

# **POLICIES AND PROCEDURES MANUAL**

REVISED BY THE  
BOARD OF DIRECTORS

March, 2010

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## ***Welcome to Mission Mountain Enterprises, Inc.***

*Our primary goal is to provide the highest quality care and support to people with intellectual disabilities. This Policies and Procedures Manual is provided to help you, as an employee, work toward the achievement of this goal, and to inform you of the benefits provided by Mission Mountain Enterprises, Inc. These policies and procedures are designed to keep our programs consistent, strong and productive.*

*It is expected that this handbook will be referred to frequently during the course of your employment and used as a resource to clarify corporate expectations. Employees are encouraged to discuss any questions they may have regarding these policies and procedures with their immediate supervisor or a member of the Administrative Team.*

*This handbook is not a contract of employment. Nothing contained in this handbook or in any other statement of company policy, including statements made in the course of performance evaluations and wage reviews, should be taken as constituting an express or implied promise of continuing employment.*

*Mission Mountain Enterprises, Inc. reserves the right to eliminate, change, add to or revise any policy at any time with or without notice.*

## **PURPOSE AND HISTORY**

Mission Mountain Enterprises, Inc. is a private, non-profit corporation, established in 1975 to provide support in Lake County to adult persons with intellectual and other disabilities.

An intellectual disability is defined as a disability attributable to intellectual retardation, cerebral palsy, epilepsy, autism or any other neurologically handicapping condition closely related to intellectual retardation, which has continued or can be expected to continue indefinitely, and constitutes a substantial handicap to the individual.

## **GUIDING PRINCIPLES**

Mission Mountain Enterprises, Inc. is dedicated to developing people for communities and communities for people.

At Mission Mountain Enterprises, Inc. we are committed to:

Empowering people to help them grow and succeed.

Providing an unmatched reputation for professional and personal care.

Establishing a balance between the rights & dignity of people with disabilities while assuring health and safety.

Developing communities where all people are fully included as members.

Creating a workplace that recognizes performance, participation, and personal initiative.

Mission Mountain Enterprises, Inc. promotes this philosophy by providing the following services to the people it serves: Day habilitation programs, organizational employment, community employment, supported living, group home living, community integration, and transportation.

## **MISSION MOUNTAIN ENTERPRISES, INC. PROGRAMS**

Mission Mountain Enterprises is a community-based program that provides residential and work services to people who have intellectual and physical disabilities. We provide each person in our program with the support they will need to help them be successful in the choices they make, both in where they choose to live and in the type of work they choose to do. We are a private, non-profit corporation that receives funding through state and federal sources and are under contract with the Montana Department of Public Health and Human Services, Intellectual Disabilities Division and Vocational Rehabilitation Services Program.

### **RESIDENTIAL SERVICES**

#### **GROUP HOMES**

Mission Mountain Enterprises has four group homes, two in Polson and two in Ronan. The Polson homes are:

Orchard View Group Home - 115 13<sup>th</sup> Ave. West, Polson, MT. 59860 (406) 883-4860  
9<sup>th</sup> Avenue Group Home - 408 9<sup>th</sup> Avenue West, Polson, MT. 59860 (406) 883-6770

The Ronan homes are:

Mission View Group Home - 415 1<sup>st</sup> Avenue East, Ronan, MT. 58964 (406) 676-8700  
Benjamin Street Group Home - 805 Benjamin Street, Ronan, MT. 59864 (406) 676-3100

The Ninth Avenue Group Home is a six bed facility. The other three homes have eight beds. The homes are open seven days a week, twenty-four hours a day. Staff working in these homes provides assistance to the residents with tasks such as bathing, cooking, cleaning and activities of daily living. They will also assist with community outings, shopping, doctor's appointments and other activities. The State of Montana Developmental Disabilities Program provides some of the money to run these homes. The rest of the money for the individual's room and board comes from Social Security Disability Income or other personal resources. The goal of the group homes is to enable the residents to live as independently as possible, while ensuring each individual's health and safety.

#### **COMMUNITY LIVING**

The Community Living Program is for people in service who choose to live in their own apartments or homes, either by themselves, or with a roommate. Staff generally works one-on-one with a person in service, and assist with tasks such as managing a checkbook, developing a budget, paying bills, cooking, cleaning and shopping, as well as assisting in the planning of recreational outings, scheduling doctor's appointments and so forth. Staff may also assist people in service when applying for benefits such as Social Security, housing and energy assistance. Overnight drop-by assistance is provided to participants if it is needed.

### **COMMUNITY INTEGRATION**

The Community Integration Services provide numerous opportunities for community participation. This program is based on:

- Identified needs
- Desires of the people in service

Participation in this program offers the people in service greater choice by providing the opportunity to utilize natural supports and increase their participation in the community and achieve a greater level of self sufficiency. A person may participate in a variety of community life experiences that may include the following activities:

- Leisure/recreational activities
- Religious activities
- Cultural activities
- Vocational pursuits
- Educational activities
- Development of work attitudes
- Development of living skills
- Volunteerism
- Communication activities
- Health and wellness promotion
- Activities of daily living/independent living
- Orientation, mobility, and destination training
- Interactions with volunteers from the community in program activities
- Community collaboration and social connections developed b the program

### **DAY HABILITATION SERVICE**

Mission Mountain Enterprises, Inc. has two work activity centers. These are:

- Ronan (Work) Activity Center, 219 Main Street S.W., Ronan, MT 59864 (406) 676-2574
- Polson Work Activity Center, 4 - 7<sup>th</sup> Ave. East, Polson, MT 59860 (406) 883-5176

Each of these centers provides a variety of activities that include recreational, leisure and vocational activities. These may include community outings, arts and crafts, cooking, exercise, as well as the opportunity to work on employment contracts as available. People in service engaged in vocational tasks are paid according to requirements for Sheltered Workshops established by the Department of Labor.



## **ORGANIZATIONAL EMPLOYMENT**

### **THRIFT STORES**

Mission Mountain Enterprises, Inc. operates two thrift stores:

- Nifty Thrifty – 417 Main Street, Polson MT 59860 (406) 883-3443
- Twice But Nice - 229 Main Street S.W., Ronan MT 59864 (406) 676-2727

The thrift store staff provides assistance to people served working in the store with tasks such as washing, drying, steaming and sorting clothes, keeping the store area clean and organized and providing service to customers shopping in the store, as well as assisting the people in service in developing job skills and a good work ethic.

## **COMMUNITY EMPLOYMENT SERVICES**

### **SUPPORTED EMPLOYMENT**

Mission Mountain Enterprises, Inc. provides opportunities for people served to participate in community employment through its Community Employment Program. The program is designed to provide people who qualify for the program opportunities to work as independently as possible at a competitive job placement in the community. The employment placement is based on the individual's employment choices and the vocational skills that they possess.

Through our Community Employment Program we provide the following services to people in service depending on their needs, eligibility, and choices:

- Supported Employment – This program is for people in service with intellectual disabilities, who, because of their disabilities, need intensive ongoing support to perform in a work setting. Supported employment provides the opportunity to work for pay in regular employment, integrate with people who do not have disabilities and who are not paid caregivers. They receive long-term support services in order to retain employment.
- Transitional Employment Services – Through this program we assist a person in service by reviewing and teaching job seeking skills, preparing a resume, practicing interviewing, and organizing a job search. The MME Employment Development Specialist also works with people in service on other important aspects of a job search such as good grooming and personal hygiene, problem solving, and providing or arranging transportation services.
- Job Development – Our Employment Development Specialist will discuss with the person what type of jobs they would be interested in. Once the type of job and an employer is identified, the Employment Development Specialist will either contact the

employer or assist the person with contacting the employer. Our staff is in contact with the Polson Job Service to see what current vacancies are available with local businesses, and what types of jobs may be available in the future. The Employment Development Specialist may develop an on the job evaluation for a person in service to participate in.

- Community Based Assessment – The Employment Development Specialist will work with a person in service and the employer to develop a work site where that person gets the opportunity to actually work for an employer to see if they like the job and are able to succeed at it. A person would be given a set amount of hours to work at this business and would be paid for doing the job. The wages and workman's compensation would be provided for the employer who employs a person during a trial placement.
- On the Job Training – This program provides a new employee the chance to learn specific job skills that are generally required at the time of application but are being taught instead by the employer on the job during the initial few weeks or month of employment. An employer is eligible for up to a 50% wage credit for an agreed upon period of time. The employee must be on the employer's payroll with a commitment if the OJT candidate is successful in the job. This program is available only to people who are receiving services through the State of Montana Vocational Rehabilitation Program.
- Work Opportunity Tax Credit – This is a tax credit and not a deduction. If a person is employed for at least 400 hours the credit is 40% of the unsubsidized wages up to \$6,000. Although there are 14 targeted groups eligible for this credit, MME's participation is currently limited to people who are receiving services through the State of Montana Vocational Rehabilitation Program.

### **TRANSPORTATION SERVICES**

Mission Mountain Enterprises, Inc. provides transportation to and from Group Homes to the activity centers and thrift stores in Ronan and Polson, or to community job sites for people in the Community Employment Program. Transportation is also provided for recreational and leisure activities, shopping, medical appointments, and so forth. We are under contract with the Intellectual Disabilities Program to provide transportation for these designated activities. We may pay for a ride with another transportation provider if that accommodation meets both of our needs.

**EMPLOYEE CODE OF ETHICS**

**RESPONSIBILITY TO PERSONS SERVED**

**I AFFIRM THAT:**

- I shall not discriminate against or refuse professional services to anyone on the basis of physical or intellectual disability, race, color, creed, age, sex, religion, marital status or national origin.
- I will not use my professional relationship with a person served to further my own interests, or the interests of third parties.
- I shall continue professional relationships only so long as it is reasonably clear that the person served is benefiting from the relationship.
- I shall assist people in obtaining other professional services if I am unable or unwilling, for appropriate reasons, to see people in service who have requested professional help.
- I will not abandon or neglect to provide coverage for the persons served during scheduled hours of service.
- I shall evidence a genuine interest in all persons served, and do hereby dedicate myself to their best interest and to helping them help themselves.

**CONFIDENTIALITY**

**I AFFIRM THAT:**

- I shall respect the privacy of persons served and hold in confidence all information obtained in the course of professional service. Therefore, I will not disclose the confidence of persons served to anyone, except: (1) as mandated by law; (2) to prevent a clear and imminent danger to a person or persons; (3) where I am a defendant in a civil, criminal, or disciplinary action arising from the therapy (in which case confidences of persons served may only be disclosed in the course of action); (4) if there is a waiver previously obtained in writing, and then such information may only be revealed in accordance with the terms of the waiver. I recognize that confidentiality and privacy requirements apply also to co-workers who participate in the agency's services.
- I shall be responsible to store or dispose of records of persons served in ways that maintain confidentiality.
- I shall possess a professional attitude which upholds confidentiality toward persons

served, colleagues, applicants and any sensitive situations arising within the agency.

- I, upon my termination, shall maintain the confidentiality of persons served and co-workers and I shall not reveal confidential information about sensitive situations within Mission Mountain Enterprises, Inc.
- I shall comply with federal rules and regulations regarding confidentiality including the Health Insurance Portability and Accountability Act (HIPAA).

### **RESPONSIBILITY TO COLLEAGUES**

#### **I AFFIRM THAT:**

- I shall respect the rights and views of my fellow professionals and treat them with fairness, courtesy and good faith.
- I shall be aware of my potential influence on the people that I work with and will not exploit their trust. I will make every effort to avoid dual relationships that could impair my professional judgment **or** which could create any implications of favoritism or quid pro quo.
- I shall not engage in or condone any form of harassment or discrimination.
- I shall respect the confidence of my co-workers.
- When I replace a colleague or am replaced, I shall act with consideration for the interest, character and reputation of the other professional.
- I shall extend respect and cooperation to colleagues of all professions.
- I shall not assume professional responsibility for a person served by a colleague without appropriate consultation with that colleague.
- If I see persons served with a colleague during a temporary absence or emergency, I shall serve them with the same devotion and consideration as that afforded any person served.
- If I have the responsibility for employing and evaluating the performance of other staff, I shall do so in a responsible, fair, considerable, and equitable manner.
- If I know first-hand that a colleague has violated ethical standards, I shall attempt an informal solution by bringing this to my colleague's attention. If this fails, I shall report the unethical activity to my supervisor.

**RESPONSIBILITY TO EMPLOYER**

**I AFFIRM THAT:**

- I shall work to improve the effectiveness and efficiency of services provided by the agency.
- I shall act to prevent and eliminate discrimination in work assignments or in personnel policies or practices.
- I shall use the resources of the agency only for the purposes for which they are intended.
- I shall fulfill any and all commitments made by me to the agency.
- I shall maintain respect for agency policies, procedures and management decisions and will take the initiative toward improvement of such policies, procedures and decisions when it will better serve the best interest of the persons served.
- I shall support the integrity and reputation of the agency.
- I shall maintain my work area, our facilities and vehicles in the best of condition, so as to preserve the professional image and integrity of the corporation.

**PUBLIC STATEMENTS**

**I AFFIRM THAT:**

- Because of my ability to influence and alter the lives of others, I shall exercise special care when making my professional recommendations or opinions public through testimony or other public statements.
- I shall accurately represent my education, training, experience, and competencies as they relate to my profession.
- I shall correct, whenever possible, false, misleading, or inaccurate information and representations made by others concerning my qualifications or services.
- If serving as a supervisor, I shall make certain that the qualifications of persons under my supervision are represented in a manner that is not false, misleading, or deceptive.
- I shall abide by agency policies related to public statements.

**PROFESSIONAL COMPETENCY**

**I AFFIRM THAT:**

- I have a total commitment to provide the highest quality of care to those who seek my professional services.
- I have a continuing commitment to assess my own personal strengths, my limitations, my biases and my effectiveness.
- I shall strive to become and remain proficient in professional practice and the performance of professional functions.
- I shall act in accordance with the highest standards of professional integrity.
- I shall not attempt to diagnose, treat or advise on problems outside the recognized bounds of my competence.
- I shall seek appropriate professional assistance for my own personal problems or conflicts that are likely to impair my work performance and my clinical judgment.

**Violation of this Code of Ethics may be grounds for immediate dismissal.**

**PROHIBITED PRACTICES**

Mission Mountain Enterprises, Inc. is committed to the philosophy that all people have the right to be treated with dignity and respect. In keeping with this philosophy, techniques that require physical intervention are discouraged except in situations where there is the risk of serious bodily harm, or as specified, by a person's behavior support plan. Non-physical approaches are encouraged in instances where it becomes necessary to de-escalate an individual's behavior.

Physical and non-physical procedures that are acceptable include, but are not limited to: avoiding through the use of body positioning; assisting; physical presence; redirection; diversion & distraction; utilizing personal space; active listening; positive reinforcement; tone of voice; any other techniques outlined in The MANDT System.

All staff will receive training in The MANDT System during their initial orientation, and will be re-certified annually thereafter.

Any physical interaction must be documented on an Incident Report and reported to the Case Manager and Quality Improvement Specialist within 24 hours.

Non-physical techniques that rely on threats, intimidation, and punishment are strictly prohibited.

Mission Mountain Enterprises, Inc. policy HIGHLY DISCOURAGES all physical interaction or

## POLICIES AND PROCEDURES

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techniques that include, but are not limited to, the following:

- Pain compliance, pressure points or any other pain inducing techniques (whether for brief or extended periods);
- Hyperextension of any body parts (pushing or pulling of the fingers, thumbs, wrist, elbows, knees, back, neck, etc. beyond normal limits);
- Twisting or turning of joints or skin in the opposite direction;
- Pressure or weight on chest, lungs, sternum, diaphragm, back, or abdomen, causing chest compression that could result in positional or restraint associated asphyxiation;
- Hand or arm chokes, pressure on artery, throat or the back of the person's neck, or any technique that otherwise obstructs or restricts circulation of the blood or airway;
- Any maneuver that puts or keeps the person off balance, i.e., shoving, tripping, pushing on the back of the knees, etc.
- Take downs, body throws, wrestling holds or martial arts techniques that force the person to the floor;
- Any maneuver that involves punching, hitting, poking, pinching, hair pulling or shoving;
- Any lifting or carrying of a person who is actively combative (unless an extreme hazard or emergency where the person is at risk exists).

Employees unintentionally violating this policy will receive counseling and training on proper techniques based on The MANDT System. Willful violation of this policy will result in disciplinary action, up to and including termination.

### **CONFLICT OF INTEREST**

All employees and the Board of Directors shall exercise due care and caution to curtail and avoid potential or actual conflict of interest situations in any business relationship between any Board member, their place of employment or business, employee of the Corporation or relative thereof and the Corporation or its clientele, past or present.

Conflict of interest is defined as any relationship in which special consideration and/or unfair advantage resulting in exploitation and/or financial gain or personal benefit accrue to the Board member, their place of employment or business, employee of the corporation or a relative. It should not be construed to mean that an open business relationship cannot exist between a Board

member or employee and the Corporation in the normal conduct of business.

If a Board member considers that a conflict of interest exists, then they shall announce the nature of the conflict to the full Board at the time it occurs or within a reasonable time of learning of it. If the Board concludes that there is a conflict of interest, then the Board member with the conflict shall be limited to their participation to answering of questions from other Board members. The Board member will not be permitted to vote on the matter in which there exists a conflict.

**All employees and members of the Board of Directors shall sign Conflict of Interest Statements on an annual basis, reconfirming their commitment to this policy.**

### **MEDICATIONS POLICY**

Mission Mountain Enterprises, Inc. follows the Administrative Rules of the State of Montana in terms of its medication policy. Specific written policy is contained in the Safety Policy Manual, copies of which are maintained at individual facilities.

### **SAFETY POLICY**

Mission Mountain Enterprises, Inc. maintains and implements a comprehensive safety program, so that all persons served and employees of Mission Mountain Enterprises, Inc. work and live in a safe environment. The specific written policy is contained in manuals maintained at individual facilities.

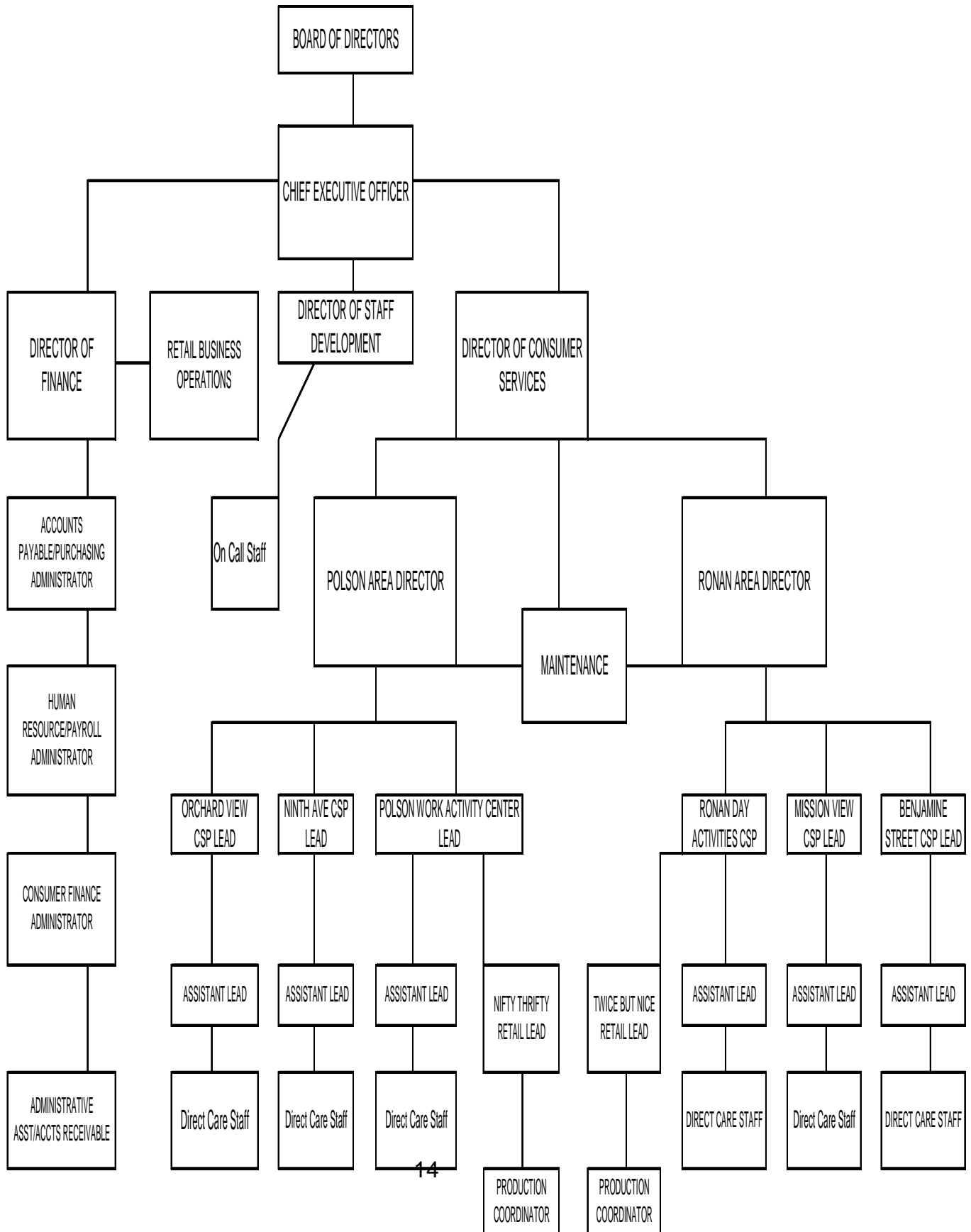
In order to assure client health and safety, all vehicles will be kept locked when not in use. At no time will persons in service be left in a running vehicle unattended. Leaving persons served unattended in vehicles when they are not running should be avoided. If unavoidable, vehicle keys will always be removed when the driver leaves a vehicle with a person in service in the vehicle.

In order to assure client health and safety all vehicles medication and incidental keys must be secured in a locked box in the area the keys are kept. Access to the locked box will be limited through the chain of command in each area.

The lock box will be kept locked at all times and only opened in order to retrieve or return keys. Once keys have been used they must be returned to the lock box which will then be re-locked.



CHAIN OF COMMAND





### **STATEMENT OF NON-DISCRIMINATION**

Mission Mountain Enterprises, Inc. attempts to handle all personnel matters in compliance with Title VII of the Civil Rights Act of 1964, and the State of Montana Equal Opportunity Plan. The Chief Executive Officer is the Civil Rights Officer for Mission Mountain Enterprises, Inc.

“There will be no discrimination in employment because of race, creed, religion, color, or national origin or because of age, physical or intellectual disability, marital status or sex when the reasonable demands of the position do not require an age, physical or intellectual disability, marital status or sex distinction.”

### **OPERATING POLICIES**

#### **1. HOURS**

Generally, the work activity centers are open from 8:00 a.m. to 4:00 p.m., Monday through Friday. That schedule is based on the needs and desires of persons served. Aspects of this program can be conducted in other locations based on the needs and desires of persons served. Staff should follow hourly schedules as assigned to them by their Lead, Area Director, Director of Consumer Services, or Chief Executive Officer.

The community employment program will be in operation whenever a person served or employer needs assistance.

#### **2. COMPENSATION**

- A. Compensation of new employees will be set at a probationary rate for that particular position. The staff person may be eligible for a rate increase when he/she has successfully completed their probationary period and have obtained required certifications.
- B. Increases in base pay rates from one fiscal year to the next will be based on the availability of funding. The Board of Directors and/or the Chief Executive Officer is responsible for determining raises for all employees. In the event a base pay rate increase is approved the new base pay rate will take affect on the first day of the next full pay period following the date of approval.

#### **3. EMPLOYEE HIRING PROCESS**

**RECRUITMENT:** The Chief Executive Officer, Director of Consumer Services, Human Resources Administrator, Finance Director, and the Lead Trainers will be responsible for recruiting all new employees within their respective areas. The ultimate hiring responsibility rests with the Chief Executive Officer but decisions may be based on a consensus among the various directors, leads, staff, and consumers.

### **EMPLOYMENT OR SUPERVISION OF FAMILY MEMBERS**

This policy establishes guidelines for all employees and prohibits relatives or immediate family members from directly supervising one another or from having joint authority over assets of MME. This policy is designed to offer each work setting within MME the option of utilizing staff members' time and skills to the maximum extent, without adverse impact due to actual or perceived conflicts of interest.

The policy applies to all employees, applicants, and volunteers of MME

Without obtaining a waiver from the Executive Director, no director, department head, supervisor, or Board Member may participate in the decision to hire, retain, promote, discipline, or determine the salary of an immediate family member. Furthermore, immediate family members may not have authority to approve or authorize expenditures of one another.

For purposes of this policy, an "immediate family member" has one of the following relationships:

1. By blood or adoption: parent, child, sibling, first cousin, uncle, aunt, Nephew, or niece;
2. By marriage or persons living together or cohabiting in a relationship similar to marriage; current or former spouse, brother or sister-in-law; father or Mother-in-law, son or daughter-in-law, step-parent, or step-child, or a person acting as the parent or guardian of an employee.

When waivers are sought so that a member of the immediate family may be hired, promoted or may be in the direct line of supervision, it is the intent of MME that certain guidelines be followed and implemented.

Examples of guidelines to be followed, include, but are not limited to:

- (1) The family member who is proposed to be hired is selected through a competitive process and the director, department head, supervisor or employee who is related to the family member and would have made the appointment or been involved did not influence or affect the selection.
- (2) The director, department head, supervisor or employee who would officially make the appointment did not select the family member or attempt to influence the person who did. Furthermore, the director, department head, supervisor, or employee related to the family member did not initially select them to be interviewed.
- (3) The family member who would be in the line of supervision was already working in the agency before the director, department head, supervisor, or employee came into the

line of supervision, and the director, department head supervisor, or employee can and will abstain from participating in any personnel actions involving the family member.

(4) The director, department head or supervisor who is related to the family member must not be involved in the supervision of or decision making involving the family member; these include, up are not limited to, promotions, investigations of any sort, possible or actual discipline, conflicts with other staff (this includes co-workers or other managers).

Employees must submit any change in relationship that would create a situation to which this policy might apply to their immediate supervisors within five (5) working days of the change in status. Failure to make this notification will result in disciplinary action. At that point in time, a waiver must be sought and developed and involved staff must be fully informed within the described timeframes.

When current employees become affected by this policy, those employees have the option of choosing between themselves who will transfer. The transfer will be to a position in the same classification and grade, if available. If a transfer is not available, it can take place as soon as a vacancy exists. When both employees refuse or do not desire to transfer, a waiver must be put in place. Individuals who chose to transfer must compete for the position through the regular MME hiring process. If they do not qualify or receive the transfer because they are not the best candidate, they must stay in their current position and a waiver must be put in place.

Unless otherwise specified, all positions are open until filled.

### **MME INTERNAL APPLICANTS:**

All MME employees have the right, and are encouraged to apply for any open position within MME.

1. All regular internal positions are posted with an exclusive 3 day internal posting period.
2. After the three day internal posting period, openings are then posted externally by Human Resources.
3. Current employees interested in regular positions must submit a cover sheet to HR.
4. The file of cover sheets goes to appropriate Area Director or Administrative Director.
5. Interviews are scheduled and conducted by two managers and the Human Resources Administrator.
6. All interviews are scored and final recommendations are forwarded to the CEO for final approval.
7. People in service enrolled in Off-Site Residential Services should be involved in assisting in the interviewing and selection process whenever possible.
8. The CEO reviews candidate choice and confirms the selections and forwards to Human Resources.
9. The Human Resources Administrator is responsible for all notifications.
10. Candidates not interviewed are contacted via letter.

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11. The final decision is announced after all parties are notified.
12. Staff is scheduled for orientation and the Area Director is responsible for insuring that the hiring supervisor prepares the personnel action form for his/her review prior to it being forwarded to Human Resources.
13. Employees who have lost their medication certification will not be eligible to apply for Permanent positions until they have successfully passed the medication certification test.

### **OUTSIDE APPLICANTS:**

1. Applications are received.
2. Applications are screened by Human Resources for:
  - a. Completeness
  - b. Reference checks are completed at this time.
  - c. The Chief Executive Officer reviews the list of potential interviewees and determines eligibility.
3. Interviews are scheduled with Human Resources and an available member of the administrative team.
4. If an opening is location specific then the Lead Trainer from that area is included in the interview process.
5. Qualified and eligible candidates will be hired as substitutes pending a clean background check and successful completion of a physical Pre-employment screening.
6. Substitutes are scheduled for Orientation:
  - a. Background checks are conducted as soon as possible.
  - b. New substitutes are given a list of current openings.
  - c. If a substitute is interested in a specific job, scheduling for orientation in that area will be coordinated with the specific managers.

### **PRE-EMPLOYMENT PROCESS**

A Director or the Human Resource Administrator will make a job offer to the identified candidate and make arrangements for the pre-employment process to be completed. The pre-employment process includes but is not limited to:

Background Check	TB Skin Test
Abuse Registry Check	Pre-placement Physical

The Pre-employment process must be completed prior to the new employee's entry into the workplace. The pre-placement history and physical will be completed at the Occupational Health and Wellness Clinic in Kalispell. The candidate will be responsible for transportation to Kalispell for the evaluation; MME will reimburse the candidates \$63.00 for travel expense.

Upon successful completion of the pre-employment process the area Lead or HR Administrator will coordinate a start date with the new employee. Normally this will be the next scheduled session of the employee orientation class. However, the Chief Executive Officer may approve a

start date earlier than the next scheduled orientation class.

If the prospective applicant is not cleared for duty due to a medical hold, the applicant has ten (10) days to be released for duty by Occupational Health and Wellness Clinic. If the employee is not cleared for duty at the end of the tenth business day, Human Resources will notify the applicant that the offer of employment has been withdrawn.

If a candidate fails the pre-employment history and physical, he/she may reapply and retest in 30 days. Retesting will be entirely at the candidate's expense.

All screening information will remain at the Occupational Health and Wellness Clinic in Kalispell.

**EOE:** MME is an Equal Opportunity Employer and does not discriminate in the recruitment or placement process. Applications are encouraged regardless of race, creed, religion, color, or national origin or because of age, physical or intellectual disability, marital status or sex.

**FALSIFICATION OF APPLICATION:** Any employee who provides false information on his/her employment application may be subject to immediate termination.

#### **4. DRIVING CORPORATE VEHICLES**

Any staff driving an MME vehicle or doing MME business while driving must have a valid Montana driver's license and have the license with them while driving a company vehicle or their private vehicle on corporate business. They will be an insurable driver with the corporation's insurance company. MME prefers that drivers of company vehicles be at least 21 years of age unless there is an emergency. An employee must report any personal driving violation within 24 hours to their immediate supervisor. In the event a regular employee accrues traffic violations affecting MME's insurance rates, he/she may be assigned to a non-driving position that may involve a shift change. If there are no non-driving positions available or if the offense is serious, the staff member may be subject to dismissal.

MME is required by the corporate insurance company to evaluate all drivers of corporate or private vehicles on MME business on an annual basis. Motor vehicle records will be reviewed at the time of hire and annually in the anniversary month of hire. Staff will receive a release of information form to sign when they are hired for the purpose of facilitating this review.

The following recommended guidelines indicate those drivers who may be deemed *unacceptable* to drive a corporate vehicle or to drive a personal vehicle on corporate business:

- Any driver licensed elsewhere, who is not licensed in the state of Montana within 90 days;

- Any driver who only has an international or foreign driver's license;

- Any driver with one or more Type A violations:

- DUI/DWI - Drugs or Alcohol
- Refusing to take a substance test
- Habitual Offender
- Negligent homicide using a motor vehicle
- Driving while license is suspended or revoked
- Operating a motor vehicle for the commission of a felony
- Aggravated assault with a motor vehicle
- Permitting an unlicensed person to drive
- Operating a vehicle without liability insurance
- Reckless driving
- Fleeing or evading police or roadblock
- Speeding contest (racing)
- Hit and run (bodily injury or property damage)
- Illegal passing of a school bus
- Failure to report an accident
- Other violations considered serious by state law
- Open container law (alcohol)

Any driver with three or more Type B violations in the past three (3) years. Type B violations include:

- Having a license suspended in the past related to moving violations;
- Moving violations include but are not limited to:
  - Speeding
  - Failure to obey traffic signal or sign
  - Improper lane change
  - Careless driving
  - Failure to yield
  - Accidents

### 5. **PERSONNEL RECORDS**

Personnel files will be established for all employees and may contain appropriate records on hiring, discharge, and certification of course completion, promotion, commendations, disciplinary action, evaluations, resume, college transcript, W-4 forms, personnel action, insurance, cafeteria plan, keys issued, I-9, Policy and Procedure statement, injury reports, and exit interview. These records will be maintained by the Payroll Administrator.

- A. Employees will be allowed to review their personnel files, at a time convenient to all, upon request and receive copies of any documentation contained therein.
- B. New employees must have their ability to work in the United States verified by presenting a copy of their driver's license, Social Security card or birth certificate, or passport, and fill out the Employment Eligibility Verification Form I-9. This information must be provided within five days of employment or they will be placed on suspension.
- C. When employees terminate their employment with the corporation and request



copies of their personnel file they will be charged for those copies.

**6. PROBATIONARY PERIOD**

The probationary period is used for the purpose of determining the individual's suitability for the job.

- A. New employees retained as regular or part-time employees after successful completion of their probationary period will be eligible for all benefits on the basis of hours scheduled. On-call staff and contract employees are not eligible for benefits.
- B. Employees who have completed their initial probationary period and are transferring to a new position within MME will be required to serve a three month probationary period in this new position. However, such employees will be allowed to use sick or vacation leave accrued during this time period. If an individual fails to successfully complete this new probationary period when moving to a new position, he/she will have the option of returning to a community support position somewhere in the corporation if such a position is available, provided the reason for failure to pass probation was not based on conduct which could subject an employee to disciplinary action.
- C. Employees who have not completed their initial six month probationary period will be required to complete that probation and may have additional probationary time added in order to meet the three month minimum probation in the new position. Benefits will accrue and be available to an employee in this situation once the initial six month probation is completed.
- D. The probationary period for all new hire positions will be six months from the date of regular employment. Probationary periods for job changes will be three months, unless otherwise extended through the evaluation process.
- E. All new employees will begin their probationary period at a probationary wage. Employees who have completed their initial probationary period and are changing jobs will be compensated at the regular pay rate for their new position upon assuming their duties.
- F. To successfully complete the initial probationary period, all community support professionals must pass the written Medication and Epilepsy examination, have completed Mandt Training, CPR and First Aid and have received a PPD skin test for tuberculosis. If you have not met these basic requirements by the end of your six months probation, you will be converted to an on-call staff or terminated.
- G. All community support professionals must have TB tests administered within the four week period after hiring, and annually thereafter only if a positive test result occurs.
- H. All community support professionals will be enrolled in MME sponsored curriculum training.

**7. EMPLOYEE INPUT TO POLICY**

Employees and persons in service at MME are encouraged to recommend changes in the policies and procedures manual to the Chief Executive Officer at any time. The Chief

Executive Officer is responsible for recommending changes in the personnel policies on an annual basis. His recommendations are then presented to the Planning Committee of the Board of Directors, who review the policies and refer them on to the full Board for final approval.

### **8. EMPLOYEE INSERVICE-TRAINING CALENDAR**

All employees classified as direct care community support professionals must pass a written Medication and Epilepsy Examination, participate in First Aid and CPR training, Intellectual Disabilities Orientation Training, and complete The MANDT training curriculum. Employees may also receive training in other pertinent areas as it becomes available.

All employees are expected to sign a statement acknowledging they have received a copy of the Mission Mountain Enterprises, Inc. Policy and Procedures Manual and Consumer Handbook and that they have read and understood the policies contained therein.

### **9. TRAINING COMPLIANCE**

MME considers training as an investment in our employees. It shows our commitment to your success and safety. In order to protect this investment we require that all employees keep current on their re-certification and training. It is with this in mind that we have instituted the following policy.

While all facets of our training curriculum are important, certain re-certifications cannot be permitted to lapse. Therefore, this policy applies to the following training modules:

1. CPR/1<sup>st</sup> Aid Certification – every 2 years
2. Medication Certification – every 2 years
3. Mandt Certification – annually
4. College of Direct Support - annually

It is the responsibility of every community support professional to be current as it relates to their on-going training. This procedure is intended to provide “help” in remembering dates and to spell out the consequences if you fail to stay current. Tools are provided to your manager to keep you informed, please contact them on a regular basis about your status.

At the beginning of each month, the Payroll Administrator will distribute to all Leads a report indicating the training status of their employees. It is the responsibility of the Lead to inform employees of their status and to make sure that the training is scheduled. This notification by the manager should be done at least 60 days prior to the expiration date in order to provide ample opportunities to schedule the classes.

Any community support professional who is not current with any of the certifications listed above (1 – 4) will forfeit their shifts until they successfully complete recertification.

The performance appraisal of Leads will be negatively affected for those who fail to keep their employees current.

### 10. **EMPLOYEE ABSENCES**

An employee absent from work must personally notify their Lead trainer or their appropriate Area Director by 7:30 a.m. at both Day Programs. Group Home staff should give six (6) hours advance notice, if possible, prior to the beginning of the shift. The Administrative Assistant and Finance Staff should contact the Finance Director or the Chief Executive Officer and the Finance Director should contact the Chief Executive Officer by 8:00 a.m.

If proper notice is not given, the employee will be considered absent without permission and will be docked accordingly. Absence without permission is a serious offense and can be grounds for dismissal. **MME does not tolerate No-Call/No-shows. The first instance of No-Call/No-show for an assigned shift will receive a written reprimand. Two instances of No-Call/No-Shows for an assigned shift will be grounds for termination.** If 2 No-Call/No-show's occur in the same week for an assigned shift, the individual will be removed from the published staff schedule and they will not be allowed to return to work until the Chief Executive Officer, Director of Consumer Services or the Area Director have counseled the individual to determine whether dismissal or reinstatement is appropriate.

Annual leave of more than eight hours should be requested five days in advance of its use. Request for leave of one week or more should be done at least one week in advance.

### 11. **PERFORMANCE APPRAISALS**

Performance appraisals can occur after the employee has completed one month, three months and his/her six-month probationary period. Subsequent evaluations will generally occur annually on the date of their six-month evaluation. A special performance review may be requested at any time, for any employee, by the supervisor or the employee. Intervals between such special reviews must however, be reasonable.

### 12. **DRUG FREE WORKPLACE POLICY**

It is the policy of Mission Mountain Enterprises, Inc. to provide its employees a drug-free environment in which to work. It is prohibited for an employee to manufacture, distribute, dispense, possess or use a controlled substance or alcohol in the workplace. Disciplinary action within Mission Mountain Enterprises, Inc. policies and State law will be taken against all persons violating this policy or the laws of the State or Federal governments regarding controlled substances.

Each current employee shall be provided a copy of this statement and all new hires or temporary employees shall be provided the same during any probationary period of employment. Each employee will, by receiving notice hereof, be required to abide by the policy. They will notify Mission Mountain Enterprises, Inc. in writing of any criminal

drug statute conviction no later than five calendar days after such conviction.

Mission Mountain Enterprises, Inc. will notify any concerned agency of the State or Federal governments within 10 days thereafter of such a conviction taking place. Mission Mountain Enterprises, Inc. will proceed to take appropriate personnel action against such employee, up to and including termination, or requiring such employee to participate satisfactorily in a drug abuse, assistance, or rehabilitation program approved by the State, Federal or local health or law enforcement agency.

**13. DISCIPLINARY ACTION**

Mission Mountain Enterprises, Inc. reserves the right to take whatever action it deems appropriate to discipline and counsel employees for poor performance, disruption of the operation, violation of policies or standards, or other unacceptable conduct. (For the purposes of this section, the term “Supervisor” includes any Lead, Director or the CEO)

- A. Disciplinary action may be taken as the result of any of the following violations, but this list is not to be viewed as exclusive:
1. Work below acceptable standards.
  2. Unacceptable attitude.
  3. Poor interpersonal relations.
  4. Inadequate quantity of work.
  5. Public discussion of confidential information regarding a person served or the program.
  6. Use of Mission Mountain Enterprises, Inc. premises or property for activities unrelated to work without permission. Staff who cannot provide proper documentation or authorization of purchases could face possible disciplinary action.
  7. Insubordination. It is not considered insubordination for an employee to refuse to comply with a directive from a supervisor that violates MME’s policies or federal or state law. It is the employee’s responsibility to refuse to comply with this directive and to report it immediately to the supervisor’s superior and to the proper authorities.
  8. Excessive tardiness or absence, use of leave without proper notification, or improper use of sick leave.
  9. Using alcoholic beverages or illegal drugs on the premises during or before working hours at Mission Mountain Enterprises, Inc.
  10. Stealing from Mission Mountain Enterprises, Inc., a person served or other employees. Mission Mountain Enterprises, Inc. has the responsibility to protect the financial interest of persons served.
  11. Any activity which may be so disruptive that it hinders the work of a person served and/or any other employee.
  12. Physical, sexual, emotional, or verbal abuse, or neglect of the persons served. Corporal punishment is forbidden.\*
  13. Violating any State or Federal law in the course of their employment. This includes failure to report instances of abuse and neglect as defined by the

Montana Code Annotated, statute #52-3-811 disobeying traffic regulations such as operating a company vehicle in an unsafe manner or failing to use seatbelts, etc.

14. Sexual or other types of harassment.
15. Failure to meet the requirements of one's job description.
16. Logging on to the time clock from an unauthorized location, clocking in/out employees other than yourself or falsely reporting time clock corrections.
17. Financial exploitation.
18. Providing false information on one's application.
19. Failure to be accountable for money or property in the care or control of the employee.
20. Violation of the Employee Code of Ethics.
21. Violation of HIPAA
22. Violation of our anti-harassment policy.
23. Dishonesty
24. Failure to cooperate with the investigation of an incident
25. Failure to properly report a critical incident
26. Falsification of documents

\* For the purposes of this policy, abuse shall be described as any activity (verbal, gesture, or actual physical contact) toward an individual that is threatening, demeaning, or that directly or indirectly causes harm to an individual.

- B. Disciplinary action shall be taken for any of the terms listed under Disciplinary Action, or for any other conduct on the job not in keeping with acceptable standards of behavior associated with employment.
- C. The specific type of disciplinary actions to be taken will be determined by the circumstances of each situation, and may be determined by the Chief Executive Officer in conjunction with the employee's immediate supervisor.
- D. Any of the following steps may be utilized as necessary in enforcing Mission Mountain Enterprises, Inc. program rules and standards of conduct; the specific type and degree of progressive discipline will be determined by the nature of the offense.

MME management and supervisors are all responsible for maintaining MME's standards of conduct and service. Corrective Interviews and Written Reprimands can and should be prepared by any member of the MME management team (Leads thru CEO) who witness violations of MME program rules and standards of conduct.

### Corrective Interview:

When an employee has violated a program rule or regulation or for some

other reason requires supervisory attention, the supervisor may do a corrective interview with an employee. In this interview, the employee's Lead or Director will discuss with the employee the reason necessitating the interview. The Lead or Director, as a part of this interview, may offer the employee some specific suggestions on how an employee can improve their performance. A memo outlining the nature of the interview and the expected outcomes will be created by the interviewer, signed by the employee and forwarded to Human Resources for inclusion in the employee's file.

### Written Reprimand:

A Supervisor may provide a written reprimand to an employee. The reprimand will spell out exactly what the problem is and what actions should be taken by the employee to correct the problem. The original will be signed by the supervisor and employee and will be forwarded to the appropriate Area Director for review. A copy will also be given to the employee. Normally, it will then be routed to the Human Resources Director. If the situation is serious or something that senior management should be aware of, it should be routed to the Director of Consumer Services and/or the CEO before going to Human Resources.

### Probation:

This action will be considered a severe warning that will be sent in the form of a letter issued by the Chief Executive Officer. This written notice will clearly explain the reason(s) for the probationary action, stipulate the duration of the probation period, the standards for judging the employee's improvement, and the action to be taken, usually suspension or termination, if the deficiencies are not corrected within the probationary period. The probationary notice will be placed in the employee's personnel file. At the completion of the stated probationary period, the CEO will determine the appropriate action to take and notify Human Resources by memo or e-mail of the outcome. A copy of this notice will also be retained in the employee's personnel file.

### Suspension with or without pay:

The Chief Executive Officer may suspend an employee of Mission Mountain Enterprises, Inc. Employees can be suspended for up to a total of ten working days. Any suspension of an employee will provide the employee with a specific date that they will be notified of their employment status. Employees may, upon receiving their suspension, begin their grievance procedure as outlined in these personnel policies.

Whenever an investigation of an alleged incident of employee neglect or abuse occurs the employee will be suspended with pay until the investigation is complete. All other instances of suspension with or without pay will be at the discretion of the Chief Executive Officer,

depending on the circumstances.

Termination of employment.

The Chief Executive Officer must approve all termination actions. Employees who are involuntarily terminated may begin their grievance procedure as outlined in these personnel policies.

**13. HARASSMENT POLICY**

It is the policy of Mission Mountain Enterprises, Inc. that its employees have the right to work in an environment free of discrimination, intimidation, ridicule and insult. Employee conduct which results in the harassment of other employees because of their disability, race, color, creed, age, sex, religion, marital status or nationality will not be tolerated. All employees are expected to abide by this policy. Anyone who violates this policy will be subject to disciplinary action up to and including termination of employment.

Unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature constitute "sexual harassment" when:

1. Submission to such conduct is made explicitly or implicitly a condition of an individual's employment;
2. Submission or rejection of such conduct is used as a basis for an employment decision affecting the employee; or
3. The harassment has the purpose or effect of unreasonably interfering with the employee's work performance or creating an environment which is intimidating, hostile or offensive to the employee.

For example, frequent remarks disparaging one sex, unwanted physical contact, foul language, sexually oriented propositions, comments, jokes, gestures or remarks of a crude, pornographic nature, or the display of offensive pictures, cartoons or other materials may be considered offensive to another employee and, thus, should not occur.

Other types of harassment include disparaging and intimidating remarks, jokes, offensive pictures and cartoons or other materials that degrade or demean another's disability, race, nationality, creed, religion, marital status, age or sexual orientation. These may be considered as creating a hostile work environment and should not occur in the workplace.

Any employee who feels that he or she has been the subject of sexual or other types of harassment should immediately report the matter to his or her supervisor. If that person is unavailable or the employee believes that it would be inappropriate to contact his or her supervisor, or if the supervisor is the alleged perpetrator of the harassment, the employee should immediately contact the Human Resources Administrator, their Area Director, the Director of Consumer Services or the Chief Executive Officer.

Any Lead or Director who becomes aware of any possible harassment should immediately advise the Human Resources Administrator or the Director of Consumer Services. All complaints of harassment will be investigated in as discreet and confidential fashion as possible. No person will be adversely affected in employment with this corporation as a direct result of bringing complaints of harassment. Any employee found responsible for retaliation against an employee who has filed a harassment claim will be subject to disciplinary action, up to and including termination of employment.

### **14. TERMINATION OF EMPLOYMENT**

- A. Voluntary Termination: Employees may, at any time, terminate their employment voluntarily. It is recommended that employees give the program a minimum of two weeks notice before termination to allow the Corporation an opportunity to fill the vacancy and provide for a proper continuity of work flow within the program.
- B. Involuntary Termination (Dismissal): In some cases, a violation of the Corporation's policies will be so severe or the health and safety of a consumer has been so seriously compromised that immediate termination will result. Although a recommendation for termination can arise at any level of the supervisory chain of command, the Chief Executive Officer must approve a termination.
- C. Lay Offs or Reduction in Force: A lay off or reduction in force will be construed as removal from a position based on the needs of the Corporation. MME will counsel affected employees about benefits that may be available to them through various workforce networks. Employee rights to the possible continuation of medical insurance coverage will be consistent with current Federal law in this area.
- D. Serious Health Conditions: Unpaid leave may be granted for up to three months at the discretion of the Chief Executive Officer. Please see Family Medical Leave Policy.
- E. Pay When Someone Leaves Mission Mountain Enterprises, Inc.: In accordance with the Montana Department of Labor rules, any employee who voluntarily resigns or is terminated from their position with Mission Mountain Enterprises, Inc. will receive their final paycheck, including any vacation pay accrued, on the next scheduled payday, or within 15 days from separation whichever occurs first. Any monies owed to MME (advances, loans or other charges) will be deducted from the final paycheck.

### **15. EXIT INTERVIEWS**

When any employee voluntarily terminates his/her employment with Mission Mountain Enterprises, Inc., the Corporation will do an exit interview with the employee, if the



employee agrees to do the interview or fill out the exit interview form. The employee will have the opportunity to comment on their employment with the Corporation. This documentation will be placed in the employee's personnel record.

The Human Resources/Payroll Administrator will be responsible for this process and notify the administrative team of any issues that may arise during the course of the exit interview process.

### **16. COMPLAINTS AND GRIEVANCES**

These procedures are established to deal with problems that an employee may have with another employee or a supervisor.

- A. If a problem exists in another service area an employee should, within five working days of the problem arising, have a discussion with the person with whom they have the problem in an effort to resolve the problem. If this does not resolve the problem, then the employee must contact their immediate supervisor who will contact the other employee's immediate supervisor.
- B. When the discussion between the employee and the person the problem is with does not result in a resolution of the conflict, the employee should put the problem in writing, including a desired solution. This written complaint must be submitted within five (5) working days of the informal discussion of the problem. To expedite this process an aggrieved party can utilize the Employee Grievance Form to explain their grievance. This format can be used at each step of the grievance process. This written complaint must state what the problem is, what attempts have been made at resolution and what course of action the individual expects to be taken to resolve the problem. The person against whom the grievance is filed will respond in writing to the aggrieved party with his/her decision and the reasons for that decision within five (5) working days of receiving the complaint.
- C. The individual must follow the same procedure at each management level when he/she is not satisfied with the decision. Group home Leads and Community Support Professionals should grieve to their Area Director. After that, the individual must follow the same procedure to the Chief Executive Officer. The individual will discuss the matter with the Chief Executive Officer within five (5) working days of receiving the written response from his/her supervisor. If the Chief Executive Officer's response is not to the satisfaction of the aggrieved party, the individual will, within ten (10) working days of his discussion, submit his/her written grievance to the Chief Executive Officer who will respond in writing within ten (10) working days. There may be instances where the grievance will lie directly with the Chief Executive Officer and the earlier steps would be deleted. The decision of the Chief Executive Officer will be final.

- D. If an aggrieved employee fails to file or move the grievance in accordance with any of the time frames provided within this formal grievance procedure, the grievance shall be considered waived, and the aggrieved employee shall forfeit his or her right to further appeal.
- E. Any incident of such a serious nature, such as abuse of person served by another staff, should be reported immediately to the Chief Executive Officer.
- F. If an employee has a grievance with the Chief Executive Officer, then they should discuss the grievance with the Chief Executive Officer within five (5) working days of the incident. If the issue is not resolved to their satisfaction, then they should put the complaint in writing within five (5) working days of the discussion. The Chief Executive Officer has five ten (10) working days to address the concern in writing to the person making the complaint.
- G. Any termination decision can be grieved to the Board of Directors if the grievance is against the Chief Executive Officer, but the Chief Executive Officer's decision is final on all other grievances.

### **17. CHIEF EXECUTIVE OFFICER'S ABSENCE**

On occasions when the Chief Executive Officer is on vacation or sick for a period of time, he/she will designate someone to act as Acting Chief Executive Officer in his/her absence. Depending on circumstances, the Chief Executive Officer will customarily appoint one of the following people as Acting Chief Executive Officer:

- A. Director of Consumer Services
- B. Finance Director
- C. Director of Staff Development

The properly designated Acting Chief Executive Officer has the same authority as the Chief Executive Officer in implementing and enforcing the Policies and Procedures outlined in this document.

In emergency situations when the Chief Executive Officer may be forced to be gone for an extended period, the President of the Board may be designated as Acting Chief Executive Officer.

### **18. TRAVEL TIME POLICY**

During the course of employment with this Agency, staff may be traveling to other communities for medical appointments or to participate in conferences, seminars, or meetings on behalf of the Corporation. When traveling to and from work related activities in another area the following rules shall apply:

- A. Employees will receive their regular number of working hours for a given week provided they haven't used leave without pay for other days worked.

- B. Staff required to attend a meeting, medical appointment, and so on, in another area, will be compensated for all hours of work, including travel time, except for time spent on meals.
- C. Staff should refer to the Compensatory Time and Overtime Policy in this manual for further clarification of work time status.
- D. Mission Mountain Enterprises, Inc. does not pay staff travel for travel from home to work or from work to home.
- E. All employees are expected to use a corporate vehicle for travel when available. Staff travel reimbursement will not be paid for use of a personal vehicle if a company vehicle was available and there is no valid reason for not using it.

### **19. TRAVEL EXPENSES**

Employees will be eligible for reimbursement for mileage, meals, and motel rooms when they are traveling on Mission Mountain Enterprises, Inc. business that has been approved by the Chief Executive Officer. Travel vouchers should be turned into your immediate supervisor on the first day of the month, supervisors submit them to the office by the fifth of the month and checks will be available on the paycheck following the fifth of the month. Any staff travel voucher not filled out completely and accurately will be returned to the staff for correction, which in turn will delay its processing.

Employees will receive up to the current reimbursement being paid by the State of Montana for in-state or out-of-state travel. The corporation will retain the right to pay below the State rate if the Corporation deems necessary. Any rate changes will be implemented annually. At times, the Corporation may pay fees for conferences or workshops that the Administrative Team deems of value to the program. There may be some instances when travel expenses for a health related trip of a person served may be reimbursable through Medicaid. In that case, a special Medicaid travel voucher will be used and submitted to the Lake County Office of Human Services. Medicaid reimbursement happens with a phone call as documented on the reimbursement form.

Local meals will not be reimbursed unless they are approved in advance by the Chief Executive Officer. No local meals (within a fifty mile radius) will be reimbursed without original receipts attached to staff travel. Receipts for other travel related items such as for motel rooms, airport shuttles, taxicabs, movies, parking and so forth all require original receipts.

### **20. PURCHASES**

- A. Any purchase over \$2,000.00 must be approved by the Board of Directors. In an emergency, telephone polling may be used to accomplish this, with approval formally noted at the next regularly scheduled Board meeting.
- B. The Finance Director routinely approves all purchase requests and may sign requisitions for routine purchases or major purchases over \$100 in the absence of the Chief Executive Officer.

- C. Purchases may be made from the program area petty cash fund with approval of the person responsible for that fund. Purchases from petty cash should be made only when necessary and within the guidelines for use of the fund.
- D. Any purchase of an item over the limit of petty cash requires authorization of the Program Lead on a requisition form. Any purchase of an item in excess of \$100 requires authorization of the Chief Executive Officer on a requisition form. If a freeze is placed on a specific type of purchase (e.g. office expenses) - all purchases of that type must be approved in advance by the Chief Executive Officer or the Finance Director.
- E. Whenever possible, purchases of equipment and contracts for repair of facilities and equipment over \$500 shall require three competitive bids A W9 form (Taxpayer ID Form), Independent Contractor Certificate and proof of workers' compensation are to be submitted with all accepted bids for repairs or construction prior to the beginning of any work.
- F. Within reason, the Corporation will generally seek competitive bids on all purchases. In many circumstances, the availability of competitive bidders, timeliness, and service will dictate the competitive bidding processes.
- G. No employee, officer, board member or agent shall participate in the selection, award, or administration of a purchase or other contract if a real or apparent conflict of interest exists. Such a conflict of interest would arise if the employee, officer, board member or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial interest in the firm or individual selected for award. The employees, officers, board members, and agents of the Corporation shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors/vendors. Non-compliance with these standards is grounds for employee disciplinary action, or in the case of officers or board members, reasons for further inquiry and possible request for resignation.
- H. Each contract recipient and vendor shall be required to be an Equal Employment Opportunity Employer.

### **21. PERSONAL LONG-DISTANCE PHONE CALLS**

It is the policy of Mission Mountain Enterprises, Inc. that no personal long-distance calls be charged to the Corporation. If you must make a personal long distance call at one of the Corporation's locations, you are expected to either use a personal calling card, Cell phone or to call collect. Any person making a personal long distance call that is billed to the Corporation will reimburse the Corporation. Failure to reimburse upon request will result in the cost of the long distance phone call being deducted from the next paycheck. Continued personal long distance calls charged to the Corporation will lead to

disciplinary action.

It is valid for an employee to charge a short, long distance phone call to the Corporation if he/she is requested by his/her manager or supervisor to change his/her shift, and subsequently need to let his/her family or ride know they are having a change of schedule.

### **22. CELL PHONE USE AT WORK**

The use of a personal cell phone while at work may present a hazard, distraction or violation of the Corporation's policies on confidentiality. This policy is meant to ensure that cell phone use while at work is both safe and does not disrupt business operations

Unless otherwise authorized, employees may only use personal cell phones for an emergency or during designated breaks. To the extent authorized or as the circumstances may warrant, cell phone use should be limited to making telephone calls, and cell phones should otherwise be turned off during working hours.

In addition to telephone service, many cellular providers offer a host of additional functions and/or services that are now or may become available. Whether enumerated or not, employees are strictly prohibited from using any of these services while at work. SENDING TEXT messages or RESPONDING to TEXT messages received is expressly prohibited unless approved by a supervisor.

Violation of this policy will subject an employee to disciplinary action up to and including termination of employment.

### **23. COMPUTER, INTERNET, INTRANET AND E-MAIL USE**

*Do not say, do, write, view, or acquire anything that you wouldn't be proud to have everyone in the world learn about if the electronic records are laid bare.*

The corporation's computers and networks belong to the corporation and are for business use. Use of this equipment is considered a privilege and all staff have the responsibility to use these systems in a considerate, ethical, productive and lawful manner in full support of and consistent with the policies and procedures and the mission of Mission Mountain Enterprises, Inc.

Acceptable Use: Internet, Intranet and e-mail use is intended for business purposes and the following activities are strictly prohibited:

- Transmitting, retrieving, viewing or storage of any communication of a discriminatory or harassing nature, or materials that are obscene, pornographic or x-rated;
- Any purpose which is illegal, or is against state and MME policy;
- Internet gambling;

- Gathering names and Internet, Intranet or e-mail addresses for political fund-raising, or gathering information for furtherance of a crime;
- Using the Internet system for any personal business or shopping.
- Using the Internet system for any social networking purpose.

Communication: Each employee is responsible for the content of all data, audio or images they place or send over Internet, Intranet or e-mail. No e-mail or other electronic communications may be sent which hide the identity of the sender or represents the sender as someone else. All messages communicated on the Internet, Intranet or e-mail system must contain the employee's name.

All computer hardware, software and data of Mission Mountain Enterprises, Inc. are considered to be the property of MME.

Because of potential copyright infringements, at no time shall an employee install any outside computer software on the company's computers without prior approval from either the Chief Executive Officer or the Finance Director. Violation of these computer policies can lead to disciplinary action, up to and including termination.

Employees should not assume that electronic communications are private and should transmit highly confidential or personal information another way. Mission Mountain Enterprises, Inc. reserves the right to access and monitor any messages or files. The Corporation also has the right to review copy or delete both internal and external e-mail messages on the system. Confidential information should not be left on computer screens unattended.

E-mail messages should be prepared in the same business-like style that you would use for printed correspondence. Information regarding client-sensitive matters, personnel issues or other sensitive information should be sent by e-mail using attachments. Employees should empty their e-mail trash box frequently.

Any subscription to news groups or any other online services must be approved in advance by the Chief Executive Officer or Finance Director. Downloading of applications or executable programs must also be approved in advance by the Chief Executive Officer or the Finance Director.

Managers are responsible for ensuring the computers in their areas are updated at a minimum weekly with anti-virus software updates. Disruptive behavior, such as introducing viruses or intentionally destroying or modifying files on the network is strictly prohibited. Any employee who abuses the privilege of access to computers, Internet, Intranet, or e-mail will be subject to disciplinary action up to and including termination. All employees will be required to sign a Computer User's Acknowledgment Form before access to computer equipment and/or e-mail is assigned. A copy of the signed statement will be included in each employee's personnel file.

**23. KEY POLICY**

Reproduction of the Corporation's keys is handled through the administrative office only and after proper authorization has been obtained. Under no circumstances shall anyone other than the staff responsible for the control of keys reproduce corporate keys without authorization from either the Chief Executive Officer or the Finance Director. Supervisors are to submit a requisition to the Chief Executive Officer for approval before any keys will be authorized for distribution. Reproduction or possession of unauthorized keys shall be cause for disciplinary action.

All keys will be checked out through the office to the person who will be responsible for them. Keys should be requisitioned at least a week in advance to allow the office adequate time for processing.

Upon termination of employment, the employee is required to return all Corporation keys to the Human Resources office on the day of their exit interview, and before collecting their final pay or earlier if requested by their supervisor.

Anyone losing Corporation keys should immediately notify the loss to their supervisor and to the administrative office.

**24. PERSONAL USE OF CORPORATION EQUIPMENT**

There is to be no personal use of the Corporation's equipment or vehicles at any time unless specifically authorized by the Chief Executive Officer or other administrative team members.

**25. VISITORS AT WORK SITES**

Mission Mountain Enterprises, Inc. does not allow employees to have friends, children or relatives at work sites including day programs, group homes and supported living sites. It is appropriate for friends or family members to drop off something for an employee, or pick them up from work. However, for liability purposes and the safety of visitors, staff is not to have visitors, including children, at the work sites when people served are present.

**26. SMOKING POLICY**

Staff and persons served by Mission Mountain Enterprises, Inc. are not permitted to smoke within any of Mission Mountain Enterprises, Inc.'s buildings, enclosed spaces or vehicles. Many staff and persons served have respiratory problems and/or allergies that are further aggravated by the presence of smoke. Staff is also asked to put cigarettes out in appropriate receptacles for health, sanitation and appearance's sake. Staff smoking must be done in areas where consumers cannot see you smoking or be in contact with you when you are smoking. This is done to remove any opportunity for people served to come in contact with lit materials and from them having this behavior role modeled for them.

## **27. DRESS CODE POLICY**

Mission Mountain Enterprises, Inc. considers it very important that our employees use good judgment and are well groomed, neat, and dress professionally for the job. Professional attire and hygiene are important, for safety and to promote a positive image of the Corporation to the consumers, the community and other professionals. The following are guidelines to be followed throughout the Corporation:

- A. Safety at the worksite is of utmost importance. Open toed shoes are not to be worn in worksites where employees risk injury from wheelchairs, van lifts and other heavy objects. Shoes with non-slip soles, such as tennis shoes, should be worn in these environments to reduce the chance of slips and falls. Going barefoot at the worksite is not acceptable under any circumstances. Long earrings, necklaces or other jewelry that can get caught in clothing or on wheelchairs or other objects, or that could injure an individual during the course of performing routine duties, such as transferring, should be removed before coming on shift.
- B. T-shirts with vulgar or offensive sayings are not to be worn at the worksite. Exposing body parts such as cleavage, buttocks or midsections but not limited to these is not appropriate while on shift. Tattoos that may be offensive to others at the worksite should be covered by clothing while on the worksite.
- C. Employees should ensure that their personal appearance and hygiene are not offensive to their co-workers, the individuals in service and the public. In instances where this issue becomes a problem, it will be addressed with the employee by their immediate supervisor in a confidential and respectful manner. Current trends in fashion are to be taken into consideration when forming a decision on what constitutes acceptable appearance.
- D. Please note that the use of fragrances (aftershave, perfume, heavily fragrance soaps and shampoos, etc.) may affect those with asthma or multiple chemical sensitivities. The use of such products should be limited.

## **28. VERBAL AND WRITTEN PUBLIC STATEMENTS**

Every employee of Mission Mountain Enterprises, Inc. will conduct himself/herself in such a manner as to be a credit to Mission Mountain Enterprises, Inc.

No employee of Mission Mountain Enterprises, Inc. will presume to speak for or on behalf of the Corporation on any matter concerning the program without the prior approval of the Chief Executive Officer. When designated by the Chief Executive Officer as a delegated spokesman of Mission Mountain Enterprises, Inc., or in public



statements or actions made as an individual, the employee should at all times be accurate, exercise proper restraint, and show respect of the opinions of others.

When discussing business pertaining to Mission Mountain Enterprises, Inc. when not at work, employees should, at all times, keep in mind the individual's right to confidentiality and adhere to Corporate policies regarding confidentiality. Failure to adhere to these standards may be grounds for immediate dismissal.

Any non-routine correspondence with parties outside of Mission Mountain Enterprises, Inc. must be reviewed by the Chief Executive Officer before mailing. The purpose of the review is to ensure that communications accurately reflect the policies and philosophy of the Corporation, as well as ensure those mailings reflect professional standards for appropriate correspondence.

Examples of routine mailings would include but not be limited to IP meeting announcements, financial applications, and assessment summaries.

## **29. POLITICAL ACTIVITIES POLICY**

Mission Mountain Enterprises, Inc. will at no time expend State or Federal money for lobbying or other political activity.

Employees will not solicit funds or campaign contributions for any candidate for public office, ballot initiative or any other political activity while on duty or while in any facility owned or operated by Mission Mountain Enterprises, Inc. whether on duty or not.

## **30. VIOLENCE IN THE WORKPLACE PREVENTION POLICY**

### **ZERO TOLERANCE**

This Corporation has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately for cause. No talk of violence or joking about violence will be tolerated.

“Violence” includes, but is not limited to physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this Corporation, including employees, individuals in service and customers, never feels threatened by any employee’s actions or conduct. The Chief Executive Officer reserves the right to determine what does or does not amount to a violation of this policy.

### **REPORTING VIOLENCE**

It is everyone’s responsibility to prevent violence in the workplace. You can help by

reporting what you see in the workplace that could indicate that a co-worker is in trouble. You are in a better position than management to know what is happening to those with whom you work.

You are encouraged to report any incident that may involve a violation of any of the Corporation's policies that are designed to provide a comfortable workplace environment. Concerns may be presented to your supervisor. All reports will be investigated and information will be kept as confidential as possible.

### **ALL WEAPONS BANNED**

The Corporation specifically prohibits the possession of weapons by any employee while on Corporation property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing work-related services off the corporation's business premises.

Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Reasonable allowances will be made for items such as pocket knives, custodial tools and other implements used for legitimate work-related purposes. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

### **INSPECTIONS**

Desks, telephones, and computers are the property of MME. We reserve the right to enter or inspect your work area including, but not limited to, desks and computer storage disks, with or without notice.

The fax, copier, and mail systems, including e-mail, are intended for business use. Personal business should not be conducted through these systems. Under conditions approved by management, telephone conversations may be monitored and voice mail messages may be retrieved. Any private conversations overheard during such monitoring, or private messages retrieved, that constitute threats against other individuals or improper use of equipment can and will be used as the basis for termination for cause.

Any display or use of any pornographic material in digital or printed form is forbidden.

### **VIDEO SURVIELANCE**

In order to help insure the safety of employees, consumers and MME Property, MME reserves the right to monitor its facilities via video cameras. Employees will consent to being monitored by random or fixed video surveillance equipment during their orientation process. Monitoring of employees or consumers in personal or private activities is expressly prohibited and anyone found responsible for placing or relocating a camera to capture personal, private activity will be subject to immediate termination.

## 31. **EMPLOYEE ASSISTANCE PROGRAM**

The corporation provides an employee assistance program (EAP) for all full-time and part-time employees. This EAP offers services to these employees and their eligible dependents. While we receive periodic reports on the number and types of visits or calls made to the EAP, we do not receive information about individual contacts with the EAP.

You are encouraged to use the EAP whenever you feel the need for guidance in coping with life's difficulties. If you have difficulty handling drugs or alcohol, the EAP can provide information on treatment. The EAP is a confidential service to be used when you need help.

## **BENEFITS**

### 1. **DEFINITIONS**

Regular Full-Time Employee:	Any employee budgeted 40 hours per week.
Part-Time Employee:	Any regular employee budgeted less than 40 hours per week.
On-Call Employee (Sub):	Any employee who works as a replacement for a regular employee or does special assignments when needed throughout the Corporation

### 2. **ANNUAL LEAVE**

Annual leave will be accrued by regular staff at the following rates based on hours worked excluding overtime. For purposes of this policy 1 week is equal to the number of hours an employee is regularly budgeted. Annual leave will be credited at the end of the probationary period and cannot be used until after the successful completion of the six month probationary period. On-call staff is not eligible for annual leave:

- 1<sup>st</sup> Year - 1 week vacation
- 2<sup>nd</sup> - 4<sup>th</sup> Year - 2 weeks vacation
- 5<sup>th</sup> - 9<sup>th</sup> Year - 3 weeks vacation
- 10<sup>th</sup> - 15<sup>th</sup> Year - 18 days vacation
- 15 and over Years - 4 weeks vacation.

- A. Annual leave can be accumulated to 120 hours. Anything accrued over the 120 hours will be bought out on an annual basis after the end of each calendar year.
- B. Use of annual leave must be applied for in writing to your immediate Supervisor and the Chief Executive Officer at least twenty-four (24) hours before the intended absence of eight hours of leave and one week prior to an intended absence of more than eight hours.
- C. Should two or more employees desire to use annual leave at the same time, and arrangements to cover a shift cannot be made, it is up to the discretion of the

Manager or the Chief Executive Officer to determine who will receive the time off. If agreement on leave cannot be accommodated, managers are encouraged to assign leave on a rotation basis.

- D. Should an employee terminate employment prior to a successful completion of the probationary period, he/she will not be eligible for annual leave.
- E. An employee will not accrue annual leave anytime that they take leave without pay or during a leave of absence.
- F. Employees cannot use annual leave to increase their paid hours to greater than 40 hrs/week.
- G. Employees are required to take one consecutive week off using either vacation or holiday as leave.
- H. Temporary and on-call employees are not eligible for annual leave.
- I. The Board of Directors will reserve the option of waiving the six-month benefit usage and accrual requirements for certain key management personnel.

### **3. PAID SICK LEAVE**

Paid sick leave is a benefit to provide some compensation if an employee is truly ill and unable to work. It should be used only for that purpose because attendance is a very important part of each job. Sick leave will be accrued by full-time staff at the following rate (see definition of full-time staff under Benefits):

Six (6) days of sick leave per year will accrue based on hours worked or 4 hours per month.

Sick leave is accrued during the six month probationary period, but cannot be used until after the successful completion of the six month probationary period.

- A. An employee can accrue up to 480 hours of sick leave.
- B. Employees who have completed their first full calendar year of employment and who do not use over three days (24 hours) of sick leave during the calendar year based on the W-2 reporting year will be eligible for bonus hours. Part-time employees who work more than twenty (20) hours per week will be eligible for bonus hours based on a pro-rated basis. Each hour of sick leave used will reduce the bonus hour for hour. Bonus hours will be automatically added to the employee's accrued annual leave balance at the end of the calendar year. Those bonus hours will be subtracted from sick leave and added to annual leave. Bonus days will not be calculated for employees who are on probation or who are on leave without pay. Employees eligible for compensatory time are not allowed to use compensatory time off in lieu of sick leave for the purposes of becoming eligible for bonus days.

- C. If an employee is ill and unable to report to work, he/she must notify their immediate Supervisor or the next Supervisor up in the chain of command at least six hours in advance if at all possible. In circumstances where the immediate Supervisor is not available, then the emergency on-call system and any staff who would be on shift at the same time should be contacted.
- D. If an employee fails to notify the appropriate personnel as previously mentioned in C. above, then the individual will be docked for that day's pay and a No Call No Show tracking form will be completed, failure to come to work without proper notification is a serious violation of corporate policies and can lead to disciplinary action and possible termination.
- E. If an employee is ill for three or more consecutive days or is consistently calling off on days adjacent to weekends, vacations, or other questionable times, then the Chief Executive Officer or a Supervisor can request a doctor's statement verifying the illness or need for time off.
- F. Sick leave may be used to care for children of the employee up to the age of fifteen. Any other sick leave used for immediate family living within the household will be permitted on a case by case basis, after consultation with the employee's immediate Supervisor and the Chief Executive Officer.
- G. If an employee is terminated or leaves for any reason, they will forfeit all sick leave.
- H. Sick leave may not be accessed during a week in which 40 or more hours (including holidays) will be paid.
- I. Employees who take leave without pay are not eligible to accrue sick leave during their absence while they are on probation or a leave of absence.
- J. Part-time and regular on-call employees who are budgeted and work 20 or more hours per week accrue sick leave on a pro-rated basis based on hours worked.
- K. Temporary employees are not eligible for sick leave.
- L. Sick leave cannot be used for any hours that are paid by workers' compensation.

#### **4. PERSONAL DAYS**

Employees will be eligible for three personal 8 hour days per calendar year. These personal days will be available as follows: one day for the period January 1 - April 30<sup>th</sup>, one day for the period of May 1<sup>st</sup>-August 31<sup>st</sup>, and one day for the period September 1<sup>st</sup>-December 10<sup>th</sup>.

- A. Personal days do not become available until after the completion of probation.
- B. Personal days must be pre-approved and can only be used one day at a time.

- C. Personal days must be used by the last day of the pay period that will be paid in December
- D. If an employee is terminated or leaves for any reason, they will forfeit all personal days.
- E. Part-time and on-call employees who are budgeted and work 20 or more hours per week have personal leave available on a pro-rated basis based on the percentage of their budgeted FTE.
- F. Temporary employees are not eligible for personal leave.

## **5. FAMILY MEDICAL LEAVE POLICY**

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to “eligible” employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for a least one year, and for 1,250 hours over the previous 12 months, and if there are at least 50 employees within 75 miles.

Reasons for Taking Leave: Unpaid leave must be granted for any of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee’s job.

### Military Family Leave Provisions

- Eligible employees with a spouse, son, daughter, or parent on active or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

This provision also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period.

At the employee’s or employer’s option, certain kinds of paid leave (personal days and accrued holidays) may be substituted for unpaid leave.

Advance Notice and Medical Certification: The employee may be required to provide advance leave notice and medical certification. Taking of leave may be denied if

requirements are not met.

- The employee ordinarily must provide 30 days advance notice when the leave is “foreseeable.”
- An employer may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the employer’s expense) and a fitness for duty report to return to work.

Job Benefits and Protection:

- For the duration of FMLA leave, the employer must maintain the employee’s health coverage under any “group health plan.”
- Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.
- The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave.
- Benefits will be calculated on a 12-month, rolling forward basis.

Unlawful Acts by Employers: FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement:

- The U.S. Department of Labor is authorized to investigate and resolve complaints of violations.
- An eligible employee may bring a civil action against an employer for violations.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

For more information, contact the nearest office of the Wage and Hour Division, listed in most telephone directories under U.S. Government, Department of Labor.

**6. PAYMENT OF EMPLOYEE'S HEALTH CARE PREMIUMS:**

Any share of health plan premiums that had been paid by the employee prior to an FMLA leave should continue to be paid by the employee while on leave. The method for paying the premium may depend on the nature of the leave:

- A. If the leave is paid, the payroll deduction shall continue to occur from the employee's paycheck.

B. If the leave is unpaid, then the employee will reimburse MME for the insurance premiums.

**7. EFFECTS OF EMPLOYEE'S FAILURE TO PAY HEALTH CARE PREMIUMS:**

If an employee fails to make timely payments of the employee's share of health care premiums, an employer's obligation to maintain health care insurance ends if the payment is more than 30 days late. Employees are responsible for any additional health insurance premiums that have been paid for them. If an employee has his/her insurance canceled for lack of payment, but they do return to work, they will not be able to re-enroll on the insurance until an open enrollment period (usually July of each year). There is no guaranteed open enrollment period each year. If an employee quits Mission Mountain Enterprises, Inc. and is then rehired, they must go through the probationary waiting period (30 days).

**8. FUNERAL LEAVE**

Employees may be eligible to use sick leave at the time of the death of any member of the immediate family, which would include mother, father, brother, sister, spouse, and children. The length of such leave is at the discretion of the Chief Executive Officer, but generally is not to exceed the duration of time that elapses between the time of the death and the funeral. It will be up to the discretion of the Chief Executive Officer whether or not to grant funeral leave to a staff member under other special circumstances. If funeral leave is granted then accrued sick leave can be used for the leave, otherwise the person will use accrued vacation time.

**9. EDUCATIONAL LEAVE**

Staff members may take advantage of educational opportunities (college courses, conferences, seminars, conventions, etc.) that directly relate to the employee's job requirements and will improve their skills.

- A. Employees may be eligible for reimbursement of fees, mileage, food, and lodging, depending on the value to the Corporation of such educational opportunities.
- B. Employees may be eligible for use of work time to participate in such educational opportunities.
- C. Decisions on whether an employee received reimbursements for education opportunities will be at the discretion of the Chief Executive Officer. His decision will be based on the value to the Corporation of such education opportunity, level of current funding, and in cases where multiple parties are interested in attending the Chief Executive Officer or Finance Director will determine on a case by case basis who may attend.
- D. In circumstances where training or workshops occur on a regularly scheduled basis, employees will rotate so that everyone has an opportunity. Management will maintain the prerogative to pick and choose who will attend training sessions



based on the Corporation's need.

- E. With approval an employee may use work time for an educational opportunity even though the Chief Executive Officer did not agree to pay for the employee's expenses to attend a workshop or conference. They do need the advance approval of the Director of Operations, Chief Executive Officer or Finance Director.

## **10. INSURANCE**

- A. All employees will be covered by Workers' Compensation and Unemployment Insurance.
- B. All full-time employees may be offered some type of medical policy which may or may not include: group health, dental, eye, disability, employee assistance program and/or life insurance. The specific policy the employees are covered under may vary yearly depending on which insurance company is currently offering the best rates and coverage to the Corporation. Full-time employees will be eligible for this coverage the first day of the month following 30 days of full time employment. The Corporation may pay all the insurance coverage or a portion of the premium total, depending on total dollars allocated for benefits in our State Contract. It is the employee's responsibility to fill out the proper paperwork correctly and in a timely fashion. From the date of employment, employees may elect to buy into our health insurance program with their own funds if they desire coverage prior to the successful completion of their first 30 days of employment.

## **11. HOLIDAYS**

Employees may be excused from work on the following Federal and State holidays depending on their job duties. These holidays will be considered leave with pay and will have no affect on employees' accrued leave.

New Year's Day (January)	Independence Day (July)
President's Day (February)	Labor Day (September)
Spring Holiday (April)	Thanksgiving Day and following day (November)
Memorial Day (May)	Christmas Day and day before or after (December)

A. If the legal holiday falls on a Saturday, the holiday will be observed on the previous Friday; if the legal holiday falls on Sunday, the following Monday shall be observed as the legal holiday.

B. Staff may be required to work a holiday. All regular staff will be paid eight (8) hours or the equivalent of their part time budgeted schedule for the holiday. Actual hours worked greater than forty (40) per week, will be paid at an overtime rate of time and one half.

C. A holiday may not be paid unless the employee has worked their full budgeted hours

during the week. An employee may not take sick, vacation or personal leave in lieu of holiday pay.

D. Sick leave can be used adjacent to the holiday if the sick leave was pre-approved.

E. Birthday Holiday. An 8 hour accrual will be added to your annual leave balance on the pay period your birthday lands. To be paid out or use your Birthday Holiday you must request it on a leave slip request form and it will be taken out of your annual leave balance.

F. Use of holidays is not contingent upon completion of the probationary period. Staff must work (or have pre-approved leave) before and after a holiday to be paid for the holiday.

## **12. COMPENSATORY TIME**

Because of the nature of the work our facility undertakes, it may be necessary for some salaried, exempt employees to work extra hours in excess of their normal schedule to complete certain tasks or projects. Therefore, the policy of granting compensatory time (comp time) will be used in those cases at the discretion of the Chief Executive Officer. The following rules will apply to each employee:

- A. To earn comp time, approval must be given by the Chief Executive Officer.
- B. The amount of comp time awarded will be based on various factors including why the extra time is needed, the complexity of the project and mutual agreement between the CEO and employee as to the amount of time needed.
- C. An employee who terminates their employment with Mission Mountain Enterprises, Inc., for whatever reason, will not receive financial compensation for comp time accrued.
- D. Comp time should be used within six (6) months from when it is earned.

Hourly Employees are not eligible for Comp Time.

## **13. WORKERS' COMPENSATION**

Workers' compensation is a State mandated insurance which provides wage loss and medical benefits to employees injured on the job or who suffer from an occupational disease. The Workers' Compensation Act of Montana, with limited exceptions, requires all employers to cover their employees with workers' compensation insurance. Workers have two reporting requirements: 1) they must notify the employer of the work-related injury within 30 days of its occurrence, and 2) they must submit a claim for compensation to MME's workers' compensation carrier within 12 months of the accident. Employers must report every work related injury, where and when the employee goes to a physician, to MME's workers' compensation carrier within 6 days of notice of the injury. Mission Mountain Enterprises, Inc. requires all employees injured while on the job to fill out a written injury report and submit it to their Lead supervisor within three (3) working days,

who, in turn, will immediately submit it to the HR office. Employees should notify their immediate Lead and HR each time they see a physician.

It should be the goal of Mission Mountain Enterprises, Inc. and each of its employees to reduce the frequency and severity of accidents in the corporation.

**15. RETIREMENT/TAX SHELTERED ANNUITY**

Any employee may participate in MME's 403B, IRS approved tax sheltered annuity program regardless of full-time, part-time or on-call status.

MME may elect to make a contribution to the plan if the financial condition of the corporation allows. Due to recent budget constraints, the corporation has not been able to make any contributions in recent years and does not realistically expect to be able to in the near future.

For specific details please see the plan documents which is available from the Finance Director.

**16. FLEXIBLE BENEFIT PROGRAM**

Employees may also take advantage of our flexible benefit program where they can set aside pre-tax dollars for child care, additional health insurance premiums, and other medical expenses. For specific details please see the plan documents.

**17. OVERTIME**

The policy on compensatory time (comp time) will cover those staff listed in the policy section on compensatory time. The Corporation has the responsibility to provide overtime pay to people who work over forty hours a week. Overtime needs to be approved by a supervisor. As a general rule, staff is encouraged to hire substitute workers who have worked under forty hours per week to fill their shifts or a fellow employee's shift as well. This is for both financial and safety reasons. Employees cannot use annual, sick or personal leave to increase their paid hours to greater than 40 hours per week. Leave will be used only to a total of forty hours in a week.

Overtime Pay - Employees paid an hourly wage are paid at 1 ½ times their regular rate of pay for hours worked over and above 40 hours in a work week.

**18. SHIFT DIFFERENTIALS**

Shift differentials will be paid ONLY for time WORKED. 2<sup>nd</sup> Shift is designated at 11 pm to 7 am weeknights and is an extra twenty five cents per hour. 3<sup>rd</sup> Shift is designated as any hours worked on Saturday or Sunday starting and ending at 12 am and is an extra fifty cents per hour. If someone substitutes for an individual typically scheduled for a shift that includes a differential, the differential will be paid to the substitute. The staff originally scheduled will be paid at their normal rate of pay in the event accrued vacation,

sick, or personal hours are used.

**19. LEAVE WITHOUT PAY**

- A. Leave without pay enables an employee of Mission Mountain Enterprises, Inc. to be away from his/her position for an approved period of time, without monetary compensation, and without endangering his/her employment.
- B. The following are considered to be acceptable reasons for leave without pay status:
1. MILITARY COMMITMENTS
  2. ABSENCES DURING PROBATIONARY PERIODS (upon approval)
  3. UNAVOIDABLE ABSENCE WHEN PERSONAL LEAVE IS NOT AVAILABLE
  4. LEAVE UNDER THE GUIDELINES OF FMLA
- C. Leave without pay should be requested at least 2 weeks in advance of the proposed leave whenever possible. The request must be submitted on a LEAVE FORM. Signatures of the Director of Consumer Services and the Chief Executive Officer are required for leave without pay approval.
- D. Leave without pay must be pre-approved to be used.

**20. PAYROLL**

- A. PAYDAY: All employees are paid every two weeks on Friday unless a Holiday is on Friday then the Payday is the day before the Holiday. Employees utilizing Direct Deposit will typically see their paycheck deposited into their accounts one day earlier
- B. PAYROLL DEDUCTIONS: Some deductions are automatically made from your paycheck due to government regulations. These are as follows:
- FEDERAL INCOME TAX
  - STATE INCOME TAX
  - SOCIAL SECURITY TAX
  - MEDICARE TAX

The amount deducted is determined by your Gross Taxable Earnings and the number of exemptions you claim.

- C. OTHER DEDUCTIONS: Should you request coverage with the Corporation's health insurance plan an additional deduction will be made to cover the employee's cost of that plan. Optional deductions for Tax Sheltered Annuities, Cafeteria Plan, Savings Accounts, etc., can be made at the employee's request.
- D. TIME RECORDS: Records are maintained by the Payroll Administrator. An automated time clock system is in place to record time. It is the employee's

responsibility to review their time records to insure that requested paid time off has been properly entered and to verify that “Edit Correction” requests were correctly processed.

“Edit Corrections” should be submitted to the area Lead for entry into the Time clock system. Area Leads are responsible for review and approval of all time clock punches for their area. Approvals must be recorded by 10am Tuesday of Payroll week.

Falsification of time is a very serious infraction and may be grounds for immediate dismissal.

E. PAYROLL DISCREPANCIES: Should you have any questions or concerns regarding your hours, earnings, deductions, or leave accrual, you should first contact your lead. If the lead is unable to identify or resolve the question, contact the Payroll Administrator or the Finance Director. If you are unable to obtain the information you need, then see the Chief Executive Officer.

F. PAY WHEN SOMEONE LEAVES MISSION MOUNTAIN ENTERPRISES, INC.: Any employee who voluntarily resigns or is terminated from their position with Mission Mountain Enterprises, Inc. will receive their final paycheck, including any vacation pay accrued, on the next scheduled payday or within 15 days, whichever is sooner.

G. PAYROLL ADVANCES and LOANS:

The MME Employee Loan Program is designed to provide short term financial assistance for our valued employees. Loans are two types:

**ADVANCE:**

Amount requested by an employee to be paid back immediately to MME through payroll deduction on the next payroll cycle. Employees must agree in writing to the deduction. Advances will be limited in amount based on average current earnings. Advance amount cannot exceed hours/wages already worked in the requesting pay period. Limit of 3 advance requests per calendar year.

**LOANS:**

Loans are limited to a maximum of \$1,000 and the amount will be paid back on a payment schedule with interest through payroll deductions.

- Interest will be calculated at 8.25% unless changed by the Board of Directors
- Repayment will be spread out over a period not to exceed 9 months.
- Limit of 3 Loans in a calendar year.
- Previous loans must be repaid before a new loan can be approved.
- Promissory note will be required.

#### **LOAN ELIGIBILITY:**

- A. Full-time employees who have completed their probationary period. (6 months Employment)
- B. Employee must have a good work attendance record.
- C. Employee does not have any open pay roll check garnishments.
- D. Requests that are emergencies or that do not meet the above criteria will be reviewed on a case by case basis and **MUST** be approved by the Chief Executive Officer or Finance Director.

Requests in writing will be required at least 2 days before need of the funds. Checks are only prepared once per day and are available between 3-4 pm M-F. Advance requests within 2 days of normal payroll processing date will not be approved.

An existing loan must be paid off for 30 days before a new loan can be applied for.

The Board of Directors reserves the right to terminate this program if abused or if problems with repayment of these loans occur.

#### **21. JURY DUTY**

Full-time and part-time employees will receive pay for any regularly scheduled hours missed because of time spent on jury duty. Compensation received from the court for jury duty must be reimbursed to Mission Mountain Enterprises, Inc. If an employee is called for jury duty, the department supervisor should be notified immediately so arrangements can be made to cover the absence.

#### **22. GRATUITIES**

Employees of the Corporation are not to accept gratuities for any services rendered or duties performed by the employee in conjunction with his/her employment. Any gift of money, material, or services, other than those paid to the employee by the Corporation according to the terms of his/her contract or for consulting time, is considered a gratuity.

### **HUMAN RIGHTS POLICY**

#### **REPRESENTATION OF PERSONS SERVED**

Every person served by Mission Mountain Enterprises, Inc., has the right to acquire the assistance of an advocate or other legal representation. Persons served may seek representation from the following, or any other competent source:

- 1. Montana Advocacy Program, P.O. Box 1680 Helena, Mt 59624 or by calling MAP at 800-245-4743 or 406-444-3889
- 2. Personal Attorney, or
- 3. Montana Legal Services Association, 33 2<sup>nd</sup> St. E. Kalispell, Mt 59601 or by calling 406-752-9660

## **FUNDAMENTAL RIGHTS OF PERSONS SERVED**

All persons served by Mission Mountain Enterprises Inc., have the same rights as any other citizen. The Montana Department of Public Health and Human Services, and other entities having contracts with the Intellectual disabilities Program, recognize that persons served retain the same rights as any other citizen, specifically including, but not limited to:

1. The right to dignity, privacy, respect and human care;
2. The right to the least restrictive conditions, settings, technique and procedures by the person's Individual Planning team;
3. The right to educational and training services appropriate to needs; regardless of the chronological age, degree of disability, or handicapping condition;
4. The right to reside, work, and receive treatment in a safe environment;
5. The right to a Personal Support Plan (PSP) developed by an interdisciplinary team based on a skill assessment and determination of the status and needs of the person served;
6. The right to receive prompt and adequate medical and dental care;
7. The right to protection from exploitation, abuse, degrading treatment, and experimental treatment;
8. The right to a nourishing, well-balanced diet which shall provide at a minimum, the recommended daily allowances as developed by the National Academy of Sciences. Provision shall be made for special therapeutic diets and for substitutes in accordance with the religious requirements of any faith;
9. The right to acquire the assistance of an advocate;
10. The right to the opportunity for religious worship;
11. The right for just compensation for work performed;
12. The right to send and receive sealed mail;
13. The right to the opportunity to participate in all aspects of community life;
14. The right to the opportunity for appropriate leisure time activities;
15. The right to visitation by close relatives at reasonable hours without prior notice;
16. The right to opportunities for social interaction with members of both sexes;
17. The right to control and use personal funds;
18. The right to keep and use personal possessions; and
19. The right to private telephone communication.

## **RESTRICTION OF RIGHTS**

The rights of persons served may be temporarily restricted when necessary to protect the health and safety of a person served, to protect the health and safety of others, to prevent destruction of property, or to achieve other objectives agreed upon by the PSP Team. The following rights may not be restricted:

1. The right to educational and training services appropriate to needs, regardless of the chronological age, degree of disability or handicapping condition;
2. The right to reside, work and receive treatment in a safe environment;
3. The right to a PSP developed by an interdisciplinary team based on a skill assessment and determination of the status and needs of a person served;

4. The right to receive prompt and adequate medical and dental care;
5. The right to a nourishing, well-balanced diet which shall provide at a minimum, the recommended daily allowances as developed by the National Academy of Sciences. Provisions shall be made for special therapeutic diets and for substitutions in accordance with the religious requirements of any faith;
6. The right to acquire the assistance of an advocate;
7. The right to the opportunity for religious worship; or
8. The right to just compensation for work performed

The appropriate PSP team shall review and approve all proposed restrictions of the rights of persons served prior to implementation. The purpose of this review is to monitor general use of treatment plans and techniques which excessively restrict the rights of persons served.

Any restriction of rights of a person served also must conform to the procedures required by the Montana Department of Public Health and Human Services in Administrative Rules of Montana at 46.8.1201-1220, including appropriate review prior to implementation. Implementation of a treatment plan designed to permit restoration of rights is a required component of any action which restricts a rights of persons served.

### **RESEARCH**

Mission Mountain Enterprises, Inc. does not and will not engage in formal research activities which involve participation of persons served for the following reasons:

1. Experimental procedures are beyond the agency's scope of authority and responsibility, as defined by:
  - i. Montana statutes,
  - ii. Policies of the Intellectual disabilities Program (DDP) of the Department of Public Health and Human Services (DPHHS),
  - iii. The contractual agreement between service provider and DPHHS, and
  - iv. The Agency's articles of incorporation and by-laws.
2. The Agency's staff does not include personnel qualified to conduct, supervise, monitor or otherwise contribute to formal research activities.
3. Legitimate research efforts require the approval of the Individual Plan team and the permission of each subject who participates in order to guarantee that such activities are ethically conducted and in the best interests of persons served. The Agency doesn't have a research committee and has no plans to institute one.
4. Some demographic (individual characteristics) data-gathering activities by State personnel or by qualified private professionals contracted with the State do not constitute research as defined by this policy. The majority of such activities are necessary:
  - A. To comply with conditions of receipt of certain federal monies,
  - B. To build a base for budget projections and requests,
  - C. To assist generally in the training and rehabilitation effort, and
  - D. To help maintain certain levels of professional information/competence.



When individual identification is involved, however, properly completed releases are required for each instance. This policy will be reviewed annually for accuracy and revised as needed.

### **VOLUNTEER POLICY**

Mission Mountain Enterprises, Inc. uses volunteers on a very limited basis. Our primary use of volunteers is for members who serve on our Board of Directors. Other volunteers to the program would include practicum students from Salish-Kootenai College, summer youth employment participants, Experience Works workers, and individuals who have been court ordered to do public service to pay off fines by the local court.

Mission Mountain Enterprises, Inc. does not use any volunteers in any direct services in the Corporation due to a lack of staff time available to supervise and train volunteers and liability for injury during their involvement at work sites.

Mission Mountain Enterprises, Inc. does utilize practicum students from the local junior college. In these instances the student is under the supervision of an instructor from the college and is involved in a specific curriculum from the college.

We employ summer youth employment people in our programs who have specific job descriptions and receive the same orientation as do our regular employees. These people are part of a specific program that is responsible for paying and employing them.

We also utilize the on-the-job training placements and these people are brought into our work force as regular employees and are provided the normal orientation to work.

Volunteers that our Corporation utilizes are Board members. These Board members participate in monthly meetings and committee meetings as assigned. They receive copies of Mission Mountain Enterprises, Inc.'s Policies and Procedures Manual, By-laws, Articles of Incorporation, and receive a tour of the program and facilities from the Chief Executive Officer.

Any practicum students, summer youth employment participants, Experience Works workers, and longer term part-time program participants will receive a full Mission Mountain Enterprises, Inc. orientation program that would include First Aid, CPR, and Mandt. Although these people may be on the payroll with another agency they are considered to be volunteers to our agency. All persons having contact with persons served, whether volunteer or otherwise, will be required to authorize release of information in order for the Organization to conduct full background checks and reference checks in order to ensure that persons served are protected.

Any public service person who has been sentenced to public service to Mission Mountain Enterprises, Inc. will have the nature of the crime taken into consideration when placed with the Agency. These people are placed into activities unrelated to persons served such as maintenance activities like painting, lawn care, and so on. The Judge who places the individual into community service and corporate management should not at anytime place anyone into the Corporation who would represent a danger to any of the persons served. Public service people do not receive any training or orientation.

The Agency from time to time will consider using other volunteers to the Agency. The type and length of service will be taken into consideration when determining the amount of training and orientation that a volunteer will receive.

Volunteers will be supervised by the Director of Consumer Services or Finance Director depending on where they will be working. Corporate background screening and orientation will be conducted by the Human Resource Administrator.