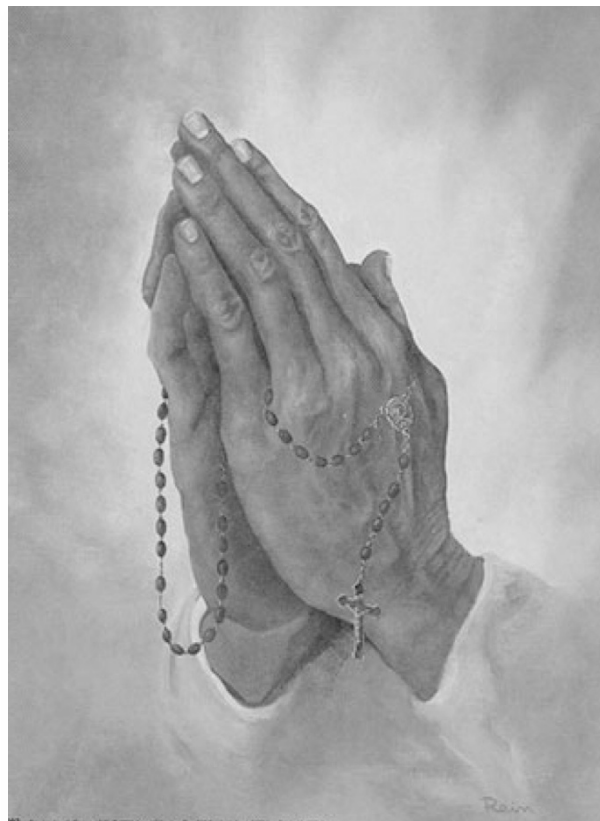


THE FAITH FOUNDATION, LLC.

Employee Handbook (revised 01/22)



HR Policy Statement

This handbook is intended to provide you with a general understanding of our basic Human Resource policies. It will also serve as your Orientation/Initial Training Manual. As a condition of employment, you are required to learn our policies, as they will govern your actions during your tenure here and answer many common questions concerning your employment with us.

Our HR Policies cannot anticipate every situation or answer every question about employment. They are not an employment contract and are not intended to create contractual obligations of any kind. Neither the employee nor the company is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

Virginia is an **employment-at-will state**, this means the employer may terminate any **employee** at any time, for any reason, or for no reason. In order to retain necessary flexibility in the administration of policies and procedures, the company reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook at any time.

Orientation Statement

In order to prepare you for the tasks at hand, The Faith Foundation (TFF) has designed a 4-day shadowing/initial training process. During this time, you will be familiarized with our Standard Operating Procedure (SOP), DBHDS's requirements for group home operations, and be introduced to and begin to interact with our individuals.

It is our pleasure to welcome you to The Faith Foundation as a new team member!

Management Must Receive the following items before any training can begin:

1. Negative TB test result or screening.*
2. Current medication administration certificate accompanied by a roster or graded copy of the test.*
3. Current TOVA training completion certificate accompanied by a roster or graded copy of the test.
4. Current CPR training completion certificate accompanied by a roster or graded copy of the test.
5. Current First Aid training completion certificate accompanied by a roster or graded copy of the test.
6. Any other training certificates relevant to this field.
7. Current copy of your Motor Vehicle Report (MVR/driving record) and valid driver's license.
8. Completed background forms, Central Registry Release Form, and fingerprint card.*
9. Completed tax forms (I-9 and W-4).
10. Completed Confidentiality Agreement*
11. Completed Employment Application*
12. Reference letters (3) *
13. Two (2) forms of identification (at least one must have a photo):

Driver's license	Social Security card	Birth Certificate
Passport	Voter Registration card	

*** Non-negotiable items. Without them, the shadowing process cannot begin.**

Day 1

Mission & Philosophy

The Faith Foundation is a community based residential program committed to providing care, treatment and programming to individuals with a primary diagnosis of Intellectual Disabilities. The expected benefit to our individuals includes the establishment of realistic goals with improvement in overall psychiatric functioning and social skills with the intent of the individual becoming a more productive member of society.

Our main business office is located at 900 Granby Street Suite 270, Norfolk VA. 23510.

Company Objective

TFF's primary objective is to provide training and direct support to adults with a primary diagnosis of Intellectual Disabilities in an environment where individual rights and personal choice are respected and based on the belief that independence and self-direction should not be sacrificed because of the need for services. Individuals will be provided regular opportunities to give input to their individual service plans. The program also focuses on providing individualized training in skill development based on the assumption that opportunities should be maximized for residents to function as independently of staff support as possible. The program strives to support individuals becoming valued, fully integrated members of the community by assisting them with accessing the full range of community services and activities that are available.

Confidentiality Practices

1. Individuals' medical records will be locked and stored in the home the individual resides in and will only be accessible to authorized personnel. Original files of individuals will be stored and locked at the main office of TFF.
 2. Employees will not disclose any information about an individual without his/her written consent or the consent of his/her legally authorized representative or unless another law, federal regulation or human rights regulation specifically requires or authorizes disclosure of certain information.
 3. At the time of admission, each individual or his/her legally authorized representative will be informed about his/her confidentiality rights and how information may be disclosed to others without his/her consent.
 4. Employees shall maintain the confidentiality of all information that identifies an individual who is receiving services.
 5. TFF shall ensure that information about an individual is conveyed in a secured manner. Staff should call the recipient to inform them to be on standby when sending information concerning an individual by fax. When receiving faxes, only the specific employee(s) designated may pick them up. Staff will inform the recipient, by way of an attachment, that he/she must not disclose the information to anyone else, unless the individual or his/her legally authorized representative has provided written consent.
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6. TFF will encourage individuals to name family members, friends and others who may be told of their presence and the general condition of their well-being. If the individual identifies a family member, friend or others they wish to know of their current residence/well-being, the program will acquire written consent before this notification takes place. The authorization of consent will be filed in the individual's service plan (ISP).
 7. TFF understands that information released without the consent of the individual must be limited to information that is necessary to accomplish the purpose for which the release is made. In an emergency, TFF may disclose information to any person who needs the information to prevent injury, death, or substantial property destruction. TFF will consult Federal Regulation 40 CFR Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records and Virginia Code Section 32.1-127.1:03 before disclosing information about an individual who has received or is receiving treatment for substance abuse.
 8. Disclosure may be made to any full or part time employees, consultant agency, or contractor who provides services to the individual.
 9. Disclosure may be made when the individual or someone acting on his/her behalf introduces his/her mental condition or treatment as an element of claim before a court, administrative agency or other order or where commitment of certification is being proposed. TFF may disclose any records, if they are properly subpoenaed, if a court orders them to be produced.
 10. TFF may disclose to the Local Human Rights Committee, State Human Rights Committee or the Regional Advocate any information necessary for the conduct of their responsibilities.
 11. TFF may disclose information to its own legal counsel and others that the CEO/Owner authorizes.
 12. If the individual or his/her legally authorized representative has refused consent, disclosure may be made to the extent such information is required to prepare and implement a comprehensive individualized treatment plan, including a discharge plan as specified in Section 37.1-98.2(a) of the Code of Virginia, as amended.
 13. TFF will only release information accordingly to applicable federal regulations (42 CFR Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records) for individuals receiving treatment for substance abuse.
 14. TFF may disclose information to the Department, Community Services Board and to other providers when the information is necessary for prescreening and to prepare and carry out comprehensive individual services or discharge planning.
 15. Disclosure to the protection and advocacy agency (VOPA) may be made, if that agency believes that an individual has been abused or neglected. Disclosure may also be made to this agency if serious injury or a death has occurred to any individual who was receiving services.
 16. The Service Director and Residential Supervisor will be responsible for keeping all files and individual records secure and confidential.
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17. Hard copies of records will not be left unattended to prevent unauthorized viewing, duplication, alteration and reading.
 18. Staff of TFF will sign out documents and files when they are to be transported off of the premises of TFF. Staff will document in the logbook the reason for transporting the document and sign and date the logbook. Upon returning the document, staff will indicate in the logbook the date and time.
 19. When transporting an individual and his record to an appointment, the individual's record should be secured in a locked box and placed in the trunk of the vehicle to secure the record and maintain confidentiality. The same procedure should be followed when returning the individual to his home.
 20. Any staff of TFF who disclosed unauthorized information concerning an individual or employee will be subject to termination.
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Introduction to Human Rights and TFF's procedures that assure individuals' rights

TFF is affiliated with a Local Human Rights Advisory Committee. The membership of the committee is broadly representative of professional and individual interests. At least one-third of the members consist of individuals who are receiving services or who have received services within five years of their initial appointment. No member of the committee is an employee of DBHDS or TFF. The committee meets on a quarterly basis or more often if this is found to be necessary. Committee members are appointed by the State Human Rights Committee.

The purpose of the committee is to receive complaints of alleged rights violations, conduct investigations as requested by the State Human Rights Committee, review existing or proposed policies, procedures or practices that could jeopardize the rights of individuals who are receiving services. Additionally, the committee can receive, review, and comment on applications for variances to the human rights regulations and receive, review, and comment on all restrictive behavioral treatment programs. The Local Human Rights Committee avoids issues of program design and addresses issues of ethics and practice.

Upon admission, the follow procedures are followed to ensure that individuals are aware of their rights:

- Individuals will be provided with a copy of their human rights and informed of whom the Regional is and how that individual can be contacted.

- All individuals or their legally authorized representatives will receive a copy of the grievance procedure.

Additional Human Rights training will be provided via PowerPoint presentation. You will be tested on this material

and **must pass before you are allowed on-shift**. A username/password will be provided for use of the testing site.

Emergency Preparedness Procedures

In preparation for watch/warning information updates or need for actual movement to shelter locations in the community all personnel shall be prepared to make contact with the following Emergency Operations Contact Centers (in the order listed) and seek advice on severity of conditions, nearest emergency shelters or needed assistance:

City of Norfolk Emergency Management Office

3661 East Virginia Beach Boulevard
Norfolk, VA 23502
(757) 441-5600

American Red Cross

611 W. Brambleton Avenue
Norfolk, VA 23510
(757) 446-7762

United Way of South Hampton Roads

2515 Walmer Avenue

Norfolk, VA 23513

(757) 853-8500

Procedures will be reviewed quarterly during the months of **JANUARY, APRIL, JULY & OCTOBER**. Fire drills will be conducted on a monthly basis. All staff will receive information and training on location and use of emergency supplies and equipment. Documentation of staff training will be maintained in respective personnel files. Personnel on duty shall have access to facility keys and secured areas of program

Performance Evaluations and Compensation

Performance evaluations are conducted at the end of an employee's probationary period, to discuss job responsibilities, standards, and performance requirements. Subsequent performance reviews are conducted annually to provide both the company and employees the opportunity to discuss job tasks, identify and correct performance deficiencies, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Merit-based pay adjustments may be given to recognize truly superior performance and shall be at the sole discretion of the company.

Benefits

Benefits are not offered at the present time; however, this option will be explored when it is fiscally feasible.

Holiday Pay

New Year's Day

Fourth of July

Thanksgiving Day

Christmas Day

All employees will receive time and a half pay when they work on the above mentioned holidays. Holidays may either be paid as an additional eight hours if an employee works on that holiday or he/she may choose to take a day off during the pay period in which the holiday occurs.

Vacation and Sick Leave

Leave benefits accrue from the date of hire but are not available for use until the employee has successfully completed the probationary period. Leave must be used prior to your anniversary date, as it does not carry over.

An employee will accrue vacation and sick leave as noted below

- Sick Leave: Employees will be granted up to 5 days per year for excused absence due to illness when a doctor's note is presented during the absence or upon return to work. There will be no accrual of sick leave as the number of years of employment do not correlate to the number of days that one may or may not become ill.
- Vacation Leave: Employees will accrue 5 days a year or 3.33 hours per month based on a 40-hour work week the cap is 15 days (after 3 years of continuous employment).

Unfortunately, termination of employment is an inevitable part of personnel activity within any company, and many of the reasons for termination are routine.

Since employment with the company is based on mutual consent, both the employee and the company have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with the applicable state law.

It is not possible to list every form of behavior that is considered unacceptable in the workplace. The following are examples of infractions of the rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Violation of The Faith Foundation's Code of Conduct (see next page)
 - Conviction of a felony or misdemeanor involving lying, cheating, or stealing
 - Divulging of proprietary information to a competitor
 - Violating confidentiality of individual information
 - Failure to maintain personal licensure or accreditation
 - Engaging in dishonest, disloyal, or illegal conduct
 - Using illegal drugs or alcohol in a manner that puts others at risk
 - Inability to adjust work schedules to meet the needs of the program
 - Refusal to submit to required health screenings
 - Refusal to submit to a drug or alcohol screening
 - Refusal to perform reasonable tasks assigned by management
 - More than two unexcused absences over a one-month period
 - Absences from work because of illness more than 20 days over a two-month period
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- Refusal to turn over company property when requested to do so.
- Inability to work peacefully and amicably with co-workers, individuals and/or families
- When actual census is 50 percent of planned census for four months or more
- When the company suffers severe damage to the facility from natural forces: earthquake, tornado, hurricane, etc.
- When TFF, for economic reasons, must make a reduction in the work force
- Any employee found to be operating a company leased or owned motor vehicle while under the influence of alcohol or illegal drugs will be immediately terminated.

TFF Rules of Conduct

1. Employee Code of Conduct is to be followed in all aspects including but not limited to:

A. There are to be no drugs or alcohol or use thereof at any of the facilities run by TFF. **It is a FELONIOUS OFFENSE to possess drugs/alcohol. This includes prescription medication unless it is prescribed to you and necessary to be consumed during your shift.**

B. Harassment of residents or fellow staff or the creation of a hostile home or work environment is unacceptable.

C. Refrain from talking about politics, racial or sexual issues, religion, or sharing personal information about yourself or others. These issues DO NOT belong in the workplace and may be offensive to both staff and residents.

D. Gossip can be hurtful and undermine the functions of a team. DO NOT engage in gossip.

E. Neither staff nor residents shall not engage in horseplay. There is to be no physical play so in order to prevent accidental injury and protect everyone from possible abuse allegations.

F. TFF has a **GOOD NEIGHBOR POLICY**, and staff must adhere to it.

- Observe all vehicle safety and driving laws at all times.
- When transporting residents, show respect for the neighbors. For example, when picking up a resident, don't honk the horn and leave the engine running; park the car properly and go inside to get the resident.
- Be aware of parking around the care home; don't park in a manner that may cause concern to the neighbors.
- Be sure that the residents are properly supervised in the community.
- The attitude of staff a TFF sets the tone for the behavior of the residents. If staff responds to neighbors in a defensive or aggressive manner when complaints or questions are raised about the facility, developing a congenial relationship will be unlikely. Staff and residents should adopt the position that they are a part of the community.
- Be an overall good neighbor and follow the "golden rule".

G. Sleeping on duty is not allowed at any time, for any reason. All staff on duty from 10:00 p.m. – 8:00 a.m., must call the Supervision Line (757.745.4458) every 30 mins.

H. Under **NO** circumstances is staff to give, receive, or borrow money, personal belongings, or food from the residents, unless approved by the management.

2. Confidentiality and Program Information: Staff must remember to keep all discussions of resident information and TFF business confidential.

3. Personal Belongings: Medications, purses, backpacks, fanny packs, cell phones, tobacco products and lighters are to be locked in staff vehicle or each homes designated locked area. If your personal equipment is damaged while at work it will not be replaced.

4. Electronic Games; TV/DVD/ Cell Phones/Personal Calls; Fax/Copier/Computer Usage:

A. Personal Cell Phones are to be on vibrate while at work unless prior authorization from management.

B. Electronic games are not allowed.

C. The house phones are for business only. If you must use the house phone it is to be kept at a minimum. Long distance calls are not allowed. Call time should be monitored and limited and staff should ensure that the phone is not misused by residents. **Staff is responsible for all charges or inappropriate calls that occur on their shift.**

D. The TV is to remain off unless a Individual is watching it. **Individuals are to pick the show they would like to watch--not the staff.** Stereos are not to be played excessively loud at any time.

E. Movies are to be appropriate for resident viewing (**NO EXPLICIT SEX SCENES, LANGUAGE, OR EXTREME VIOLENCE**) all movies are at the discretion of Management.

F. FAX/Copier are to be used to conduct TFF business only.

Alcohol & Drug Use Testing

The company is committed to providing a safe, efficient, and productive work environment for all employees. In keeping with this commitment, employees and job applicants will be asked to provide body substance

samples (e.g., blood, urine, hair) to determine the use of alcohol/drugs. The company will attempt to protect the confidentiality of all test results. Alcohol/drug tests will be conducted in any of the following situations:

- An on-the-job injury;
- An on-the-job accident with a motor vehicle;
- When there is reasonable suspicion that an employee may be under the influence of alcohol or drugs, following a serious or potentially serious incident in which safety precautions were violated or unusually careless acts were performed;
- Where there is reasonable cause to believe the employee is impaired. Reasonable cause shall be defined as those circumstances, based on objective evidence about the employee's conduct in the workplace that would cause a reasonable person to believe that the employee is demonstrating signs of impairment. Examples of objective evidence include, when an employee shows signs of impairment such as difficulty in maintaining balance, slurred speech, erratic or atypical behavior, or any other appearance of impairment;
- When an employee returns to work from a layoff of more than sixty (60) consecutive calendar days; and
- When an employee returns from any leave (including medical and occupational injury leave) of more than sixty (60) consecutive calendar days;
- Random drug/alcohol testing where allowed by federal, state or local laws.

The company implements as a condition of employment an employee drug testing program and reserves the right to test for drugs at any time during the course of employment as allowed by applicable federal and state laws. Subject to any limitations imposed by law, a refusal to provide a body substance sample under the conditions described above will result in termination of employment even if this is the first such occurrence.

Use of Company/Resident Computers

The company computer is not to be used by anyone other than members of the management team. The individuals computer is not to be used by anyone other than the individuals.

It is forbidden to copy or install any illegal software onto company computers. Should any software be downloaded or websites visited cause any malfunction, the dates/time that said downloads or website views will be retrieved by our tech support professional and whomever was on shift during those dates/times will reimburse the company for the tech support bill. Should multiple employees be cited, the bill will be divided equally among them and the next paycheck will be deducted accordingly.

The company provides access to Electronic Mail and the Internet as business tools for the management team only. These tools represent considerable commitment of company resources for telecommunications, networking, software, storage, etc. All existing company policies apply to your conduct when sending and receiving electronic mail and accessing websites through the Internet. The display of any kind of sexually explicit image or document on any company system is a violation of our policy on sexual harassment. In addition, sexually explicit material may not be archived, stored, or distributed using company-owned computing resources. If you receive an inappropriate electronic mail, you should delete it immediately and notify the sender of our policy.

The following list identifies each system that monitors activity and the type of information it monitors:

Computers - the network operating system records the following:

- Date and time of login/logoff, and the location of the computer used to access network.
- Date and time a software application is accessed, documents accessed, and how much is typed. In addition, the system allows network administrators to access all documents and to restore some deleted documents.
- Date and time Internet is accessed, location of the computer used to access Internet, websites visited, searches performed, and search engines used.
- Electronic mail (e-mail) - the system allows network administrators to access all e-mail files and messages composed, sent, or received by employees.
- Online research - the system records date, time, and duration of access, user identification number, and searches performed.

Telephones - the telephone system records telephone numbers dialed from each telephone, and the system allows the company to access voicemail messages received by employees.

The company reserves the right to retrieve, monitor, or review any information in its electronic or communications systems, including deleted messages or files as allowed by federal and state laws. If the company reasonably believes that employee(s) is/are engaged in illegal activity or misconduct, the company may use electronic monitoring to produce evidence of that activity, without prior notice to the employee(s).

Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of the company. Such confidential information includes, but is not limited to, the following examples:

- Residents' information
- Financial information
- Marketing strategies
- Personnel information

Employees who are exposed to confidential information may be required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses trade secrets or confidential business information will be subject to disciplinary action, even if he or she does not actually benefit from the disclosed information.

The Faith Foundation, LLC

CONFIDENTIALITY AGREEMENT

Employee _____

(Please Print)

I understand and agree that in the performance of my duties at The Faith Foundation LLC, I must hold individual information in confidence. I have read and understand the policy regarding confidentiality and the release of information. Furthermore, I understand that due to requirements of state law and the Health Insurance Portability and Accountability Act (HIPAA) effective April 14, 2003, intentional or involuntary violation of confidentiality may result in dismissal, fines, and/or imprisonment.

Employee's Signature _____ Date _____

ORIENTATION CHECKLIST

Please sign/date as each task is completed.

TASK	COMPLETION DATE	EMPLOYEE SIGNATURE	TRAINER'S SIGNATURE
1. Review company objectives and philosophy.			
2. Review confidentiality practices and sign confidentiality agreement.			
3. Review human rights regulations and company procedures that ensure that they are followed.			
4. Review employee handbook and sign to acknowledge receipt and understanding of the same.			
5. Review emergency preparedness procedures.			
6. Review person-centered practices.			
7. Review infection control practices.			
8. Other policies and procedures that apply to specific positions and specific duties and responsibilities.			
