your leave, and work at a location where UCPSA employs 50 or more employees within 75 miles. Employees may request a FMLA leave of absence for any of the following reasons:

1. the birth, adoption, or foster care placement of a child;
2. to care for a spouse, parent, or child with a serious health condition;

3. because of your own serious health condition that renders you unable to perform the functions of your position;
4. if a spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status;
5. an eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member.

FMLA leave will be granted for up to 12 weeks in a 12-month rolling period. FMLA leave is generally unpaid. If, however, you qualify for workers' compensation benefits, such benefits may be required to be used during leave, in accordance with the provision of those benefits. Additionally, you will be required to use any and all accrued and unused PTO or PST at the beginning of an FMLA absence.

Eligible spouses employed by UCPSA are jointly entitled to a combined total of 12 work weeks of family leave for the birth and care of a newborn or for the placement of a child for foster care or adoption.

When foreseeable, you must provide at least 30 calendar days' advance notice before taking FMLA leave. Contact your supervisor and/or Human Resources to request Family Medical Leave information. If the need for leave is foreseeable based on a planned medical leave of absence, UCPSA may request that you make a reasonable effort to schedule treatment so as to not unduly disrupt operations. If intermittent or reduced schedule leave is requested, UCPSA may temporarily transfer you to a comparable position that better accommodates the requested periods of absence. For requests of intermittent leave related to birth or placement of a child, UCPSA will review the individual circumstances involved when considering whether to grant such intermittent or reduced schedule leave.

Medical certification will be required whenever you are requesting an FMLA leave because of your own serious health condition, or that of a spouse, parent, or child. Medical certification must be completed by a health care provider using the form available from Human Resources. Certification should be provided to Human Resources prior to an employee's leave and must be provided no later than 15 calendar days after an FMLA leave request. At its expense, UCPSA may require a second (and possibly a third) health care provider's opinion certifying the existence of a serious health condition. The third opinion, if required, shall be final. Recertification may be required at 30-day intervals or more frequently in the event of a change in circumstances. Documentation confirming family relationship may also be required.

Failure to provide notification and medical certification in a timely manner may result in the delayed approval or a denial of leave. Continued absence after denial of leave may result in disciplinary action.

Employees on FMLA leave will be required to periodically report to their managers on their status and intent to return from leave.

UCPSA will continue your elected medical and dental coverage for you until twelve weeks of leave have been completed. You will be required to continue paying your portion of these health insurance premiums. If the FMLA leave is used concurrently with paid leave, premiums will be deducted as usual. If the FMLA leave is unpaid, you must remit payment prior to the first day of each month. If you fail to make the required payments, you will remain responsible for the amount of your share paid by UCPSA, or UCPSA may terminate coverage in accordance with applicable law.

If you take an FMLA leave that is attributable to your own personal health condition, you must submit a return to work medical authorization that you are fit for duty before beginning employment. Upon returning from FMLA, employees (except for certain highly compensated

individuals) will be reinstated to the former or an equivalent position.

Failure to return to work when your family or medical leave expires may be grounds for immediate termination unless an extension is pre-approved by UCPSA.

Employees will not accrue Paid Time Off or Paid Sick Time while on family or medical leave.

Unpaid Leave of Absence

Employees in good standing and who meet eligibility requirements may be granted a personal, unpaid leave of absence. Personal leaves of absence shall be for a minimum of twenty-one (21) calendar days but shall not exceed sixty (60) calendar days. The employee must make the request in writing to the CEO for approval using the appropriate UCPSA form. Prior to taking an unpaid leave of absence, an employee is required to use all available PTO or PST.

UCPSA will allow the employee to continue health and welfare benefits while on personal leave of absence if the employee was receiving benefits at the time of the request. An employee starting a leave of absence without pay is expected to pay the full cost of the insurance premiums, which includes both the employee and UCPSA portion one week prior to the start of each month. If the premium[s] is not paid by the first of the month, UCPSA may cancel the coverage. All other benefits cease to accrue during the leave of absence.

Reinstatement is not guaranteed to an employee granted a leave of absence and will depend upon the business needs of UCPSA. Employees returning from a leave of absence may not be able to return to their previous assignment or schedule. If an employee fails to return at the end of the leave of absence, the employee will be considered to have resigned.

Member Safety and Employee Responsibility

Incident Reporting

Staff are required to notify UCPSA of certain situations and circumstances (see a partial list below) so an incident investigation and report can be completed. Staff are first required to report the incident to UCPSA administrative staff verbally. During regular business hours, staff should contact the administrative office. During other times, staff should contact the on-call number. Staff must then work with the Program Staff to complete and submit an Incident Report to UCPSA within 24 hours of the incident. The Program Staff will contact the Support Coordinator/Case Manager from the contracting agency during business hours, and then submit the Incident Report to the appropriate contracting agency no later than 24 hours after the incident. (If so required by the contracting agency, Program Staff may need to report certain incidents to the contracting agency sooner than 24 hours after the incident.)

In situations of imminent danger or life-threatening emergency, staff should always call 911 first. Once the staff and the member/s involved in the incident are safe or are being helped by emergency personnel, the employee should notify UCPSA as described above.

The following is a brief, non-inclusive list of some of the situations or circumstances that require an incident investigation and report:

- Medication errors
- Missing money/property
- Serious illness or health concerns/injuries
- Complaints made by member about staff, care, abuse, neglect, etc.
- Incident wherein the DCW must physically defend themselves or others against a member's aggressive behavior
- Situation wherein a staff injures a member, even inadvertently
- Death of a member
- Alleged abuse, neglect, or intimidation
- Observation of abuse, neglect, or intimidation
- Missing member
- Incident which involves law enforcement personnel, emergency services or the media
- Suicide attempt
- Hospitalization
- Community complaints

If a staff has any doubt as to whether or not an incident or situation requires reporting, the matter should be reported to the administrative office or on-call number.

The reporting required under this policy is in addition to all reporting required elsewhere in the Handbook.

Abuse and Neglect

Any member emergency should be immediately reported to 911.

If it is determined that a member cannot be in an unsupervised situation, then staff may not leave the member alone or unattended even if the shift has ended. In such circumstances, employees must wait to leave until replacement staff or a parent/guardian is present.

- Please notify UCPSA immediately, if a parent/guardian or caregiver does not arrive on time to relieve you from a shift with a vulnerable member.
- Children under the age of 18 and vulnerable adults that require supervision may never be left unattended, even if a parent/guardian gives permission.
- If you are unsure if a member may be left alone, please contact UCPSA to inquire.

It is imperative that you contact UCPSA immediately if you anticipate being late to a shift that requires you to meet a member's bus, taxi, Sun Van, or other transport. The agency will immediately contact the transport company/school, to warn them that the employee meeting the bus or their transport will be late. This may mean that they will drop the member at a later time, or it may require that the caregiver pick up the member at an alternative location. Minors (those under 18 years of age) and vulnerable adult members must never be left without supervision, as their health and safety may be significantly compromised. If an employee fails to notify the agency immediately regarding a late or potential late arrival for this type of shift, the employee will face disciplinary action up to and including termination of employment.

Employees must never engage in any improper, abusive, intimidating, neglectful, or exploitive behavior with respect to members or others. Any employee determined to have engaged in such behavior, or who is aware of such behavior by others but fails to report it, will be subject to disciplinary action up to and including termination. Civil and criminal penalties may also result.

Employees who observe abuse or neglectful treatment of a member must intervene on the member's behalf and immediately report the incident to the UCPSA Program Staff.

If an employee suspects (or reasonably should suspect) that a member is being improperly treated, abused, intimidated, neglected, and/or exploited, or is aware of any allegation of such conduct, the employee **MUST IMMEDIATELY REPORT** this to UCPSA administrative staff who will coordinate with the employee to file a report with Arizona Department of Child Safety or Adult Protective Services (as applicable) and/or contact 911. If the employee is unable to reach administrative staff, they must to file a report with Arizona Department of Child Safety or Adult Protective Services (as applicable) and/or contact 911 themselves. This report must not be made anonymously. After making such a report, the employee must then immediately notify UCPSA administrative staff of the report so administrative staff can work with the employee to complete and submit an incident report within 24 hours of the report being filed.

Under applicable statutes (A.R.S. § 36-569 and A.R.S. § 46-451) "Abuse" or "Abusive treatment" includes (but is not limited to):

- Physical abuse by inflicting pain, injury or harm to a member. This includes hitting, kicking, pinching, slapping, pulling hair or any sexual abuses.
- Injury to a member caused by negligent acts or omissions.
- Emotional abuse which includes ridiculing or demeaning a member, making derogatory remarks to a member or cursing directed toward a member.
- Programmatic abuse of a member which is the use of an aversive stimuli technique that has not been approved as a part of the member's individual program plan (and which is not contained in the rules and regulations adopted pursuant to A.R.S. § 36-561(B)). This includes isolation or restraint of a member.
- Unreasonable confinement of a member.

- Sexual abuse or sexual assault of a member.

Under applicable statutes (A.R.S. § 36-569 and A.R.S. § 46-451) “Neglect” includes (but is not limited to):

- Intentional lack of attention to the physical needs of members such as toileting, bathing, meals and safety.
- Intentional failure to report member health problems or changes in health conditions to an immediate supervisor or nurse.
- Sleeping on duty or abandoning the workplace.
- Intentional failure to carry out a prescribed treatment plan for a member.
- A pattern of conduct without the member’s informed consent resulting in deprivation of food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health.

Under applicable statutes (A.R.S. § 46-451) “exploitation” includes (but is not limited to):

- Illegal or improper use of a member’s resources for another’s profit or advantage.

By regulation and contract, some of the agencies UCPSA works with require that the following authorities be notified of suspected abuse, fraud, negligence or exploitation, as appropriate:

- Adult Protective Services / Arizona Department of Child Safety
- Arizona Department of Health Services (except for incidents involving financial matters)
- Arizona Health Care Cost Containment System (AHCCCS)
- Centers for Medicare and Medicaid Services (CMS)
- Local police department

Notification of these agencies is not considered confirmation of abuse, fraud, negligence or exploitation, but employees of UCPSA are mandatory reporters.

Employee Conduct

Attendance and Punctuality

For unforeseeable absences, DCWs are required to notify UCPSA of an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift. During general office hours, all DCWs are required to speak with the appropriate Program Manager[s] or Supervisor. These notifications **must not** be left on voicemail, email, or texted. After general office hours, DCWs are required to call the on-call phone regarding an absence as soon as possible but no later than two (2) hours prior to the beginning of an assigned shift.

Administrative employees are required to notify their immediate supervisor of an absence as soon as possible but no later than their regularly scheduled start time. If Supervisor is unavailable, employees should notify an Administrative Director. UCPSA also asks that employees provide an expected duration for the absence, if possible.

It is the responsibility of the employee to ensure that their supervisor is kept informed, on a daily basis, as to their current condition. Employees may be requested to provide the possible duration of their absence, if possible.

During general office hours, if a member is not at home or does not appear to be at home when the DCW arrives for the shift or if the employee is asked to adjust the scheduled time of the shift, the DCW should speak to the appropriate Program Manager. If the appropriate Program Manager is not available, the DCW is to give the information to Staff Supervisor. After general office hours, the DCW must call the on-call phone if a member does not appear to be at home when the DCW arrives for the scheduled shift or is asked to adjust the scheduled time of their shift in any way.

If an employee is absent due to illness or injury on three or more consecutive days, UCPSA may require the employee to provide a physician's statement verifying the need for the absence. Such verification shall be at the employee's expense.

Unapproved absenteeism or tardiness, in the sole opinion of UCPSA, will not be tolerated and may result in disciplinary action, up to and including termination of employment.

Administrative employees returning from sick leave must ensure that a Time Off Form is completed upon their first day back to work.

Media Contacts

Any employee approached or solicited by any person or media source is required to notify UCPSA's CEO or HR Director.

Employee Response Communication

UCPSA administrative staff may contact employees by telephone, email, mail, or other method. These communications may involve important information about the safety and care of our members. As an employee of UCPSA, it is imperative that you respond to these contacts in a timely and professional manner. UCPSA asks that employees respond to all contacts quickly and directly. Contacts from administrative staff to an employee are very often time sensitive, therefore if any employee contact information has changed, it is important that Human Resources is immediately notified.

Open Door Policy

Employees should present their job-related concerns to their immediate supervisor for discussion and resolution. If the issue is not resolved to the employee's satisfaction after discussion with their immediate supervisor, the employee may request a meeting with the CEO. The CEO has the final authority in addressing and/or resolving any job related concerns.

Transportation

Employees are not to transport members on the employee's personal errands including bringing members into the office to turn in paperwork.

Bed Bugs

Employees who have suffered an infestation of bed bugs in their own home, or who notice an infestation at a member's residence, must notify their supervisor and Human Resources immediately. This will allow for proper actions to be taken to ensure that the infestation does not spread.

Universal Precautions

Universal Precautions will be observed by all UCPSA employees in order to prevent contact with blood or other potentially infectious materials. Employees will be provided training as to appropriate precautions. If any employee has additional questions, at any time, supervisors or the on-call line will be available to answer questions before the action is taken.

If an employee suspects exposure, they shall report the incident within 24 hours. The employee's supervisor will conduct a further investigation into the incident.

Employees of UCPSA must not handle needles as part of their employment.

In work areas where there is a reasonable likelihood of exposure to blood or other potentially infectious materials, employees are not to eat, drink, apply cosmetics or lip balm, smoke, or handle contact lenses. Food and beverages should not be kept in areas where blood or other potentially infectious materials are present.

Dress and Grooming Standards

In order to portray a positive and professional image to our members and the public, UCPSA requires that employees dress in appropriate attire.

Although UCPSA has a relaxed dress code, clothing should be in good repair and appropriate for individual work environments. Professional appearance also means that the organization expects good hygiene and grooming while employees are working. All employees should practice common sense rules of neatness, good taste, and comfort. Provocative clothing is prohibited.

Clothing must not constitute a safety hazard. employees should avoid articles of clothing or jewelry that could interfere with the performance of their duties or that might result in injuries to either the employee or the member (e.g., pierced jewelry that a child might grab, sharp rings that might scratch a member, inappropriate or unsafe footwear for transferring members, etc.). DCWs must wear closed toed, non-slip flat shoes.

UCPSA reserves the right to determine appropriate dress at all times and in all circumstances and can send employees home to change clothes should it be determined their dress is not appropriate or presents a safety hazard.

The following clothing is not appropriate at any time: cutoffs, shirts with inappropriate wording or graphics, halter tops, tank tops or other revealing tops or shirts, t-shirts, torn or ripped clothing, sandals and flip-flops/thong shoes (for DCWs). Offensive tattoos are not permitted. Undergarments may not be visible at any time.

UCPSA prohibits employees from wearing political/election buttons, t-shirts with political slogans or with either public policy preferences or public policy aversions or posting political posters in the UCPSA administrative or on UCPSA premises, or at member home. Employees shall not harass co-workers, members, or member's families or politically proselytize co-workers, members, or member's families regarding political beliefs or public policy preferences or aversions.

Conflicts of Interest

Financial interests held by an employee or by their immediate family members in organizations which are a competitor, client, or supplier to UCPSA are to be disclosed immediately to the CEO or Human Resources so that a determination can be made as to whether a conflict exists. Members of the employee's immediate family include spouse, children, and any other relative living in the same home as the employee. Violation of this guideline may result in immediate termination of employment.

No employee shall engage in any activity that is or creates the appearance of a conflict of interest between other employees, UCPSA, or the best interests of the members we serve. A conflict of interest is defined as when an employee is in a position to influence a decision, whether in an official or fiduciary capacity, that may result in a personal gain for the employee or for a Relative. To avoid this, the employee must remove themselves from the decision or their role within UCPSA.

UCPSA employees must not engage in any activities or relationships, including personal investments, which might directly or indirectly result in such a conflict or otherwise impair professional judgment. Employees may not accept gifts, favors, or benefits from members, families, competitors, or vendors, that might tend in any way to influence professional responsibilities with UCPSA. Gifts may only be accepted if they have a nominal retail value and only on appropriate occasions (for example, a holiday gift). Employees are not to sell to third parties any information, products, or materials acquired from or through UCPSA.

Solicitation

Persons not employed by UCPSA may not solicit or distribute literature in the workplace or while on UCPSA business at any time for any purpose without approval of the CEO or HR Director.

UCPSA recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature or materials concerning these activities during working time, to co-workers, supervisors, or our members without approval of the CEO or HR Director.

Employees may discuss these interests and distribute such literature or materials during their lunch periods. Any such discussions should be limited to the employee lunch room at UCPSA administrative offices. The posting of written solicitations on UCPSA bulletin boards is prohibited.

Confidential Information

Dissemination or disclosure by any employee during their employment, or anytime thereafter, of UCPSA's confidential information or the private information of our members is strictly prohibited.

Confidential information includes any information, documents or software that contains information regarding UCPSA's proprietary operations or procedures, financial status, proposed transactions, pricing, member health or financial data, marketing/sales techniques, or similar subjects. Such confidential information also includes, but is not limited to, the following examples: trade secrets, computer processes, computer programs and codes, all non-public personally identifiable records, reports, current and potential member lists, member preferences, UCPSA and member financial information, marketing strategies, pending projects and proposals, research and development, strategies, and technological data.

Additionally, any employee who handles confidential information is responsible for its security, both internally and externally. Likewise, any information gained by an employee regarding the activities, medical conditions, or financial status of UCPSA's members must be kept strictly confidential.

Employees shall return all Confidential Information received in written or tangible form, including copies or reproductions or other media containing such Confidential Information, immediately upon a request by UCPSA to do so or termination of employment. Employees are prohibited from forwarding e-mails from an Employer computer to their personal e-mail accounts.

Any employee who violates this policy will be subject to disciplinary action, up to and including termination. UCPSA may also pursue legal action for violations of this policy.

Telephone Use

The telephone is vital in the conduct of UCPSA business. Only necessary incoming personal calls can be accepted to UCPSA's phones. UCPSA may route these calls to our employees as feasible however, UCPSA asks that these calls be completed as quickly as possible. Employees are to ask relatives and friends not to call during working hours except for true emergencies.

DCWs are not permitted to use personal cellular telephones for personal calls during work hours. If a UCPSA administrative staff needs to reach a DCW during a shift, the administrative employee will leave a voicemail. The DCW is to return the call at the conclusion of the shift. The focus must remain on the member and/or family at all times.

Employees are prohibited from using media devices, texting, browsing the Internet, viewing video-based entertainment, video-based communications such as video phoning and conferencing and displaying certain types of content, including text messages, web pages and social media applications, or making use of electronic devices while working with a member or

while driving a vehicle while on UCPSA business. This prohibition includes the time waiting for a traffic signal to change. To promote safe driving and to limit liability, employees are not permitted to use cellular phones or other devices for calls, emails, or text messages while operating a vehicle on UCPSA business. Safe driving practices must be used at all times.

Employees are not permitted to make long distance personal calls from UCPSA or members telephone without using a calling card or calling collect. Unauthorized long distance calling will result in disciplinary action.

UCPSA may provide cellular phones or electronic devices for use by certain employees in limited situations. Any such phones or technologies are provided for business use only and must be returned upon termination of employment or request from UCPSA. Personal use must be limited to necessary calls and/or emergencies.

Additionally, certain employees are required to use personal cellular phones or other devices for business needs. UCPSA may or may not reimburse the employee for some use of personal devices. Please see Human Resources for more information.

Because of the nature of cellular phone technology and stringent confidentiality requirements, employees should not discuss or text message confidential information on a cell phone in an open or public area. This prohibition includes personal, medical and financial information related to members as well as UCPSA personnel and business matters.

Cellular phones and other audio-video recording capable devices are not to be used for photography of members, families, employees, and UCPSA proprietary information without prior approval of the individual and UCPSA. Doing so is a violation of UCPSA policy and may result in disciplinary and/or legal action.

Any use of personal cell phones must comply with all policies for appropriate practices. Inappropriate use of cell phones, telephones, or other electronic equipment will not be tolerated.

Internet Use

Access to the Internet through UCPSA's equipment and Internet connections is provided to those employees with a legitimate business need. Internet access is a privilege that can be revoked by UCPSA at any time, with or without explanation.

Employees are prohibited from using UCPSA computers, Internet access, and network resources to send threatening, libelous, defamatory, harassing, or other inappropriate messages. Employees are also prohibited from using UCPSA's computer, Internet access, and network resources to visit or access chat rooms, discussion groups, electronic bulletin boards, or websites which contain offensive material or to search for employment elsewhere.

Examples of offensive and/or otherwise prohibited sites include, but are not limited to, sites which contain the following: sexually explicit or pornographic material, information or material advocating the use of violence, the creation or use of bombs, weapons or computer viruses or the destruction of property, and any sites that may be considered derogatory to any individual's race, religion, national origin or other protected classification.

To prevent computer viruses from being transmitted through UCPSA's computer system there will be no unauthorized downloading of any software of any kind. All software downloads must first be approved by an employee's supervisor. Employees are prohibited from downloading music, games, computer programs, movies or other items from the Internet. Violation of this policy may result in disciplinary action, up to and including termination.

UCPSA reserves the right to monitor the use of the Internet by any employee, and employees should have no expectation of privacy when using UCPSA Internet access or computers.

DCWs are not to use member or family internet service for their own personal purposes. All prohibitions related to UCPSA equipment also applies to member or family internet service.

Social Networking

UCPSA and specific departments/locations have set up UCPSA identified/sponsored profiles and websites. Any new UCPSA-related websites must be approved in advance of initial posting. Only specified individuals are permitted to have UCPSA identified/sponsored profiles or websites. Any such websites or postings must be approved in advance of initial posting. Only authorized UCPSA employees are permitted to post to these locations. A UCPSA employee has been or will be identified to monitor any such sites or postings and will act as the webmaster for these. UCPSA must pre-approve any public messages or social media posts from these UCPSA-identified profiles.

Employees may not use UCPSA email addresses to register on social networks, blogs, or other online tools utilized for personal use. Do not create a link from a personal social network sites or blogs to UCPSA site without prior permission as this may unnecessarily expose the network to viruses or malware.

Employees may use business profiles on websites such as LinkedIn, provided such postings remain professional. If employees wish to maintain a personal social networking presence including a weblog, chat room, Facebook, twitter account or a web site, it must be completed on personal time using personal equipment. Employees may not visit social networking sites while caring for members or using member devices, programs, or internet service.

Employees must exercise common sense regardless of privacy settings, even on personal social media accounts. Employees should be mindful that any comments, videos, pictures, or other information that are posted on the Internet may be seen by members of the community and the public. Employees must consider the risks of all information posted online. Any online conduct or social network that adversely affects employee job performance, the performance of co-workers, or members may result in disciplinary action up to and including termination of employment.

Employees are to post only appropriate and respectful content. Employees are to avoid using statements, photos, video, or audio on social networking sites that could be seen as malicious, obscene, threatening, intimidating, harassing, or discriminating to clients or co-workers. Such misconduct may lead to disciplinary action, up to termination of employment. These guidelines work in conjunction with UCPSA's policies on employee conduct, harassment, discrimination, and retaliation.

For safety reasons, any UCPSA -identified or -sponsored websites or posting, and those sites maintained by individual employees, must not contain confidential member or personnel information including medical or financial data, member names/addresses/locations, business or private information, or other identifiers such as Social Security or other identification numbers of UCPSA, its employees, or our members and families.

UCPSA prohibits the unauthorized use of its logo, including images of the UCPSA logo on clothing that may appear in pictures or videos. No one is permitted to present themselves as a spokesperson for UCPSA. If an employee states that they work with UCPSA, they must clearly state on the social network site that "The postings on this site are my own and do not reflect the views of UCPSA."

UCPSA prohibits retaliation against any employee who reports a possible violation of this policy or for cooperating in an investigation related to social networking. Any complaint of retaliation will be promptly investigated and disciplinary action, up to termination of employment, will be taken as appropriate.

Electronic Mail

UCPSA encourages the use of electronic mail to advance productivity. Electronic mail systems and all messages generated on or handled by electronic mail systems, including back-up copies, are considered to be the property of UCPSA. Use of UCPSA's electronic mail system is a privilege that can be revoked at any time, with or without explanation.

UCPSA's electronic mail systems generally must be used only for business activities. Occasional personal use is permissible so long as it does not:

- consume more than a minimal amount of resources;
- interfere with employee productivity;
- preempt any business activity;
- violate the law; or
- violate UCPSA policy.

Employees are prohibited from using UCPSA's electronic mail system to search for or advance employment opportunities elsewhere or to send chain letters. Employees are prohibited from using profanity, obscenities, or derogatory remarks in electronic mail messages or from using the electronic mail system to harass, insult, or intimidate any person.

If employees receive or become aware of inappropriate emails, these items should be immediately brought to the attention of the CEO or Human Resources.

Because electronic mail is not a secure means of communication, employees should not use e-mail to send or receive information considered "confidential," "sensitive," "proprietary," or "trade secrets." Violation of UCPSA's Electronic Mail provisions may result in disciplinary action, up to and including termination.

UCPSA regularly monitors the content of electronic communications. Thus, employees should have no expectation of privacy in their electronic communications. Review of electronic communications may include, but is not limited to, review by a supervisor, UCPSA's agents, legal representatives, and advisors to determine whether an employee has breached security or violated UCPSA policy.

Employees should be aware that electronic communications could be forwarded, intercepted, printed, or stored by someone other than the sender and intended recipient. UCPSA may also disclose electronic communications to law enforcement officials in accordance with an order of a court or governmental entity of competent jurisdiction or as necessary in order to pursue UCPSA's rights (legal or otherwise) or protect UCPSA, its employees, members, or property without prior notice to employees, who have sent or received an electronic message. UCPSA retains the right to remove from its information systems any material it views as offensive or illegal.

Prohibition of Tobacco

UCPSA prohibits smoking and chewing tobacco inside any of its offices, buildings, vehicles, or member residences. Employees must not smoke in a member's vehicle or presence. E-cigarettes or vapor devices are also prohibited in all of the above situations.

Employees may not smoke, use chewing tobacco, or use e-cigarettes and chewing tobacco in a member residence or vehicle even if the member or a family member does so.

Under Arizona law, employees and others are prohibited from smoking or using vapor devices within 20 feet of entrances, windows, or ventilation systems of these sites. Failure to comply with this regulation may result in criminal charges and/or fines against the individual by the state.

Drug/Alcohol Use and Testing

UCPSA requires that all employees perform their job duties in a safe, alert and effective manner. Therefore, working under the actual or apparent use of alcohol or controlled substances is prohibited. Furthermore, the possession, purchase, consumption or sale of alcohol or a controlled substance while on UCPSA premises or while conducting UCPSA business will not be tolerated.

Testing

Testing is an important part of our efforts to provide a safe workplace. To this end, UCPSA has set up the following drug and alcohol testing program. This testing applies to all employees. Any violation of this policy will result in disciplinary action, up to and including termination.

UCPSA may, at any time, institute the following types of drug and alcohol testing for all employees:

1. Pre-employment – testing may be conducted pre-employment, post-offer should UCPSA determine it necessary.
2. Contract directed – new or returning employees who complete business for specified clients or contracts may be required to undergo testing based on these requirements.
3. Post-accident – should an employee be involved in an accident involving harm to either a person or property while performing work on behalf of UCPSA, UCPSA may require a drug and alcohol screening as all or part of the investigation.
4. Random Testing – working in accord with a testing facility, UCPSA may conduct random drug and alcohol tests.
5. Reasonable Suspicion – a belief based on objective facts sufficient to lead a reasonably prudent person to suspect that another person is involved in the unlawful possession, use, or distribution of alcohol or federally controlled substances in violation of this policy.
6. Follow-Up Testing – should an employee violate this policy and/or be provided an opportunity to seek treatment, UCPSA may require the employee to retest for a period of 12 months following return to work. Requirements of retesting are at the sole discretion of UCPSA.

When an employee is required to undergo a drug or alcohol test, UCPSA will notify the individual of which testing facility and location to use. UCPSA may choose to change testing facilities, locations, and companies without notice. The kinds of substances tested for includes, but may not be limited to, the following or their metabolites: marijuana metabolites, cocaine metabolites, amphetamines, opiates, alcohol, LSD, barbiturates, benzodiazepines, propoxyphene, phencyclidine, methadone, methaqualone, meperidine, tranquilizers, inhalants, solvents, psychoactive mushrooms, methamphetamines, peyote, mescaline, other controlled substances and/or poisons.

Appropriate specimens for testing will be taken, including but not limited to a urine sample, breath, and/or blood samples. These samples will be collected for testing under reasonable and sanitary conditions with adequate labeling to avoid misidentification of the person in relation to the sample provided. The person being tested will be given an opportunity to provide notification of any information that may be considered relevant to the test, including identification of currently or recently used prescription or nonprescription drugs or other relevant medical information.

Accepted laboratory procedures will be used for all testing. Samples may be used for testing of alcohol and/or drug levels and their metabolites as needed. All testing and handling of specimens will be conducted at a laboratory approved or certified by the United States Department of Health and Human Services, the College of American Pathologies, or the Department of Health Services. Upon request, a person selected for drug testing must sign a "consent and release" form authorizing UCPSA's designated medical clinic to obtain a specimen and release the results of the drug testing to UCPSA.

The expense of testing for current employees will be borne by UCPSA. Testing will occur during or immediately before or after regular work period. Employees will be compensated for the period of time involved in traveling to and from the testing facility, and for the period of time necessary to administer the test, at the employee's base rate of pay.

All test results will be kept confidential to the fullest extent possible. If UCPSA receives a positive test result, it will have the laboratory record reviewed to assure proper handling and analysis of the sample. Any initial drug test that has a positive result also will have a confirmation test by use of a different chemical process than was used in the initial drug screen. The second or confirmatory drug test shall be a chromatographic technique such as gas chromatography-mass spectrometry or another comparably reliable analytical method.

When a positive test result is received, UCPSA or the testing facility's Medical Review Officer will contact the person in confidence. The person, on request, will be given an opportunity to talk directly with UCPSA to explain, in a confidential setting, a positive test result. In addition, the person has a right to request any test results in writing. Requests should be made to Human Resources. If the results are due to the use of prescription drugs, the employee/applicant will be given the opportunity to verify the prescription. If it is determined that the positive result is due to the legitimate use of a prescription drug, the final result will be reported as negative. If a prescription cannot be verified, the final result will be reported as positive.

Notice of Conviction

All employees must notify UCPSA of being arrested for and/or convicted of violating any criminal drug statute within five (5) days of arrest and/or conviction.

Treatment

UCPSA supports sound treatment efforts. Whenever practical, UCPSA may assist employees in overcoming drug and alcohol problems, as long as this Handbook has not been violated. If an Employee seeks treatment for drug and alcohol use, the Employee may be eligible for treatment through UCPSA's medical insurance program and may be provided with a leave of absence.

While in treatment, the Employee may be required to use any accrued PTO or request an unpaid leave of absence as long as the Employee cooperates with the conditions of treatment. UCPSA will have the right to require verification of treatment and release for work from a healthcare provider. More information on treatment is available through Human Resources.

Employees who have sought treatment under this provision may be required to submit to Follow-Up Testing upon return to work.

Prescription Medicines

Employees must, when drugs are prescribed by a medical professional, inquire as to whether the medication has any side effects that may impair the employee's ability to safely perform job duties. If the medical professional determines that such impairments do or might exist, the employee must inform her or his immediate supervisor, via a written statement from the treating professional, indicating any work restrictions, relevant side effects, and expected duration.

Safety Sensitive Positions

Safety sensitive positions are those in which focus, clear control, and the ability to behave in a safe manner are of the utmost importance. Employees currently in, or applying for a safety sensitive position, may not be under the actual or apparent influence of alcohol or any substances which cause impairment regardless of whether or not prescribed by a physician. If an employee tests positive for alcohol and/or federally controlled substances, or appears to be under the influence of drugs and alcohol, while working in or applying for a safety sensitive position, such violations will be considered most severe and likely to lead to immediate termination of employment. [Please note that termination of employment is not limited to violations occurring in safety sensitive positions.] UCPSA has designated the following positions as safety sensitive for the purposes of this drug and alcohol testing provision

- any position controlled or licensed through certifications including Direct Care Workers and supervisors;
- any position that drives a company or personal vehicle as part of the individual's job duties;
- any position that prepares or handles food or medicine as part of the individual's job duties;
- any position involved in performing duties in the residential premises of a member;
- any person responsible for or involved in directing others in member care; and
- any position that operates, uses, cleans, or maintains equipment within a member's home or related to member care such as wheelchairs, hospital beds, cleaning equipment, cleaning supplies, etc.

Disciplinary Action

Disciplinary action may be taken when an employee tests positive for drugs or alcohol in violation of this guideline. Such discipline may include suspension without pay for the first offense but may also result in other actions, up to and including termination of employment. Employees who refuse to submit to testing or who interfere or tamper with a test are subject to disciplinary action, including termination of employment.

Employment Verifications

It is UCPSA's policy that employees may not provide, either on or off the record, any employee information regarding current or former employees to outside individuals, companies or organizations. Any inquiries regarding current or former employees must be directed to the Human Resources Department.

Employee Letters of Recommendation

Requests for references and letters of recommendation shall be approved by the CEO or HR Director.

Employee Testimony and Subpoenas

UCPSA employees who have been subpoenaed or requested to testify or give information that is in any way connected to or affecting UCPSA (or our members) must immediately notify the CEO or the Human Resources Director. Employees must also immediately notify the CEO or the Human Resources Director of any changes in scheduling, parties involved, scope, etc., that could affect UCPSA.

Under no circumstances shall employees provide UCPSA records in any proceeding or information gathering process. Such requests must be made to the CEO or Human Resources Director. Similarly, employees may not divulge any information relating to members of UCPSA except with prior written authorization of UCPSA's CEO or under a subpoena or binding court order.

The above requirements continue to apply even after an employee has left the organization.

Visitors

Visitors must check in at the Receptionist area. Children, friends, and family members may only visit UCPSA premises for short periods of time. These visitors must be monitored by the employee at all times as details may be discussed regarding the sensitive care we provide to our members.

Any unfamiliar person should be reported to a supervisor or the Receptionist.

No visitors, friends, or family members are permitted to accompany DCWs while working without the express prior permission of the CEO and/or Human Resources. No visitors, friends, or family members may accompany DCWs to a member's home.

Workplace Safety

UCPSA strives to provide its employees with a safe and healthful workplace environment. To accomplish this goal, both UCPSA and employees must diligently undertake efforts to promote safety. If you learn of any conditions or situations that could cause a workplace accident, or suspicious activity occurring either within or near the workplace, please report it to a supervisor or Human Resources personnel promptly.

All job-related injuries or illnesses, (whether at work or off site), are to be reported to your supervisor and Human Resources immediately, regardless of severity.

Leaving UCPSA

Terminations and Exit Interviews

UCPSA may choose to conduct an exit interview to determine the reason[s] for termination and to solicit feedback regarding the organization, its operations, management style, and opportunities for improvement. Exit interviews are not mandatory and may or may not be granted at the request of an employee, management, or the CEO.

During this time, the employee will also be informed of any payments and/or continuing benefits for which they may be eligible. Final payment of wages will be arranged and discussed with the employee.

Employees who seek to resign employment are asked to provide two weeks' notice to allow proper coverage of duties. PTO will be paid out if the employee leaves in good standing. Employees who leave the Agency in good standing will be paid out their PTO accrual upon termination.

Return of Property and Destruction of Property

Employees are responsible for all UCPSA property, equipment, materials, or written information issued to them or in their possession or control. At the termination of employment by either UCPSA or the employee, management will collect any UCPSA-issued equipment, files, documents, property, or keys. All UCPSA property must be returned by employees on or before their last day of work. UCPSA may take all action deemed appropriate to recover or protect its property.

Any destruction or loss of UCPSA property (or that of our members) must be reported immediately and reimbursement for the damage or replacement of property will be decided.

Constructive Discharge

In accordance with applicable Arizona law, UCPSA hereby provides the following notice to its employees of the Constructive Discharge statute set forth in A.R.S. § 23-1502:

An employee is encouraged to communicate to the employer whenever the employee believes working conditions may become intolerable to the employee and may cause the employee to resign. Under § 23-1502, Arizona Revised Statutes, an employee may be required to notify an appropriate representative of the employer in writing that a working condition exists that the employee believes is intolerable, that will compel the employee to resign or that constitutes a constructive discharge, if the employee wants to preserve the right to bring a claim against the employer alleging that the working condition forced the employee to resign.

Under the law, an employee may be required to wait for fifteen calendar days after providing written notice before the employee may resign if the employee desires to preserve the right to bring a constructive discharge claim against the employer. An employee may be entitled to paid or unpaid leave of absence of up to fifteen calendar days while waiting for the employer to respond to the employee's written communication about the employee's working condition.

Employee Handbook Acknowledgment of Receipt

I have received a copy of UCPSA's Employee Handbook and have been given the opportunity to read it and ask questions. I acknowledge that it is my responsibility to ask questions about anything that I do not understand regarding the information presented herein. If I have not asked any questions, it is because I understand the contents of this Employee Handbook. This Handbook supersedes any previously issued editions.

I understand that as an employee-at-will, I am free to resign at any time, just as UCPSA is free to terminate my employment at any time with or without cause or notice. I understand that the contents of this Employee Handbook are presented to me for guidance and information only and do not constitute an express or implied employment contract. I understand that the benefits and policies conveyed are not intended to confer any rights or privileges or to entitle me to remain employed by UCPSA for a specific duration.

I understand that any items (computers, phones, tools, vehicles) are provided by UCPSA to assist me in accomplishing my job responsibilities and are to be used for business purposes only. I agree to be financially responsible for the replacement cost of the items not returned and/or any excessive wear and tear on items that are returned. I expressly authorize UCPSA to deduct the replacement cost from my paycheck(s) including, but not limited to, my final paycheck. I understand that any other amounts owed to UCPSA by me, such as a debt, reimbursement, recoupment or set-off, may be deducted from my paycheck(s) including, but not limited to, my final paycheck. Should I leave employment with a negative balance of paid sick time or paid time off, this amount will be deducted from my final paycheck.

I understand that it is my responsibility to abide by all policies set forth in this Employee Handbook. I further understand that the procedures, working conditions, benefits, and policies described herein are subject to change at any time by UCPSA.

Name (Please Print)

SIGNATURE

Date

After you have read and signed this page, you must make a copy for yourself and send this original to the Human Resources Department.

Received:

Human Resources Department

Date