



# **Harmonia Collaborative Care Employee Handbook**

**2022**

## Welcome!

Welcome to Harmonia Collaborative Care. Harmonia Collaborative Care is a public service not-for-profit organization governed by a Board of Trustees who represent the social, economic, geographic, and occupational characteristics of the area served. We are pleased to present you with a copy of the Harmonia Collaborative Care Employee Handbook. This Handbook has been designed to help you know our Agency better. We appreciate the contribution you will be making to the continued successful operations of Harmonia. We believe it is our responsibility to keep you accurately informed concerning our policies and procedures with regard to employment with Harmonia Collaborative Care.

The purpose of this Handbook is to:

- Set forth Harmonia's employment policies and procedures;
- Ensure you understand our policies and procedures;
- Ensure uniform application of Harmonia's policies and procedures;

This handbook is a summary of the principles for which we stand, the benefits you are eligible for, and the obligations you assume as an employee. We set them forth simply to let you know what to expect from the Agency and what will be expected from you. We may make changes to this Handbook. When changes are made, we will attempt to provide you with an updated version via the Agency website.

You are required to read this manual carefully. Please understand that this Handbook cannot anticipate every situation or answer every question about employment. It is for informational purposes only and is not a contract expressed or implied between you and Harmonia and we reserve the right to terminate an employee for reasons not stated in this handbook or for/or not for cause. If you should have any questions concerning the policies or benefits outlined in this material, please ask your supervisor or contact Human Resources.

If you happen to be a new employee, we welcome you to our family knowing you will help us realize our mission to deliver best-practice Health Homes, senior and behavioral health services that foster individuals' independence and improve their quality of life. We extend best wishes for continued success to those who have already become a part of the growth and progress of our Agency and we are pleased to have you as a member of our staff.

Filename: Employee Acknowledgement & Welcome



## **Hours of Work/Benefits/Compensation**

**500**

- **HR Policy 500: Office Hours**
- **HR Policy 501: Compensatory Time**
- **HR Policy 502: Breaks and Meal Periods**
- **HR Policy 503: Employment Status**
- **HR Policy 504: Pay Periods and Compensation**
  - **HR Policy 504.1: Salary Features**
  - **HR Policy 504.2: Salaries**
- **HR Policy 505: Salary Adjustments**
- **HR Policy 506: Accelerated Movement-A Starting Wage to Job Rate**
- **HR Policy 507: Timekeeping and Electronic Timesheets**
- **HR Policy 508: Attendance and Dependability**

## **Time Away from Work**

**600**

- **HR Policy 600: Time Away from Work**
- **HR Policy 601: Holidays**
- **HR Policy 602: Jury Duty**
- **HR Policy 603: Personal Leave**
- **HR Policy 604: Weather-related Leave**
- **HR Policy 605: Military Leave**
- **HR Policy 606: Sick Leave**
- **HR Policy 607: Unpaid Leave of Absence**
- **HR Policy 608: Limits on Leave & Paid Benefit Time Accrual While on Leave**
- **HR Policy 609: Paid Leave Time (PTO)**
  - **Leave Donation**

## **Fringe Benefits**

**700**

- **HR Policy 701: Health Insurance**
  - **HR Policy 701.1: Group Life Insurance and Accidental Death and Dismemberment**
  - **HR Policy 701.2: Short Term Disability**
  - **HR Policy 701.3: Retirement Insurance**

- **HR Policy 701.4: Payroll Deduction**
- **HR Policy 701.5: Liability and Malpractice**
- **HR Policy 701.6: Workers' Compensation**
  
- **HR Policy 702: Travel**

## **Regulatory and Legal Guidelines**

**800**

- **HR Policy 800: Job Related Out of Pocket Expense**
- **HR Policy 801: Smoking Policy**
- **HR Policy 802: Drug Free Workplace**
- **HR Policy 803: Right to Express Breast Milk in the Workplace**
- **HR Policy 804: Employee Privacy Policy**
- **HR Policy 805: The Use of Information We Collect**
  - **HR Policy 805.1: Disclosure of Data**
  - **HR Policy 805.2: Security of Your Personal Information**
  - **HR Policy 805.3: Updating & Accessing Personal Information**
- **HR Policy 806: Employment Verifications**
- **HR Policy 807: Policy on Harassment**
- **HR Policy 808: Sexual Abuse & Molestation Prevention Policy**
- **HR Policy 809: Telecommuting**
- **HR Policy 810: Electronic Mail (E-Mail) & Internet Access**
- **HR Policy 811: Employee Fraud Prevention with Deficit Reduction**
- **HR Policy 812: Americans with Disabilities Act**
- **HR Policy 813: Rights of Clients**
- **HR Policy 814: Legal Compliance**
- **HR Policy 815: Protection of Harmonia's Assets**

## **Conclusion**

## **Employee Acknowledgement**

## **OUR WHY**

Saved to "T" Drive

We all strive to have harmony in our lives and to create synchronicity between our families, passions, work, and home. There are many challenges to a harmonious existence. Harmonia helps to harmonize clients' lives, so they can move to a melody that supports a healthy balance.

### **PERSONNEL PRACTICES PHILOSOPHY**

The overall governing criteria for personnel selection is demonstrated competence in the areas of specialization so the quality services are provided to the residents of the communities served.

It is the Agency's goal to define mental health services provided functionally rather than by professional training. Certification or licensure should be recognized and used in staff selection in the spirit in which it is awarded as evidence of the individual's adherence to a stated code of ethics which stipulates commitment to professional standards, the privileged nature of all communications.

### **RECRUITMENT, SELECTION, AND APPOINTMENT**

The Board of Directors of Harmonia Collaborative Care is responsible for the employment and termination of the Chief Executive Officer (CEO) according to the Bylaws of the Agency. The CEO, directly through his/her designated staff is responsible for the employment, promotion, and termination of all other staff. The Board will approve hiring of the CEO and delegates its responsibility for the hiring of other Agency staff to him/her or his/her delegates.

When position openings occur, recruitment is conducted both within Harmonia and externally. Whenever possible, it is the policy of Harmonia to promote qualified candidates from within.

Prospective employees are considered against criteria contained in pre-existing approved position descriptions. Initial selection is based upon the candidate meeting these criteria as well as those of the service programs to which he/she will be assigned.

The staff involved in hiring a candidate for employment must provide written documentation of verification of the candidate's work history and professional/personal references. Whenever possible, three references should be obtained and documented. There must be a minimum of two references from persons who have directly supervised the candidate in a work setting.

Verification of professional credentials shall be documented through copies of diplomas, licenses and official notice of relevant certification as required in the job description. Such verification of credentials shall become part of the employee's permanent record.

*Each candidate for employment with Harmonia Collaborative Care must sign a sworn statement as to whether he/she has ever been convicted of a crime in this state or any other. (Fair Chance Act currently prohibits employers from inquiring about an applicant's conviction history until*

after the employer extends a conditional offer of employment). If an employer decides to run a criminal background check and take adverse action based on that inquiry, the FCA requires the employer to: (1) provide the applicant with a written copy of the inquiry; (2) provide the applicant with an Article 23-A factor analysis; and (3) allow the employee at least three business days to respond to the analysis by holding the position open during the time.

Falsification of pre-employment information can be cause for dismissal.

Harmonia job descriptions define work functionally, identify specialized tasks, and state requisite skills, knowledge, and abilities.

Full time is defined on the basis of thirty-five hours per week. Part time staff will be hired for a specific number of hours per week, that time being stipulated in letters of appointment.

## **100: WORKING AT HARMONIA COLLABORATIVE CARE**

### **HR 100 Policy: Employment at Will**

The employment relationship is of an “at-will” nature and either you or Harmonia Collaborative Care can terminate the employment relationship at any time, for any reason, or for no reason, with or without notice. No representative of Harmonia has the authority to enter into an agreement with you that is contrary to the aforementioned, except with the expressed written authorization of the CEO.

### **HR 101 Policy: Equal Employment Opportunity**

It is the policy of Harmonia Collaborative Care to:

- Provide equal opportunity in employment for all persons, to prohibit discrimination in employment practices because of race, color, religion, creed, age, gender, disability, sexual orientation, pregnancy, marital status, veteran status, national origin or ancestry or any other status protected by law.
- Not to discriminate on the basis of race, color, religion, creed, age, gender, disability, sexual orientation, pregnancy, marital status, veteran status, national origin or ancestry or any other status protected by law, including but not limited to the following: recruiting, hiring, training, on the job treatment, performance appraisal, promotion, transfer, demotion, termination, pay terms and conditions (or privileges) of employment.

Employees shall not aid, abet, compel, coerce, or conspire to discharge or cause another employee to resign because of race, color, religion, creed, age, gender, disability, sexual orientation, pregnancy, marital status, veteran status, national origin or ancestry or any other status protected by law.

Harmonia will take such affirmative action as is appropriate to ensure that employees will be employed in positions consistent with their skills, education, experience, and interests. Employees of Harmonia with supervisory responsibilities shall be held responsible to ensure that all areas under their supervision are administered without regard to race, color, religion, creed, age, gender, disability, sexual orientation, pregnancy, marital status, veteran status, national origin or ancestry or any other status protected by law.

Employees who feel they have been or are being subjected to discrimination or any employees having knowledge of conduct that could be considered discrimination should report such conduct to their supervisor, and the Human Resources Department. Supervisors should notify Human Resources of any reports they receive, even if the employee requests otherwise. All reports of discrimination will be investigated promptly by Human Resources and where possible, handled as confidentially as is properly determined by the circumstances. When necessary, appropriate action will be taken to prevent and remedy any such conduct. Willful

retaliation of this policy regarding equal employment opportunity by an employee of Harmonia will be cause for corrective counseling, up to and including termination of employment.

### **HR Policy 102: Diversity and Inclusion**

*Everyone is welcome!*

To be engaged one must feel included and valued. Our commitment to diversity and inclusion across race, age, gender, religion, identity, disability, and experience, etc. drives us forward every day. It defines us as an employer of choice. We celebrate multiple approaches and points of view and focus on building a culture where differences are valued. We strive to reflect the communities we serve and with the help of our employees, clients, and community partners we can create an agency that is the right fit for every person.

### **HR Policy 103: Minority and Women Owned Enterprises**

It is the policy of Harmonia Collaborative Care to take affirmative action to ensure the minority business enterprises (MBE's), i.e. independent business concerns which are at least 51 percent owned and controlled by minority group members (citizens of the United States or permanent resident aliens who are Black, Hispanic, Asian, or American Indian), and women owned business enterprises (WBE's), i.e. independent business concerns which are at least 51 percent owned and controlled by women who are citizens of the United States or permanent resident aliens, are given the opportunity to demonstrate their ability to provide the Agency with goods and services at competitive prices. The complete policy with definitions can be obtained from Human Resources.

### **HR Policy 104: Anti-Nepotism**

Harmonia Collaborative Care generally allows hiring of immediate family members, provided a direct reporting relationship does not exist between them.

- Immediate family members cannot report directly to the same supervisor through the organizational structure.
- An employee's immediate family member includes a current spouse, child (including stepchild), mother, father (including stepmother and stepfather), sister, brother, current mother-in-law, current father-in-law, current son-in-law, current daughter-in-law, current grandparent, and grandchild or persons living in the same household.
- Exceptions to this policy must be approved by the CEO.
- Harmonia monitors the process to protect against favoritism in supervision and performance.

- Harmonia Collaborative Care in general does not employ relatives of Board members. Exceptions must be approved by the CEO.

### **HR Policy 105: Criminal History / Motor Vehicle Records / Credentialing / OCFS Clearance**

Background checks are essential not only to determine if the applicant is qualified to work in a designated position, but more importantly, to protect patients, other employees, and members of our team from harm.

If an applicant misrepresents their employment history, education, certifications, or employment eligibility, not only could it result in a poor hire, it could also potentially result in financial, legal, and regulatory risk for our Agency. Hiring the person who is a good match for the job is beneficial in the long run and the information provided by quality background checks allows the Agency to assemble a competent staff. All offers of employment are contingent upon consent for and satisfactory reports on credentialing, criminal history, and motor vehicle violation checks. All clinical staff or providers licensed solely under Article 31 of the Mental Health Law who are directly involved in providing services shall submit to criminal background checks and clearance by the New York Statewide Registry of Child Abuse and Maltreatment.

Different programs have different requirements based on the nature of the position and the qualifications needed. Those are explained by program below.

There is one check that all employees must consent to – the motor vehicle violation check. This applies to all employees who use their motor vehicle for performing agency business. Employees will be expected to produce the Declaration Page from their automobile insurance policy at new hire orientation and then yearly after that.

#### **Behavioral Health and Health Homes**

This applies to all staff that have unsupervised/unrestricted contact with vulnerable persons.

Employment at Harmonia Collaborative Care, Inc. is conditional upon consent for and satisfactory reports on credentialing, criminal history, and motor vehicle violation checks. All clinical staff or providers licensed solely under Article 31 of the Mental Health Law who are directly involved in providing services shall submit to criminal background checks and clearance by the New York Statewide Central Registry of Child Abuse and Maltreatment.

Each candidate for employment with Harmonia Collaborative Care must sign a sworn statement as to whether he/she has ever been convicted of a crime in New York State or any other state. Such information will be considered confidential and will be relevant to the performance of the specific job for which the candidate is being considered. A background check will not be performed until after Harmonia extends a conditional offer of employment. Falsification of information can be cause for dismissal.

***The Agency will request criminal history record checks from all pre-offered candidates, student and volunteers who have regular and substantial unsupervised or unrestricted physical contact.***

**Criminal History** – Harmonia will obtain criminal history record checks for providers of behavioral health and Health Homes from the NYS Justice Center. The criminal history check will include a search of multi-state records maintained by the FBI.

The criminal background check (CBC) of a prospective employee or volunteer begins after:

- A conditional offer of employment has been made.
- A provider has identified someone who would have regular and substantial unsupervised or unrestricted contact with persons receiving services in the NYS Office of Mental Health (OMH), *the Office for People with Developmental Disabilities (OPWDD)* programs, or *the Office of Child and Family Services (OCFS)*.
- A provider has conducted a Staff Exclusion List (SEL) check and the individual is not on the list.

**AUTHORIZED PERSONS:** The Chief Executive Officer shall have access to the criminal history information received by the agency. Criminal history information may be disclosed by the authorized person to other persons directly participating in hiring decisions. Criminal history information shall be strictly confidential.

**PROCEDURE:**

1. The agency will obtain motor vehicle record information pertaining to driver violations and accidents in accordance the Federal Driver Privacy Act for all current and prospective employees whose job description requires operation of a motor vehicle for Agency business.
2. All employees will provide Harmonia with a copy of the declaration page from their auto insurance policy indicating a minimum of \$100,000 in coverage.
- 3 A). Providers designate staff members as Authorized Persons (AP) who are responsible for registering an applicant for fingerprinting and receiving the results of the background check. Providers utilize the firm Morpho Trust and its Identogo website for fingerprint registration. Please note, the applicant should be the “final” candidate for the position.
- 3B). The Justice Center reviews the information received after fingerprinting and makes a suitability determination for the provider. The AP is sent a secure email message advising that the results of the determination are available in the Justice Center’s CBC system, which the AP can access usually two or three days after the fingerprints are processed.

**Applicants previously fingerprinted** for work at a different agency *must still undergo the fingerprinting process for the new position.*

**Temporary Approval:** Providers may “temporarily approve” applicants and permit them to begin service if they do not have “unsupervised” or “unrestricted” physical contact with individuals receiving services. The provider must then update the applicant’s employment status in the CBC system to “Temporarily Approved Pending Criminal History Check.” More information is outlined in the Justice Center regulations.

#### DISQUALIFICATIONS:

The law specifies certain crimes that may “presumptively” disqualify an applicant from further consideration. They are:

- A felony conviction at any time for a sex offense.
- A felony conviction within the past ten years involving violence.
- A conviction pursuant to Penal Law (PL) section(s) 260.00, 260.25, 260.32r, 260.34; or
- Any similar offense in any other jurisdiction outside of New York State.

If a criminal history contains a conviction for any of these types of crimes, an applicant is not to be hired unless the Justice Center determines, after conducting a review pursuant to Article 23-A of the Correction Law, that the health, safety, and welfare of the provider’s clients would not be jeopardized.

If the Justice Center considers issuing a denial, the CBC unit is required by law to give an applicant the opportunity to explain why their application should not be denied. The Justice Center is also required by law to consider mitigating factors that support New York State’s policy to encourage the employment of people with criminal convictions. Factors include whether a direct relationship exists between the previous criminal activity and the position being sought, how old the applicant was, and how much time has passed since the offense was committed.

#### DETERMINATION:

Generally, the CBC Unit will notify the AP indicating one of the following determinations:

- Denial.
- Pending: indicated by a notice that the application is “being processed” and a determination on suitability for employment has not yet been made.
- Held in abeyance: a determination cannot be made at present
- Not Denied -- Criminal History: clearance indicating the applicant has a criminal history, but that the provider may consider approving the applicant for hire/volunteer service.
- Non-Denial: individual may have been printed civilly for an employment or an arrest(s) that did not result in a criminal conviction; or
- Not Denied – NonIdent: clearance indicating the applicant had never been fingerprinted before, whether civilly for employment or criminally for an arrest.

In addition, the Justice Center must notify the AP as to what actions the provider should take. A summary of the individual's New York State criminal history will be included in the determination. Federal law prohibits dissemination of information obtained from an FBI check.

#### EMPLOYMENT STATUS REPORTS:

Providers must update the Justice Center's CBC system within 14 days of a change in employment status when an:

- Applicant has been hired or not.
- An individual is no longer employed by or affiliated with the provider.
- An application has been withdrawn; or
- An individual is placed on administrative leave.

If an employee/volunteer takes a leave of absence, the provider is not required to update the person's status. Likewise, if a seasonal employee is expected to return the next year, the provider does not have to update the CBC system.

#### ARRESTS:

If an employee or volunteer is arrested in New York, the CBC unit will notify the provider's AP. The provider is responsible for conducting a facility safety assessment and taking all steps necessary to protect the people they are serving. The assessment must be maintained and if requested, forwarded to the audit unit of the applicable State Oversight Agency. The provider is additionally responsible for inquiring about the outcome of any pending charge if the individual remains in service.

#### RETENTION AND DISPOSAL OF INFORMATION

Providers are required to keep the following forms on file:

- The Consent Form for Fingerprinting, signed by the applicant, for six years after the party ceases to be a subject individual (generally, when he or she is no longer an employee); and
- Safety assessments upon notification of a subsequent arrest of an employee or volunteer.
- The signed informed form required pursuant to the section 550.5 of this Part, and the results of the criminal background history and determination of the Office with regard to the employment or volunteer service of the individual shall be kept in his/her personnel file.
- The information regarding criminal history checks may be securely stored by Human Resources. Access will be limited to the Director and his/her designee.

**OCFS Clearance** – All prospective employees, subcontractors and students who have contact with mental health clinic recipients must be cleared by the New York State Office of Child and Family Services

**Motor Vehicle Checks** – All employees who use their motor vehicles for agency business will be asked to provide the declaration page of their auto insurance policy and to consent to a motor vehicle check upon hiring and yearly thereafter.

**Credentialing** – All licensed employees will have their education and licensure status verified by the Office of Professional Medical conduct, and CAQH Universal Provider Data Source and Sanctions Track.

**Staff Exclusion List** – Exclusion screening is the process of verifying that an employee or a potential employee is not classified as an excluded individual who is prohibited from participating in any Federal health care program. The OIG has the authority to exclude individuals and entities from Federally funded health care programs for a variety of reasons, including a conviction for Medicare or Medicaid fraud. The SEL check will be conducted bi-monthly for all Harmonia Staff.

The Justice Center maintains a statewide/national register which contains the names of individuals (e.g., employee, volunteer, intern, consultant, contractor) found responsible for serious or repeated acts of abuse or neglect. Individuals on the Staff Exclusion List (SEL) will be prohibited from being hired by any state operated, certified, or licensed agencies/providers that serve people with special needs.

#### Senior Services – CarePanion

For staff in the above programs, Harmonia will require fingerprinting and background checks through IdentoGo. New hires will be fingerprinted, and a background check will be performed at time of hire. They will be on a provisional hold, pending the outcome of the background check.

## **200 – GETTING STARTED**

### **HR Policy 200 -- The Introductory Period**

The Orientation / Training period for all employees in a position is six months. During the introductory period, the employee will receive orientation and guidance from their immediate supervisor. The employee's supervisor will also conduct documented periodic check-ins (two), one at 45 days and one at 120 days, to provide the employee with guidance if needed and feedback on job performance. After six months of orientation and training the employee will be reviewed and placed on regular status if his/her performance is found to be satisfactory. If performance is not satisfactory, the employee may be continued with a performance improvement plan in place not to exceed forty-five (45) days, unless approved by HR and the CEO. An employee may be terminated at any time during his/her introductory period. An exception to this is the part of this policy referencing vacation leave which continuing employees can use during this extended introductory period.

Harmonia Collaborative Care expects all employees to observe the policies and procedures, to perform his/her job competently and satisfactorily, to follow instructions, to demonstrate a capacity for personal growth, and to conduct themselves in a respectful manner which is not contrary or detrimental to the Code of Ethics and Professional Conduct.

At the time of employment each employee will be required to attend New Hire orientation at which time they will receive the following:

- Job description
- Agency Personnel Policy Handbook
- Agency Code of Ethics
- Other appropriate Agency materials

### **HR Policy 201: Dress and Appearance**

## **Look Neat!**

*\*Smart, but comfortable dress standards for Harmonia*

Our offices are a mix of administration and service delivery. This may require a varying degree of appropriate dress and style to ensure both professionalism and safety. The overarching expectations for Harmonia? Look Neat!

Day-to-Day wear may consist of both professional business attire and business casual attire. Discretion should be used when conducting interviews, business meetings or hosting community members, either in the office or the community. Simply, make sure that professional dress is worn on these days.

Minimum requirements:

- Clothing should be pressed and fit appropriately. (Not too tight, not too loose; tops not too low, bottoms not too high)
- Pants: If wearing jeans, they should be darker denim or black. Leggings should be a thicker material worn with a longer top or sweater.
- Tops: Avoid sweatshirts, hoodies and shirts with logos.
- Shoes: If wearing sneakers, aim for colors over white. Colored sneakers have more of a “shoe” appearance. Dress sandals are fine; avoid basic flip-flops.
- General appearance: Hair should be neatly styled. Maintain a clean and kempt appearance.

Casual Fridays:

- As Fridays are universally known and somewhat expected to be “casual” for many offices, Harmonia will offer the same.
- Please maintain the basic standards of “neatness”. You are still representing the agency. However, there will be more freedom for lighter colored jeans, sneakers, sweatshirts.
- Maintain a kempt appearance with appropriate fitting clothes. Avoid anything that presents a sloppy appearance, such as ripped jeans or gym clothes.

Please check with your department, for any adjustments/requirements from these standards. If you have any question on your presentation or what to wear, please ask your direct supervisor. If you have any personal concerns which require amendment, please see your supervisor.

## **300 – We Want You to Succeed**

**HR Policy 300: Professional Development and Training** – Harmonia encourages employees to enhance knowledge and skills and to network with other professionals, thus improving potential for future opportunities. Harmonia recognizes that for developmental purposes, employees may need to attend training seminars or workshops conducted off-site or join professional associations that will enable them to remain abreast of best practices in their respective fields. In support of this program, we offer a training benefit to all full-time employees who have been employed by the agency for six months unless otherwise required. Courses must be provided by an accredited institution. Training staff will be provided when necessary and as resources permit, based upon staff and program needs. Staff training needs will be assessed, developed, and monitored by the employee’s direct supervisor.

The purpose of this policy is to outline agency parameters for attending external training functions.

For work scheduling purposes, release time for participation in training either as a trainee or trainer must be submitted at least two weeks in advance of the event and will be approved by the employee’s direct supervisor based on current program needs and activities and, designed in such a fashion as to minimize interruptions of ongoing service activities.

Mandatory Training – Training which is required of an employee to maintain competency and skills to meet statutory requirements or contractual obligations will be referred to as mandatory training. The program directors and Human Resources will designate and approve all mandatory training programs.

After concluding the training, the employee must submit a certificate of completion or similar document to HR to be filed in the employee's personnel file.

Reimbursement – The Agency may pay for or reimburse employees for workshops or training costs for mandatory training that is approved by their supervisor. Training that requires time away from work during an employee's normal work schedule is limited to the discretion of the supervisor. The employee may be required to share or train other staff members on the content of materials gained in the training program or workshop as a condition of reimbursement.

- When traveling on behalf of the Agency, travel and meal allowances may be reimbursed when fiscally possible in accordance with the Travel and Federal Reimbursement schedule.
- After concluding training, the employee must submit a certificate or similar document for verification of course completion and placement in their HR file.
- Harmonia reserves the right to determine which training functions are in the best interest of the agency, its future planning and direction. In addition, prior to approving, supervisors must ensure the funds are available.

Secondary Education – Full time employees may be reimbursed for college courses for up to \$2,000 per year. The coursework must be relevant to job responsibilities. Employees must seek approval by the CEO before taking the coursework. Reimbursement will be 100% (up to \$500) for a grade of B or above. Reimbursement will not be granted for grades less than a B. An employee must commit to **two years** of employment for every \$2,000 in college reimbursement upon graduation or termination of schooling. Resignation

from employment prior to fulfilling the reimbursement commitment will result in loss of vacation accruals prorated by the number of days the commitment was not fulfilled.

Job Related Non-Mandatory Training – This category of training must be job related and consistent with the employee's job description. There is no requirement on the part of the employee to enter into this form of training. Successful completion of such training may become a portion of the employee's personnel record and be given consideration when he/she is evaluated and considered for promotion.

Non-Job-Related Training – This category refers to training which the employee views as benefiting his/her professional skills and abilities, but which has no specific relation to his/her current job assignment. Upon completion of training the employee may elect to

have recognition placed in his/her file. Leave without pay may be granted subject to approval from the supervisor.

**HR policy 301: Advancement Opportunities** – Harmonia Collaborative Care makes an effort to promote internally without regard to an employee's race, color, religion, creed, age, gender, disability, sexual orientation, pregnancy, marital status, veteran status, national origin, ancestry, or any other status protected by law.

Promotion – An employee who has continually displayed the actual performance of a function or the ability for the performance as a function significantly above the expected standard of performance will be considered for promotions based on agency needs, the availability of the vacant budgeted positions, and the employee's having met the job qualifications. Promotions may take the form of advancement to the next job grade level with a commensurate increase in salary and responsibility.

Many factors, not limited to but including the following, shall be considered in making promotions:

- Ability
- Adaptability
- Education, experience
- Program requirements
- Agency seniority
- Appraisal rating and skills
- Attendance
- Corrective supervisory action record
- Support of mission, vision, values . . . General attitude

As position vacancies occur, employees are given the opportunity to apply and be considered for such vacancies before an external recruitment offer is made.

An employee is eligible to apply for posted positions if he/she meets the following requirements:

- One year in current position. This is to ensure they have an understanding of the Agency and to avoid unnecessary disruption of a department, or
- One year of service with the Agency, or
- If less than one year, with the approval of the CEO.

**HR Policy: 302 – Performance Evaluation** – Annual evaluations shall be completed in the month prior to the scheduled increment date of each employee. Evaluations will be based on the employee's job description to include an assessment of the type and adequacy of the work performed, recommendations for job performance improvement and recommendations for

salary increments. In those instances where there is a separation between administrative and clinical supervision, both supervisors will be involved. Prior agreement will stipulate who will have the responsibility for completing the evaluation.

A conference between the immediate supervisor and employee will precede the final written evaluation. At the conclusion of the evaluation, the job description may be reviewed with recommendation for revision consistent with the current and future duties and responsibilities and will be forwarded to HR and the CEO. The evaluation will be dated and signed by both the employee and the immediate supervisor. In the case of disagreement, the employee may attach a written statement of disagreement to the evaluation. The employee may make use of the grievance procedure found in this handbook. Raises to base salary must be approved by the CEO.

If the annual evaluation is not completed by the scheduled increment review date, the employee will receive his/her increment at the regular time, and this will be addressed in the supervisor's evaluation as this is a key supervisor responsibility.

Signing the evaluation does not indicate agreement on the part of the employee. It serves to document that the evaluation was presented to the employee on a specific date.

**HR Policy: 303 – Access to Your Employee File** – Personnel records are the property of Harmonia. New York law does not require an employer to allow employees to review a copy of their personnel file. Harmonia will provide employees access to their personnel file when a good faith request is submitted to Human Resources in writing. The request should specifically state what the employee seeks to review. The Human Resources office will respond to your request no later than seven working days after receipt of the request. The records will be made available during normal working hours and a human resources representative will remain present during the review to ensure the integrity of the file is maintained.

- If the employee disputes specific information contained in the record, and agreement is not reached to remove or revise the disputed information, the employee may submit a written statement identifying the disputed information and explaining the employee's position, which then is included as part of the personnel record.



## **400 – Conflict Resolution**

**HR Policy: 400 – Problem Resolution/Grievance Procedure** – Harmonia Collaborative Care is committed to providing the best possible working environment for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, or question receives a timely response.

Harmonia pledges a willingness to discuss working and other conditions of employment. Leadership will meet with employees or request that they submit suggestions, grievances, and concerns in writing. All correspondence will receive careful and full attention. No employee will be penalized either formally or for voicing a concern, grievance or suggestion in a reasonable, business-like manner or fear retaliation to employment status because of criticism implicit in any suggestion or concern. We strive to ensure fair and honest treatment of all employees. All employees are expected to offer feedback in a positive and constructive manner.

- **Procedure:** All forms of employee grievances will be presented to the immediate supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact the supervisor, the employee may present the problem in writing to Human Resources.
  - The supervisor and/or Human Resources will respond to the problem during a discussion with the employee or within 10 workdays. The supervisor/HR will document the discussion with the employee.
  - If the response is unsatisfactory and the problem is still unresolved at the supervisor level, the employee may present the problem within 7 days of the response from the supervisor to Human Resources. If the response from Human Resources is unsatisfactory, the employee may request a meeting with the CEO.

Not every problem can be resolved to everyone's total satisfaction. Only through understanding and discussion of mutual problems can employees develop confidence in each other. Confidence and communication are essential to the operation of an effective, efficient and harmonious work environment.

**HR Policy: 401 -- Corrective Supervisory Action** – All employees of Harmonia are at-will employees, which means that they or the Agency can terminate employment at any time, with or without notice and with or without cause. The Agency maintains an atmosphere of professionalism, efficiency and productivity in the workplace and may utilize a progressive approach to corrective action in appropriate circumstances.

Corrective action usually falls into one of three categories: performance, conduct/behavior, and attendance. The following examples are not all inclusive.

## **Performance**

- Unsatisfactory performance or failure to perform assigned job duties or to meet minimum standards of the job
- Inefficiency or incompleteness in job performance
- Negligence
- Failure to complete required training or education
- Specific job-related deficiencies
- Non-compliance with agency-wide policies, procedures, and directives

## **Conduct/Behavior**

- Falsification of any Agency records including time and attendance
- Unauthorized possession or use of funds or property
- Violation of Confidentiality, Code of Ethics, Corporate Compliance Plan, anti-Harassment policy and or other Agency policies and procedures.
- Conducting excessive personal business on the job (emailing, telephone calls, texting, Internet use and visitors)
- Lack of professionalism, illegal acts or other conduct that adversely affects the workplace.
- Dishonesty
- Insubordination
- Misuse or damage to Agency property
- Disrespectful/Disruptive behavior
- Violence or threats of violence
- An act detrimental to Harmonia, its clients or its employees

## **Attendance**

- Excessive Absences
- Lack of proper advance notification
- Unauthorized absence from work
- Excessive tardiness
- Leaving work early
- Excessive breaks

## **Progressive Supervisory Steps**

The Agency may, where it deems appropriate, follow a policy of constructive/progressive discipline. All discipline is intended to be constructive inasmuch as it is Harmonia's desire to provide employees with an opportunity to improve performance and/or behavior in order to meet expected performance and behavior standards. Feedback on the quality of each employee's performance is expected to be provided in regular supervision and periodic written

evaluations. Supervisory steps will be documented and serve to inform an employee of actions or job performance that does not meet Harmonia's standards.

Steps for improvement may precede termination in appropriate circumstances. Supervisors, at their discretion, supplement these with memos (Alerts) to the individual employees outlining problem areas in need of improvement. The objective is to provide corrected information to the employee with the goal of helping them succeed in their role. These memos will be made part of their personnel file. Available supervisory steps include.

- Verbal Notice – Conversation(s) with employees documented in the supervisor's desk file. A copy is forwarded to Human Resources.
- Written Notice (Alert) -- Documented in Supervisor and Employee file.
  - An "Alert" is a written notice in memorandum form and given to the employee, which reflects an area of performance or performances and/or behavior requiring immediate improvement. At the time you are delivering the Alert notice, and especially if this is not the first time this problem has been addressed, it may be necessary to place the employee on a Performance Improvement Plan (PIP). At the expiration of the PIP, the supervisor will prepare a memorandum for the employee containing a current assessment of the employee's performance/behavior. A copy of all memorandums will be provided to Human Resources. A Performance Improvement Plan is a formal document of behaviors or areas of performance needing improvement. It outlines specific expected standards, possible training needs and/or the benefit of working with a coach or mentor. The PIP should be specific with clear goals, objectives and timelines or review dates drawn up to closely supervise the employee's progress.
  - If the recommendation by the supervisor requires a Final Warning (probation) or termination, the matter will be referred to the CEO. Every effort will be made to resolve the problem. If a satisfactory resolution cannot be reached, then a decision to terminate may result.
  - If the employee put on "Alert" or a subsequent PIP is a supervisor, the written memorandum will be written by the director or program leader and go directly to the CEO.
  - Harmonia can terminate an employee's employment at any time during the "Alert" period.
- Final Warning (Probation) – Documented in Supervisor and Employee file. Probation is a written memorandum from the Supervisor, with the CEO's signature, stating a definite time period, not to exceed three months, during which the employee must make improvements in clearly specified areas of performance or face the possibility of termination.
  - An employee's employment can be terminated at any time during the probation period.

- Termination – Documented in Supervisor and Employee file.

These steps may be skipped or repeated, depending on all the applicable circumstances and supervisor discretion. Suspension without pending investigation with/without pay may be used after consultation with Human Resources.

**HR Policy: 402 – Transfer of Staff / Reorganization and Reassignment** – Harmonia may at its discretion and in accordance with operational needs, transfer employees within the agency. In making transfer decisions, however, Harmonia will seek to meet the needs of the employee whenever possible.

Transfers may also be made at the employee's request if the transfer corresponds with the needs of Harmonia.

If a current employee accepts a new position, the transfer should occur within a maximum six (6) month period. The date of transfer must be mutually agreeable with the affected department head.

If a position is eliminated or reduced in hours, notice will be given as early as possible to all affected employees. To the greatest extent possible, the Agency will attempt to place employees into other available and vacant positions, if their positions are eliminated.

When budgetary considerations allow, employees temporarily "laid off" may be recalled, or restored to positions in the same job group, or for which they may be otherwise qualified. Employees may be reassigned to positions with the same job title at other programs/sites within the Agency.

**HR Policy: 403 -- Resignation** – It is expected that all employees at the professional level will provide adequate written notice prior to resignation (30) days. All others may provide a two-week notice. **Psychiatrists and Nurse Practitioners will provide 60 days' notice.** Accrued vacation time, personal leave days, and sick leave shall not be included as part of the notice time. Any unused vacation days will be reimbursed employees in their final check, issued in the next regular payroll following their last day of employment. Vacation time may **not** be utilized in lieu of notice.

When the employee leaves employment at the Agency, he/she may be compensated for a maximum of 20 days accrued vacation leave. New employees who leave the Agency before their six (6) month anniversary will not be compensated for accrued vacation time.

An employee will forfeit and not be paid for unused earned vacation, if the employee fails to give sufficient notice of termination as outlined above, fails to complete all assignments satisfactorily as determined by their supervisor, or fails to return any Harmonia property including phone, laptop, keys, etc.

**HR Policy: 404 – Secondary Employment** – Secondary employment is defined as any service for which remuneration in cash or kind is received and which is not part of one’s duties as an employee of Harmonia Collaborative Care.

Harmonia respects the rights of our employees to engage in secondary employment. Certain Agency concerns must be safeguarded in the performance of secondary employment.

- Secondary employment must not be performed on paid Agency time (this creates a conflict of commitment).
- Secondary employment must not be performed at Agency locations.
- No Agency resources (material, equipment or staff) may be used in performing recruiting or arranging the secondary employment.
- No secondary employment clients may be recruited from Harmonia professional contacts.

*Employees of Harmonia are required to request approval for secondary employment if the secondary employment requires the same job skills and/or qualifications used in their job at Harmonia, or if it presents a real or perceived conflict of interest (refer to Harmonia’s Code of Ethics).*

*This request must be made in writing to the CEO and be approved prior to accepting the secondary employment. If the secondary employment negatively impacts the employee’s work at Harmonia, the Agency may withdraw the approval for secondary employment.*

## **500 – Hours of Work/Benefits/Compensation**

### **HR Policy: 500 – Office Hours**

Ordinarily the offices of Harmonia Collaborative Care are open from:

Monday: 9:00am – 5:00pm  
Tuesday: 9:00am – 7:00pm  
Wednesday: 9:00am – 6:00pm  
Thursday: 9:00am – 7:00pm  
Friday: 9:00am – 4:30pm

Exceptions will be based on client/program need.

- Work schedules vary throughout the agency as staffing needs and operational demands require. As a result, there are differences in starting and ending times and in the total number of hours scheduled each day and week.
- Generally, all full-time employees will work from 9:00am until 5:00pm with one hour for lunch unless the specific work requirements of the program require a different schedule or alternative arrangements are approved by the CEO. Full time employees are expected to work 35 hours per week. The format of the attendance records will include notations of vacation, personal leave, sick leave, and such dates will be kept on all staff.
- An employee's workday and work schedule will be determined by the employee's supervisor.
- An employee may be granted a flexible work schedule to facilitate evening hours for services to clients. The schedule must be approved by the supervisor.
  - A four-day work week or any other changes in an employee's schedule must have the number of hours agreed upon between the employee and the CEO. For example, a full-time employee must work 35 hours per week excluding meal periods.
  - Holidays that fall on an employee's flex day will be taken on any subsequent workday within the next two pay periods. Only seven (7) hours of holiday time for a 35-hour work week and 8 hours for a 40-hour work week may be accrued and taken regardless of the length of the employee's workday. The CEO or the Director of Finance and Administration can extend this time if a request is submitted in advance.
  - Your supervisor will attempt to discuss any changes in your "normal" or routine work schedule at least 72 hours before the change is implemented. However, it may be necessary to change your work schedule for a particular day, week, or undetermined period without notice depending on operational needs.
  - Failure to accept a schedule change may be considered insubordination and result in disciplinary action, up to and including termination.

- If you are eligible for overtime, all overtime worked must be approved in advance by your immediate supervisor. Time paid for vacation, holiday, agency leave or sick will not be taken into consideration when calculating overtime.
- Non-exempt employees will be paid for any additional hours beyond the scheduled work week, in accordance with federal and state laws.

**HR Policy: 501 – Compensatory Time** – There is no allowance for “comp” time should you work over your scheduled hours. Records should detail when time is earned and taken. Employees not in professional positions are to be paid at a rate of time and one-half for each hour worked in excess of 40 hours worked in a week.

**HR Policy: 502 – Breaks and Meal Periods**

Lunch and break periods are provided to allow employees time away from work.

- A paid 15-minute break period is granted to employees during the morning and afternoon.
- An unpaid meal period of 30 minutes but not greater than one hour is granted for a work shift of 6 hours or more.
- Employees may not work through the lunch and/or break periods in order to leave work earlier than the regularly scheduled workday.

**HR Policy: 503 – Employment Status** – Individual positions must meet Fair Labor Standards Act (FLSA) criteria for exempt status in order to make those employees exempt from minimum wage, some record keeping and overtime pay requirements of the Federal Wage and Hour Law. Employees classified as non-exempt are covered by the minimum wage, overtime pay, and recordkeeping statutes of the FLSA and applicable state regulations covering non-exempt time.

- **Non-exempt/Hourly** employees are paid an hourly rate of pay for hours worked up to 40 hours per week.
- Entry level hourly employees must work a minimum of 28 hours/week for six (6) months and demonstrate outstanding client satisfaction, reliability, and performance outcomes to be eligible for nonmandated fringe benefits including health insurance, retirement, and all other benefits.
- Non-exempt employees must be paid their regular hourly rate plus time and one-half for hours worked more than 40 hours worked per week. (See Employment Classifications and Definitions).
- **Exempt** employees are paid based on an annual salary regardless of hours worked per week. Exempt status is determined by law and is defined by the FLSA.
- Salaried, exempt employees may be required to work more than their normal schedule in a work week.

- The additional hours worked are considered part of the employee's job responsibilities. The additional hours are not financially compensated. (see Employment Classifications and Definitions).

## **EMPLOYMENT CLASSIFICATIONS AND DEFINITIONS**

### **Employee Class**

Regular – An employee hired to work on a regular basis for an indefinite period is classified as a regular employee. Such an employee may either be full time or part time, and either salaried or hourly.

Full-time – An employee who works in a year-round position with the expectation of working a minimum of thirty-five (35) hours per week.

Part-time – Any employee who works in a year-round position with the expectation of working less than thirty-five (35) hours per week. Part time employees who work an average of twenty (28) hours per week are eligible for prorated benefits based on their scheduled hours of work.

### **Fair Labor Standards Act – (FLSA) Status**

The Fair Labor Standards Act (FLSA) provides and exemption from the minimum wage and overtime requirements for any employee who is employed in a bona fide executive, administrative, or professional capacity.

Hourly / Non-exempt – An employee who is paid for each hour or portion of an hour worked each pay period. Typically, an hourly employee is required to submit accurate timesheets each pay period – e.g. must report number of hours worked each week.

Salaried / Exempt – An employee who works for a specified amount of compensation per pay period rather than a specified number of hours worked.

### **Other Status**

Temporary – An individual who is hired to perform a specific task and who is hired for a specific period of time. A temporary employee is not entitled to Agency benefits.

Student – A graduated student assigned to the Agency for field placement. A student is not entitled to Agency benefits.

Intern – A student assigned to Harmonia Collaborative Care as part of an academic sponsored program. This includes high school or undergraduate students who work for class credit or compensation. An intern is not entitled to Agency benefits.

Volunteer – An individual who works for the Agency without compensation.

Per Diem -- A counseling professional individual who is hired on a specific job, project, counseling and/or teaching assignment and is not entitled to Agency benefits.

#### **HR Policy: 504 – Pay Periods and Compensation**

Salaries for employees shall be paid biweekly. If a pay period ends on a recognized holiday or a non-scheduled working day, the pay day will be on the last scheduled working day before the holiday.

##### **504.1: Salary Features**

The ultimate responsibility for the administration of all salaries within the established rate schedule will rest with the CEO.

##### **504.2: Salaries**

Salaries are based upon job classifications and a starting wage range. An employee can be considered for movement based on a Cost-of-Living Adjustment (COLA) assuming that an individual has performed satisfactorily during the previous year. This continues until the individual is promoted or terminated. Accelerated movement is contingent on the annual wage adjustment (COLA) at the time of service, and an annual appraisal of the employee's performance. It should be noted that there may not be an increase in a given year due to funding.

#### **HR Policy: 505 – Salary Adjustments**

Harmonia Collaborative Care Board of Directors are informed at the time of budget review of plans for intended annual salary increases for the staff. Salary increments are awarded on the employee's anniversary date. At least six (6) months of continuous service are required before an employee is eligible to be considered for a merit increase. Thereafter meritorious movement is to be considered on an annual basis consistent with the outcome of the Agency's performance evaluation process.

#### **HR Policy 506 – Accelerated Movement from A Starting Wage to Job Rate**

Accelerated movement from the starting wage to a job rate can be adjusted.

#### Direct Deposit

Harmonia encourages staff to have their paycheck directly deposited into any financial institution of their choice.

- Employees are able to designate various dollar amounts to multiple accounts for direct deposit of their paycheck.

#### Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made,

contact the Finance Director immediately to ensure the proper steps to research the problem and to ensure any necessary correction is made promptly and accurately.

### **HR Policy: 507 – Timekeeping and Electronic Timesheets**

#### Timekeeping

All employees that use a smartphone should download and use the app: ESS MOBILE to record their working hours. Employees will be instructed how to do this during onboarding. If the employee does not have a smartphone, punching in and out can be done via the website [www.readypayonline.com](http://www.readypayonline.com).

#### ESS MOBILE APP

Once the application has been downloaded, there are a few pieces of information needed to login. The domain name is communityconcernwny. The user ID is the employee number and will be given to the employee during onboarding. The password is the last four digits of the employee's social security number. This information should not be shared amongst employees. No employee shall login and punch in or out for another employee. This is considered a fraudulent activity and is grounds for termination.

#### TIMESHEETS

For staff that do not possess a smartphone, a paper version of the timecard is available at the main office to be completed on a weekly basis.

#### CAREPANION CLIENT SHEETS

CarePanions should submit copies of their client signed sheets and updated schedules on a weekly basis to the Director of Finance for review. These are compared to the written or electronic time sheets for accuracy and verification.

#### ReadyPayOnline Website

Pay stubs and PTO accrual information is available online at [ReadyPayOnline.com](http://ReadyPayOnline.com). PTO accrual information is also available on the ESS MOBILE application.

Time off requests forms should be submitted to the employee's supervisor a minimum of two weeks in advance. Once approved, time off requests can be submitted via the app or the website. Electronic submissions should be done **after** the time off request form has been approved by the employee's supervisor. Any changes or corrections to submitted time off must be requested through the employee's supervisor and then forwarded to the Director of Finance.

### **HR Policy: 508 – Attendance and Dependability**

Attendance is an essential part of total job performance and is critical to the efficient operation of the Agency. Employees must report to work at the scheduled time.

- Excessive absences, lack of proper advance notification, unauthorized absence from work, excessive tardiness, leaving work early, excessive breaks, not returning promptly from breaks, constitute unsatisfactory performance and will result in corrective action up to and including termination of employment.

- An absence is defined as any occasion when an employee does not report for work or does not remain at work as scheduled regardless of the reason.
- Tardiness is defined as failing to report for work at the time scheduled and returning from breaks or meal periods late.
- Times away from work which are not included in this definition are scheduled days off, scheduled vacations, holidays, jury duty, personal leave, military duty, and FMLA.
  - This is required in order to provide continuity of coverage and to ensure appropriate client services.
- If an employee is going to be late or absent for any reason, the employee must notify his or her immediate supervisor as far in advance of the scheduled starting time as possible. The supervisor will inform any additional parties that have a need to know (e.g., front office manager, and the Dir. Of Finance for payroll purposes).
- It is the responsibility of the employee to ensure that proper notification is given.
- Another employee, friend or relative should not provide notification, unless an employee is incapacitated.
- Employees must promptly report an absence every day they are out for illness. Once the absence exceeds three (3) days the employee will need to present a note from their doctor, except in the case of extended illness, which is an absence of more than seven consecutive days, in which case the employee would be eligible for NYS Disability.
  - There is a seven (7) day waiting period for which no benefits are paid. Benefits begin on the eighth consecutive day of disability. (WCL §208).
- It is also imperative that all employees complete the Time and Attendance record/computer system in full and see that it is submitted and/or entered at the end of every pay period.
- Businesses thrive when there is teamwork. If one person doesn't show up it can have a detrimental effect on the ability of the Agency to run smoothly. An employee who fails to report an absence will be deemed to have a "no call, no show" incident and will be subject to corrective action up to and including termination of employment.
  - A no call/no show is defined as failing to contact the supervisor of his/her absence prior to the start of a scheduled workday.
- An employee who fails to report to work for three consecutive days without prior notification to his/her supervisor will be deemed to have voluntarily resigned employment.

## **600 – Time Away from Work**

### **HR Policy: 600 – Time Away from Work**

The benefits described in this section apply to regular full-time employees. Nurse practitioner benefits will be negotiated independently of this manual. (except as noted elsewhere in this manual).

### **HR Policy: 601 – Holidays**

Recognized holidays are:

New Year's Day

Labor Day

Martin Luther King Day\*

Columbus Day\*

President's Day*	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day

When the holiday falls on a Saturday, the preceding Friday shall be observed as the holiday. When the holiday falls on a Sunday, the following Monday will be observed. When the holiday falls within a scheduled vacation period, vacation may be extended to allow for the holiday. Employees who agree to work on a holiday marked with an \*(asterisk) that falls on a weekday to meet programmatic needs as determined by the CEO may observe the holiday any time within the next month.

#### **HR Policy: 602 -- Jury Duty**

On proof of necessity of jury service, a leave of absence will be granted to the employee. The employee will be reimbursed the difference between the jury duty salary and his/her regular salary. Should court related pay exceed the agency pay, no reimbursement will be made.

#### Employees are required to:

- Notify their supervisor as soon as possible, upon receiving notification of jury duty.
- Staff must also notify their supervisor the evening prior if they are required to report for jury duty the next morning.
- Provide supervisor with the certified form completed and obtained by the court clerk once dismissed from jury duty.
- Request a delay or excuse when the employee's absence will adversely affect the Agency operations.
- Maintain contact with their supervisor to provide essential service to their clients while on jury duty.

#### **HR Policy: 604 -- Weather-related leave**

It is Harmonia's goal to ensure employee safety. Our policy cannot anticipate every scenario so employees should use their best judgement in following our policy and, in cases of extreme weather, adhere to the advice of state and local officials who may issue state of emergency and subsequent travel restrictions. The CEO will make the determination regarding the need for essential workers to report to the office. All employees will be notified by their supervisor or CEO and provided with additional instructions.

When weather conditions prevent an employee from travel to work, only unpaid leave, or PTO time may be taken. Part-time employees working under 30 hours will not be eligible for

compensation for weather related absence from work. If weather conditions warrant closing of the agency, e.g., a driving ban,

#### **HR Policy: 605 – Military Leave**

Bonafide members of the National Guard or other United States Military Reserve forces may request military leave time. Leave time for summer training camps must be requested in advance and the individual will be reimbursed the difference between his/her military pay, excluding travel pays, and his/her regular pay. Should the individual's military salary exceed his regular pay, no dollar reimbursement shall be given.

#### **HR Policy: 606 – Unpaid Leave of Absence**

Leave of absence without pay may be granted by the CEO at his/her discretion. A written agreement for extended leaves will be negotiated and signed by the CEO and the employee which will specify: 1) length of leave period; 2) job status upon return to employment; 3) other relevant factors. The Agency will not continue to provide funds for maintenance of fringe benefits during an unpaid leave period that extends beyond one month. At the discretion of the CEO, the employee may continue to be carried on an Agency group health policy provided he/she reimbursed the Agency for the cost of the premiums. If an initially satisfactory plan for how the employee's work will be covered is determined by the Agency to be unsatisfactory, or if other factors change the merit of the plan, the employee on leave will be informed of the need to renegotiate the plan, return to work, or resign/be terminated.

#### **HR Policy: 607 – Limits on Leave and Paid Benefit Time Accrual While on Leave**

Failure to return to work at the end of an approved period of leave or when able to do so, (i.e., end of military service, not needed for jury duty, physically able to work, no longer needed to care for a sick family member) will result in terminations of employment.

The Agency reserves the right to require an employee to submit to an independent medical examination to determine ability or inability to return to work.

Absence from the workplace for any reason of more than three (3) months will result in termination of employment.

The Agency reserves the right to terminate any employee on leave for any reasons unrelated to the leave including, but not limited to, reorganization, downsizing, etc. An employee will cease to accrue further Agency paid benefit time during his/her leave from the Agency when the employee is on NYS disability or long-term disability and absent from the workplace for longer than 30 calendar days or when an employee exhausts all his/her earned, paid time, whichever occurs first. Employees on leave who use a combination of paid leave AND disability do not accrue paid leave time.

Employees returning from a leave of absence due to personal illness or injury will be required to provide a note from a health care provider verifying their ability to return to work.

## **HR Policy: 608 – Paid Leave Time – PTO**

Harmonia Collaborative Care recognizes that employees have a diverse need for time off. PTO provides you with the flexibility to use your time off to meet your personal needs, while recognizing your individual responsibility to manage your paid time off and to respect the needs of the Agency. This flexible approach to PTO combines vacation, sick, personal time, and bereavement and is part of your benefit package. PTO does not replace the holiday schedule.

Each employee is accountable to manage their own time wisely and to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies, or other situations that require time off from work. It is Harmonia's policy to provide time off to full-time employees. Part-time employees who work up to 29 hours/per week will continue to accrue time off at the rate of 1 hour for every 30 hours worked.

The amount of PTO one accrues each year is based on the length of service and accrues according to the following schedule:

1<sup>st</sup> year: 3 weeks + 12 holidays (at time of hire)

2<sup>nd</sup> year: 4 weeks + 12 holidays

3<sup>rd</sup> year: 5 weeks + 12 holidays

10<sup>th</sup> year: 6 weeks + 12 holidays

The introductory period is a critical time in employee development and time spent on the job is important so no PTO time will be approved for the first three months.

Employees will be able to rollover 2 weeks annually. This would mean that in addition to the time you are entitled to in the noted schedule, the employee would have an additional 2 weeks in the new year. Going forward, beginning in 2023, the rollover time must be used in the first quarter. For the full procedure, refer to the policy found in the Employee Handbook.

## **LEAVE DONATION**

Harmonia recognizes that employees may have a personal or family medical emergency or be affected by a major disaster, resulting in the need for additional time off in excess of their available PTO time. To address this need, all eligible employees will be allowed to donate accrued PTO time from the unused portion of their bank to a co-worker in need of additional paid time off. For more information, please refer to the Employee Handbook.

Every effort will be made to grant an employee his/her vacation during the requested time. However, temporary coverage while the employee is on vacation must be sufficient for the Agency to meet its obligations. A vacation schedule will be arranged in consultation with and the approval of the department/program supervisor. If an initially satisfactory vacation schedule is later determined to be unsatisfactory to the Agency, an employee's scheduled vacation may be changed. An employee must have been employed for a minimum of three (3)

months before vacation will be granted. Exceptions to all vacation policies may be granted by the CEO.



## **700 – Fringe Benefits**

Fringe benefits for employees whose work week varies will be negotiated at the time of employment, within legal and reasonable limits.

Full time employees are offered a benefit package as follows:

### **Policy: 701 – Health Insurance**

Optional group health insurance coverage will be offered to all full-time employees. An employee becomes eligible for insurance at the beginning of the following month after employment starts.

#### **701.1 Group life Insurance and Accidental Death and Dismemberment**

Group Term life /AD&D insurance provides death benefits for employees covered under basic employee benefit plans. Accidental Death and Dismemberment affords coverage for specific losses sustained as a result of any injury, subject to certain time limitations and exclusions.

Each employee is insured at 1.5 times his/her annual salary.

### **701.2 Short Term Disability**

To be eligible for short term disability, you must have become injured or ill while not at work but must be employed, or recently employed at the time of the illness or injury.

Disability benefits will pay 50% of your average wages (calculated over the prior eight weeks) up to a maximum of \$170 per week.

Benefits will begin on your eight consecutive day out of work; the first seven days are considered a waiting period. You can receive benefits for a maximum of 26 weeks in a 52- week period. You will receive payment every two weeks.

For pregnancy, women are covered for six weeks after a normal pregnancy and eight weeks after a Caesarian section (these lengths may be extended if there are complications). Women filing for post-childbirth benefits receive the same payment as those filing for other disabilities.

Medical costs are not covered by disability insurance.

### **701.3 – Retirement Insurance**

The Agency provides an employer defined contribution plan for eligible employees.

#### **Benefits Package**

- Full-time employees hired after January 1, 2016, are eligible for up to \$8,000 in benefits if they choose health insurance. This includes the premium costs of life insurance short-term disability, long-term disability, and retirement.

### **701.4 – Payroll Deduction**

At the written request of an employee, the Agency may deduct from an employee's paycheck for direct bond deposit, on the job banking, additional insurance coverage, or investment in an approved tax deferred annuity program.

### **701.5 – Liability and Malpractice Insurance**

Harmonia Collaborative Care Inc. is covered by insurance for liability and malpractice suits arising from delivery of services to Agency clients. This coverage excludes consulting psychiatrists and psychologists.

### **701.6 – Workers' Compensation**

All employees are covered by Workers' Compensation as required by law.

## **702 – Travel**

Use of a personal automobile for conducting Agency business will be reimbursed at a rate set and periodically revised by the Agency. Such travel shall be supported by expense reports that include point of origin and destination and beginning and ending mileage for each trip. Other incidental expenses (e.g., tolls and parking) should be supported by receipts, however, no personal meal expenses or tips will be reimbursed.

For approval outside a 100-mile radius of the agency, the gas and toll costs for travel by car will be reimbursed when receipts for those costs are provided.

If an employee's personal automobile is damaged while travelling for authorized Agency business, the Agency will reimburse the cost of the employee's deductible upon receipt of proper documentation. The Agency will not be responsible for any damage or personal injury if the employee/student does not have current liability and collision coverages.

## **800 – Regulatory and Legal Guidelines**

### **800 -- Job Related Out of Pocket Expenses**

Job related out of pocket expenses such as copying done outside the Agency, special supplies, etc. shall be reimbursed by the Agency, subject to budget restrictions and prior approval by the CEO. Any expense requires a receipt or documentation for reimbursement.

### **801 – Smoking Policy**

Article 13-E of the New York Public Health Law requires each employer in the state to adopt and implement a written smoking policy.

Harmonia Collaborative Care is a smoke-free site.

### **802 – Drug Free Workplace Policy**

In recognition of the dangers of chemical abuse, and in accordance with the Federal Drug Free Workplace Act, Harmonia Collaborative Care policy states:

1. Harmonia Collaborative Care maintains drug-free workplaces.
2. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Harmonia workplace. Actions will be taken against employees for violation of such prohibition up to and including termination.
3. As a condition of employment, all employees will abide by drug free workplace requirements and will notify Harmonia Collaborative Care in writing of his/her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
4. Within thirty (30) calendar days of receiving notice under item 3 above, with respect to any employee who is convicted, Harmonia Collaborative Care will:
  - a. Take appropriate personnel action against such an employee up to and including termination and/or
  - b. Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, local health, law enforcement, or other appropriate agency.
5. For any employee of programs whose funding regulations so require, Harmonia Collaborative Care must notify the funding source in writing within 10 calendar days after receiving notice from an employee or otherwise receiving actual notice of such conviction.

### **803 – Right to Express Breast Milk in The Workplace**

Harmonia adheres to the New York State labor law, Section 206-c, which protects the rights of nursing mothers in the workplace and prohibits discrimination against nursing mothers who decide to express milk during the day.

The New York State Nursing Mothers in the Workplace Act requires employers to provide break time for nursing female employees to express breast milk for up to three years after the birth of a child. This law is consistent with Harmonia's desire to provide an environment that recognizes and supports the work/life needs of our employees.

- For a period of up to three years following childbirth, Harmonia will provide a reasonable amount of unpaid break time each day to nursing mothers to express breast milk or permit a nursing mother to use paid brake time or mealtime each day to express breast milk.
- Harmonia will make “reasonable effort” to provide a room or other location in close proximity to the employee’s work area where the employee can express breast milk privately.
- The law prohibits any kind of discrimination against the employee who chooses to express breast milk in the workplace.
- Accommodations for this purpose may not include a bathroom stall or a storage area.

### **Employee’s Role**

It is the employee’s responsibility to approach her supervisor and request an accommodation.

### **Supervisor’s Role**

- The supervisor is encouraged to rearrange work schedules to accommodate an employee’s request to express breast milk during the workday.
  - Supervisors are to be flexible in accommodating an employee’s request at work. However, the law is not intended for employees to come in late and leave work early. If supervisors have a complicated situation or wish additional advice, they are encouraged to contact human resources.
  - Identify a “suitable location” for expressing breast milk at or within proximity to the employee’s work location.
  - A “suitable location” would include a comfortable room that is private and can be locked and contains a chair, a small table, electrical outlet and wastebasket (examples include: office, conference room, single-room restroom which can be locked).
  - A bathroom stall or storage area is not suitable.
- 
- The employee’s request to be afforded a “reasonable amount” of time to express breast milk at work must be accommodated. The employee may use paid or unpaid leave.
  - Since the law leaves undefined such terms as “reasonable amount,” Harmonia has determined that a reasonable amount of time for this purpose to be in the range of 20-30 minutes, two to three times per day.

### **804: Employee Privacy Policy**

In this age of the Internet where privacy has become an increasing concern, we take your privacy very seriously. The privacy and security of your personal data which we collect from you is important to us. It is equally important that you understand how we handle this data.

By accepting employment with Harmonia, you expressly acknowledge that you have read, understand and agree to all the terms of this Privacy Policy as outlined below and it may be modified by us from time to time with or without prior notice.

### Collection of Information

In the course of conducting our business and complying with federal, state, and local government regulations governing such matters as employment tax, insurance, etc., we must collect Personal Information from you. The nature of the information collected varies somewhat for each employee, depending on your employment responsibilities, your purposes, including those directly related to your employment with the Agency, and those required by government agencies.

Data collected may include, without limitation, such things as:

- Your name
- User ID's
- Phone numbers
- Email addresses
- Mailing addresses
- Banking and other financial data
- Government identification numbers, e.g. Social Security numbers, driver's license
- Date of Birth
- Gender, race, and ethnicity
- Health and disability data
- Family-related data, e.g. marital status
- Personal and health-related data for you and your family

The Agency will not knowingly collect or use Personal Data in any manner not consistent with this Policy, as it may be amended from time to time.

Because the Personal Information collected by Harmonia is necessary for business purposes, you are required to provide it. Your refusal or failure to provide the requested Personal Information may, therefore, disqualify you from employment with our Agency.

### **805.1 -- The Use of Information We Collect**

The Primary purposes for the collection, storage and/or use of your Personal Information include but are not limited to:

- Human Resources: We collect, store, analyze, and share (internally) Personal Information to attract, recruit, retain, and motivate our highly qualified workforce. This includes recruiting, compensation planning, succession planning, reorganization needs, performance assessment, training, employee benefit administration, compliance with applicable legal requirements, and communication with employees and/or their representatives.

- Business Processes and Management: Personal Information is used to run our organization's operations including, for example, scheduling work assignments, managing agency assets, reporting, and releasing public data (e.g., Annual Reports, etc.), and populating employee directories. Information may also be used to comply with government regulation.
- Safety and Security Management: We use such information as appropriate to ensure safety and protection of employees, assets, resources, and communities.
- Communication and Identification: We use your Personal Information to identify you and to communicate with you.

## **805.2 – Disclosure of Data**

The Agency acts to protect your personal information and ensure that unauthorized individuals do not have access to your information by using security measures to protect Personal Information. We will not knowingly disclose, sell or otherwise distribute your Personal Information with any third party without your knowledge and, where appropriate, your express written permission, except under the following circumstances:

Legal requests and investigations: We may disclose your personal information when such disclosure is reasonably necessary (i) to prevent fraud; (ii) to comply with any applicable statute, law, rule or regulation; or (iii) to comply with a court order.

Third-party vendors and service providers: We may, from time to time, outsource services, functions, or operations of our business to third-party service providers. When engaging in such outsourcing, it may be necessary for us to disclose your Personal Information to those service providers, e.g., a payroll service, a benefits provider. In some cases, the service providers may collect the Personal Information directly from you on your behalf. We will work with any such providers to restrict how the providers may access, use, and disclose your Information.

Business Transfers: During the term of your employment, we may buy other organizations, create new business units, or sell part or all of the Agency or its assets. It is likely that some or all of your Personal Information will be transferred to another organization as part of any such transaction. However, your Personal Information will remain subject to protection outlined in the then current Privacy Policy.

Protection of Agency and Other: We may release Personal Information when we believe release is necessary to comply with the law; enforce or apply our policies and other agreements; or protect the rights, property, or safety of the Agency, our employees, or others. This disclosure will never, however, include the selling, renting, sharing, or otherwise disclosing

your Personal Information for commercial purposes in violation of the commitments set forth in this Privacy Policy.

### **805.3 – Security of Your Personal Information**

We employ reasonable security measures and technologies, such as password protection, encryption, physical locks, etc., to protect the confidentiality of your Personal Information. If you are an employee with such authorization, it is imperative that you take the appropriate safeguards to protect such Information. Paper and other hard copy containing Personal Information (or any other confidential information) should be secured in a locked location when not in use. Computers and other access points should be secured when not in use by logging out or locking. Passwords and user IDs should be guarded and not shared. When no longer necessary for business purposes, paper and hard copies should be immediately destroyed using paper shredders or similar devices. Do not leave copies in unsecured locations waiting to be shredded or otherwise destroyed. Do not make or distribute unauthorized copies of documents or other tangible medium containing personal data. Electronic files containing Personal Information should only be stored on secure computers and not copied or otherwise shared with unauthorized individuals within or outside the Agency.

The Agency will make reasonable efforts to secure Personal Information stored or transmitted electronically secure from hackers or other persons who are not authorized to access such information.

Compliance with this privacy policy is important to the Agency. Any violation or potential violation of the Policy should be reported to Human Resources. The failure by any employee to follow these privacy policies may result in discipline up to and including termination of the employee. Any questions or suggestions regarding this policy may also be directed to the Human Resources Office.

### **805.4 – Updating and Accessing Your Personal Information**

You must promptly inform us when changes occur in the Personal Information you have provided so that we can maintain accurate information about you. Employees must promptly report changes in status as listed below:

- Name
- Address
- Telephone number
- Marital status

- Name and address of person(s) to notify in an emergency
- Life insurance beneficiary designation where applicable
- Medical coverage

Although you may update or change your information, we may maintain such Personal Information previously submitted in historical archives.

## **06 – Employment Verifications**

The Agency is concerned about security issues of its employees and of the Agency itself, Employees may not provide any of the following information to outside sources:

- Current or former employee information
- Employee lists or names
- Agency financial, proprietary, or other confidential information
- References for current or past employees, verbally or in writing
- Credit-related information

The Agency will:

- Comply with subpoenas, or court orders
- Require that all requests for your information be made in writing and directed to the Human Resources department.

## **807 – Policy on Harassment**

Harmonia Collaborative Care expressly prohibits any form of employee harassment including sexual harassment and discrimination of any kind. Harassment on the basis of sex is an unlawful discriminatory practice in violation of Sec. 703 of Title VII of the Civil Rights Act of 1964, and the New York Human Rights Law. The Civil Rights Law of 1991 makes additional provisions for victims of sexual harassment. Sexual harassment is a form of employee misconduct for which appropriate disciplinary action will be taken against individuals,

supervisors, and managers who knowingly allow such behavior to occur or continue.

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

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual.
3. Such conduct has the purpose or effect of unreasonable interference with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Harmonia Collaborative Care expressly prohibits any form of retaliatory action against any employee availing him/herself of the benefits of this policy and the procedure stated below.

### Complaint Procedure

It is the responsibility of each member of management to create an atmosphere free of harassment, sexual or otherwise. It is the responsibility of each employee to respect the rights of co-workers. If an employee experiences any job-related harassment, or has a related complaint, or believes he or she has been treated in an unlawful discriminatory manner, he/she should report the matter to their supervisor or Human Resources. If appropriate, Human Resources will conduct an investigation ensuring confidentiality to the greatest extent possible.

Anyone found guilty of sexual harassment will be dealt with according to the severity of the incident, which may warrant immediate termination of employment. Retaliatory behavior against an employee availing him/herself of the benefits of this policy will result in further disciplinary review.

Sexual harassment of an employee perpetrated by someone outside of the Agency will be investigated by Human Resources. If corrective action is unsuccessful, the charges will be referred to the NYS Department of Labor – Division of Human Rights.

**(This is a summary. The complete policy can be obtained in Human Resources)**

### **808 – Sexual Abuse and Molestation Prevention Policy**

Harmonia Collaborative Care, Inc. does not permit or allow sexual abuse or molestation to occur in the workplace or at any activity sponsored by or related to it. In order to make this “zero-tolerance” policy clear to all employees, volunteers, board members and interns/externs we have adopted mandatory procedures that requires employees, volunteers, board members and interns/externs and victims must follow when they learn of or witness sexual abuse or molestation. Sexual abuse takes the form of inappropriate sexual contact or interaction for the

gratification of the actor who is functioning as a caregiver and is responsible for the patient’s or child’s care. Sexual abuse includes sexual assault, exploitation, molestation or injury. It does not include sexual harassment, which is another form of behavior which is prohibited by Harmonia Collaborative Care, Inc.

### Reporting Procedures

All staff members who learn of sexual abuse being committed by a staff member against a client must immediately report it to the CEO. If the victim is an adult, the abuse will be reported by this designee to the local or state Adult Protective Services (716-858-6877). If a child is the victim, the designee will report it to the local or state Child Abuse Agency, New York

State Central Register at (1-800-342-3720). Appropriate family members of the victim must be notified immediately of suspected child abuse.

### Investigation and Follow Up

We take allegation of sexual abuse seriously. Once the allegation is reported, we will promptly, thoroughly, and impartially initiate an investigation to determine whether there is a reasonable basis to believe that sexual abuse has been committed. Our investigation may be undertaken by either an internal team or we may hire an independent third party. We will cooperate fully with any investigation conducted by law enforcement or regulatory agencies and we may refer the complaint and the result of our investigation to those agencies. We reserve the right to place the subject of the investigation on an involuntary leave of absence or reassign that person to responsibilities that do not involve personal contact with individuals or students. To the fullest extent possible, but consistent with our legal obligation to report suspected abuse to appropriate authorities, we will endeavor to keep the identities of the alleged victims and investigation subject confidential.

If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of the actor's relationship with our organization. There are a number of "red flags" that suggest someone is being sexually abused. They take the form of physical or behavioral evidence.

### Retaliation Prohibited

We prohibit retaliation against anyone, including an employee, volunteer, board member, student or individual, who in good faith reports sexual abuse, alleges that it is being committed or participates in the investigation. An employee who intentionally makes a false or malicious accusations of sexual abuse allegation of sexual abuse, or intentionally provides false information to that effect, will be subject to discipline, up to and including termination.

### **809 – Telecommuting**

Temporary telecommuting arrangements may be approved for non-exempt employees due to, but not limited to, the following circumstances such as inclement weather, illness, special projects, or business travel. These arrangements are approved upon completion of the appropriate form, and on an as-needed basis only by the employee's supervisor, with no expectation of ongoing continuance. Exempt employees may be eligible for a hybrid telecommuting schedule.

All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the Agency. All telecommuting work must first be approved by a supervisor.

**This is a summary. The complete policy can be found in Human Resources.**

## **810 – Electronic Mail (E-mail) and Internet Access**

### General Statement

Harmonia Collaborative Care provides an electronic mail system (E-mail) and Internet Access to employees who will enhance our abilities as well as communication. This policy sets forth permitted and prohibited uses of the Agency's communications system and Internet Access.

### Privacy

Harmonia Collaborative Care retains the right to monitor any and all aspects of its computer system on a periodic basis. This would include, but not be limited to: monitoring sites associates visit on the Internet; monitoring chat and news groups; site blocking; reviewing material downloaded or uploaded by Associates; and reviewing E-mail sent and received by employees. Employees waive any right to privacy in anything they create, store, send, or receive on agency sponsored equipment.

### Appropriate Usage

All employees must remember that internet activities from Harmonia Collaborative Care will be perceived as activities authorized by the agency. Employees shall not send or post messages that contain abusive or objectionable language, that defame or libel others, or that infringe on the privacy rights of others.

Employees shall not view, download, copy, send, post or access information that is illegal or obscene. Employees shall not use the internet in any way that would congest the network or interfere with the work of others, including the sending or posting of messages that are

intended or likely to result in the loss of the recipient's work or systems. Employees shall not participate in mass mailings.

### Client Records

All electronic correspondence regarding client information shall comply with HIPAA Privacy Rule Standards. There must be a current and signed authorization to release records before any email or other file containing client information is transferred via the Internet. Copies of all

files and messages must be attached to the client's medical record. Instant messaging with or about clients is prohibited. All email correspondence with a client shall be attached to the medical record.

### Downloading

Downloading of files or software can endanger the network at large, or the employee's individual PC to the threat of computer viruses. Do not download material from unknown sources or any file or software from non-agency sources. If you are in doubt, contact IT.

### Copying

Employees shall not engage in illegal copying of copyright protected works or make available copies of such work. Employees are responsible for observing copyright and licensing agreements that may apply to files, documents, and software they wish to download.

### Personal Usage

E-mail and the Internet is a resource which Harmonia Collaborative Care is providing to access information pertaining to agency related business. Personal usage of E-mail and the Internet during business hours should be kept to a minimum. Any personal usage should be conducted responsibly. Harmonia Collaborative Care also encourages the use of the Internet for self-motivated learning and development.

### E-Mail Access

Each employee will have their own E-mail address (i.e., Mary Smith's address would be [msmith@harmonia-care.org](mailto:msmith@harmonia-care.org)). Any E-mail should be treated as business correspondence and must be filed appropriately (i.e., medical records, etc.). No one may access or attempt to obtain access to another employee's communications without appropriate authorization. During a scheduled absence, an employee must coordinate coverage with appropriate staff for uninterrupted flow of E-mail.

### E-Mail Guidelines

First and foremost Harmonia's email is a form of professional communication so the tone of ones email should be appropriate for workplace.

1. Never open attachments from unknown sources.
2. Do not reply to unsolicited messages ("Spam") mail or other harassing or offensive mail.
3. As a business courtesy, respond to E-Mail within the same time period as one would to a regular business phone call.

4. Be clear, and concise, avoid sending long e-mail messages. Email enhances communications by **quickly disseminating information and providing fast response to general inquiries**. It also allows for quicker problem-solving and more streamlined business processes.
5. Email is used for many reasons; however, one should refrain from sending critical messages to co-workers. Deliver criticism in person.
6. Never use slang or vulgarities. Also be careful with humor. What you think is funny may not be funny to the other person.

### Disciplinary

Any unauthorized use or misuse of E-mail and/or the Internet by an employee may subject

#### **811: Employee Fraud Prevention with Deficit Reduction Provision**

The Agency is committed to preventing health care fraud and abuse and complying with applicable state and federal fraud and abuse laws. To ensure compliance with such laws, the Agency has mechanisms in place to detect and prevent fraud, waste, and abuse. This policy provides information to individuals employed by Harmonia, individuals providing services, supplies to the Agency, affiliated providers, consulting physicians and independent contractors and administrators, supervisors and members of the Board of Directors (collectively "Personnel") about the Agency's procedures to detect fraud, waste, and abuse including: 1) how to report concerns internally; 2) an overview of the Federal False Claims Program and Fraud Civil Remedies Acts and applicable state laws; and 3) whistleblower protections, as required by the Deficit Reduction Act of 2005. Questions regarding this policy should be directed to the Human Resources/Compliance Office.

**(This is a summary. To view all information regarding the Federal False Claims Amendment the Fraud Civil Remedies Act of 1986 or the NYS False Claims Act, please contact Human Resources)**

#### **812: Americans with Disabilities Act**

It is an employee's responsibility to notify Harmonia Collaborative Care and, to provide medical verification for any restriction placed on the employee's normal job duties where appropriate, due to illness or physical and/or mental condition. Upon such notification, Harmonia will discuss reasonable accommodations with the employee. Reasonable accommodations will be made in an effort to allow an employee to perform the essential job function.

Harmonia will offer reasonable accommodations whenever necessary for an employee or applicant with a disability, provided that the individual is otherwise qualified to safely perform the essential functions and assignments connected with the job and provided that any required accommodation would: (a) be effective, (b) reduce barriers to employment related to the person's disability, and (c) not entail undue hardship.

Individuals who may be eligible for reasonable accommodation are encouraged to contact the Human Resources department. Harmonia expects that employees who require accommodation be treated with understanding by other Harmonia employees. Human Resources will handle any questions concerning this policy in confidence.

### **813: Rights of Clients**

All covered individuals shall treat all clients with dignity and respect and afford every client their rights as specified in the Harmonia Policies.

All Harmonia clients shall be provided a notice of their rights upon admission to any Harmonia program. This shall be a written notice as defined in Harmonia Policy and Procedures on Client Rights and will be posted at all Harmonia offices in a conspicuous location.

### **814: Legal Compliance**

All activities performed by or on behalf of Harmonia Collaborative Care are to be conducted in compliance with all applicable laws and regulations. In order to maintain the Agency's integrity and provide quality service, all covered individuals shall personally conduct any business transaction with the utmost honesty, accuracy, fairness, and respect for others.

The following standards are intended to provide guidance to all covered individuals, and to assist them in their obligation to comply with applicable laws. These include, but are not limited to the following:

Billing. It is essential that all covered individuals refrain from any conduct that violates or could violate State or Federal laws or results in or could result in charges of fraud or abuse. All covered individuals will ensure that all billing claims accurately report the services delivered. Covered individuals will ensure that all billing claims accurately report the services delivered. No covered individual will knowingly produce or cause to be produced billing claims that are false, fictitious, or fraudulent. Any overpayments identified to be voided, and restitution made according to Harmonia Policy and Procedures Financial/Billing Policies and procedures. Harmonia has in place oversight systems designed to verify that claims are submitted only for the services provided and that services are billed as provided. Any covered individual aware of any violation in this area has a responsibility to notify a supervisor or the Agency Compliance /Human Resources department. The supervisor is responsible for reporting any violation to the Compliance/Human Resources department if not already informed.

Clinical Documentation. All covered individuals will ensure that all clinical documentation of services provided accurately reflects the actual services provided and billed. No covered individual will knowingly produce or cause to be produced clinical documentation that is false, fictitious, or fraudulent. Harmonia has in place oversight systems to verify that clinical

documentation accurately reflects services actually provided. These systems will emphasize the critical nature of complete and accurate documentation of all services provided. All covered individuals are responsible for maintaining current and accurate clinical records. No one may alter or falsify information in any record or document. Any covered individual aware of any violation in the area of responsibility must notify a Supervisor or the Compliance/Human Resources department. The Supervisor is responsible for reporting any violation to the Compliance/Human Resources department if the Compliance/Human Resources department has not already been informed.

Credentialing Requirements. All covered individuals requiring professional licenses, certification, or other credentials are responsible for maintaining the current status of their credentials, and shall comply at all times with federal and state requirements applicable to their respective disciplines. Harmonia is responsible for ensuring compliance and will require evidence of current licenses and credential status. Harmonia will not allow any covered individual to work without a valid current license or credential if one is required for their discipline, job function or program for which they provided services.

Licensing and Regulatory Compliance. All covered individuals must be properly informed and knowledgeable about, and ensure compliance with, all applicable laws and regulations governing our Agency. All covered individuals should immediately report any violation or suspected violation to their supervisor, administrative/management staff, or the Compliance/Human Resources department. All covered individuals are expected to fully cooperate and participate in all regulatory license reviews. Harmonia will always deal with regulatory bodies in a direct, honest, and open manner. Attempts to conceal, destroy, or alter documents, be untruthful, or to make misleading statements are serious policy violations.

Antitrust. Antitrust laws are designed to create a level playing field in the marketplace and to promote fair competition. Involvement in Antitrust activities is prohibited and is a reportable violation of policy. Examples of prohibited conduct include:

- Group boycotts, certain exclusive dealing, and price discrimination agreements
- Agreement to fix prices, collusion, or price sharing with competitors
- Unfair practices such as bribery, deception, intimidation, or similar practices

Tax. Harmonia as a tax exempt, not-for-profit entity is required to act in compliance with all applicable laws. Harmonia will ensure that resources are used in a manner to further the public good, rather than for the private or personal interests of any individual. The use of Harmonia's tax-exempt status for personal or non-business-related purchases is a violation of policy and is subject to disciplinary action. All covered individuals will refuse compensation resulting in payments that exceed fair market value, will accurately report all payments to appropriate taxing authority, and will file all tax and information returns in compliance.

Political Activity. Engaging in certain political activities could jeopardize the tax-exempt status of Harmonia Collaborative Care. Therefore, the following standards apply:

- Individuals shall not participate as a representative of Harmonia Collaborative Care in a political campaign on behalf of a candidate for public office, or contribute any money, property, or services at Harmonia Collaborative Care's expense to any political candidate, party, organization, or committee. Covered individuals may only participate and contribute personally or as individuals.
- Harmonia may publicly offer recommendations concerning legislation or regulations.
- Harmonia has many dealing with government officials. All contacts and transactions shall be conducted in an honest and ethical manner. No attempt will be made to influence decision making by offering anything of value. Any requests or any demands by any governing official should immediately be reported to the Compliance/Human Resources department.

Lobbying. Harmonia employees are expected to advocate for their clients as needed. Lobbying is a form of advocacy. However, excessive lobbying activities could jeopardize the tax-exempt status of Harmonia; thus, these activities must be managed. Covered individuals, when acting as a Harmonia representative, will complete necessary lobbying reports and documentation and should only engage in lobbying activities with knowledge and consent of their supervisor.

Equal Employment Opportunities. Harmonia is committed to the principals of fair employment practices and equal employment in the workplace. See also Equal Employment Opportunity.

Workplace Environment. The Agency is committed to be an Employer of Choice with a productive work climate, free of harassment. Harmonia strictly prohibits the use, possession, distribution, gift or sale of illegal drugs, drug paraphernalia, unauthorized substances, or the use of alcohol at any time on or off agency premises during work hours. Dangerous weapons including firearms, knives, explosives and other weapons that might be considered dangerous are prohibited in the workplace.

The Agency seeks to provide employees with a work environment that is safe, secure, and free of prejudice, harassments, threats, intimidation, and violence. See also Anti-harassment, Alcohol and Substance Abuse and Workplace Violence Protection.

Environmental. It is the policy of Harmonia to conduct business in a manner designed to conserve natural resources. Resources will be used appropriately and efficiently including recycling and disposing of all waste in accordance with laws and regulations.

#### **815: Protection of Harmonia's Assets**

Covered individuals shall strive to preserve and protect Harmonia's assets by making prudent and effective use of resources. It is essential that there be proper and accurate reporting of the finances of the agency.

Harmonia has established and maintains a high standard of accuracy and thoroughness in the documentation and reporting of all financial and clinical records. These records are essential for managing our business. All financial and clinical information and clinical documentation must reflect actual transactions and information and must conform to generally accepted accounting and clinical documentation principles. Harmonia will maintain a system of internal and external controls in accordance with existing laws and/or regulations governing Harmonia, as specified by the Board of Trustees to provide assurance that the Agency's assets are maintained appropriately.

Travel and related expenses should be consistent with covered individual's responsibilities. It is Harmonia's policy that covered individuals should not suffer a financial loss or gain as a result of business-related travel or entertainment. Covered individuals are to use reasonable judgment in the use of Harmonia's assets for these purposes.

## **Conclusion**

This handbook has briefly touched upon the principal benefits and obligations of working at Harmonia Collaborative Care. It is impossible, however, for any handbook to cover every situation that may arise in daily work. Harmonia encourages you to make your supervisor your first resource for any questions or concerns you may have related to your job duties, work assignments, job performance, policies, or practices.

Harmonia operates in a competitive and changing environment and there may be circumstances when federal, state, or local laws change or conflict with the provisions of this handbook. As a result, the Agency reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, practices, or procedures, in whole or in part, at any time with or without notice. The most current version of this Handbook can be found on the Harmonia website. Please sign the attached acknowledgement to verify receipt of this Handbook.



## Employee Acknowledgement

I have read and understood the contents of this handbook and I agree to act in accordance with these policies and procedures as a condition of employment with Harmonia Collaborative Care.

I understand that if I have questions or concerns at any time about the information presented in the handbook that I will contact my immediate supervisor or Human Resources.

Finally, I understand that the handbook contains an employment-at-will provision that states, "Either Harmonia Collaborative Care or I can terminate my employment relationship at any time, with or without cause and with or without notice (see notice requirements).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

**PLEASE RETURN SIGNED ACKNOWLEDGEMENT TO HUMAN RESOURCES.**