



PROGRESS INC.

EMPLOYEE HANDBOOK revised 2-2020



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History

Progress was founded by the Goodman and Powelson families as they sought independent living arrangements for their young adult sons.

In 1971, Billy Goodman and Tommy Powelson were two young men in their mid- twenties, still living at home with their families. Although Billy and Tommy had developmental disabilities, they wanted "their own place." They longed to live independently in the community. All they wanted was the opportunity to try to fulfill their dreams and achieve their goals.

But in the 70s, their options for any sort of adult, independent living arrangement were very limited. The Goodman and Powelson parents recognized that their sons' desires could not be accomplished living in a state institution. So they bought a house for Billy and Tommy to share, and hired support staff. In doing so they started what has since become one of the largest providers of residential supports to adults with developmental disabilities in Middle Tennessee.

Progress soon evolved and expanded the range of services offered. 1985 saw the establishment of a sheltered workshop under the name Tennessee Diversified Industries (TDI). Over time, Progress discontinued the sheltered workshop program and began to utilize available space for day services, including supported employment and community-based day supports.

Having identified a shortfall of supports available to adults with developmental disabilities in Cheatham County, Tennessee, Progress opened an office in Ashland City in 1997, offering supported living and day service options to individuals who might prefer to live in a rural environment.

Today, years after helping two young men realize their dream, Progress is considered to be a leader in Tennessee with an excellent reputation for providing a range of quality supports.

Mission

Progress promotes health, happiness and safety for adults with disabilities and senior adults needing care. We provide staff supports to bridge the gap between limited independence and the realization of the best possible life.

Code of Conduct

Progress Inc. is committed to the principles of integrity and ethics in its relationships with people served, their families/conservators/advocates, funding and regulatory agencies, other government entities, professionals and professional organizations, vendors and suppliers, and the general public.

First and foremost, Progress is dedicated to providing the highest quality of services to people served. In order to do so, Progress expects employees and board members to act honestly in their interactions with all parties, including but not limited to person(s) supported, their families, funding and regulatory agencies, other government entities, professionals and professional organizations, vendors and suppliers, and the general public.

Employees and board members must perform their duties in compliance with all federal, state, and local laws and regulations and in accordance with the guidelines set forth in this Code of Conduct. Violation of these guidelines may result in disciplinary action for employees and dismissal from the board for board members. Suspected violations of this Code of Conduct must be reported promptly to one's supervisor, program manager, department director, or executive director.

Employee and Board Member Expectations

1. Progress expects employees and board members to avoid any and all acts or appearances of impropriety or conflict of interest in conducting their affairs with or on behalf of Progress. Conflict of interest includes but is not limited to any transaction by or with Progress in which an employee or board member has a direct or indirect personal interest, or any transaction in which an employee cannot exercise impartial judgment or otherwise act in the best interests of Progress and person(s) supported by Progress. If a situation could reasonably be considered a conflict of interest or if any question arises about a particular relationship, employees must seek direction from their immediate supervisor. Board members are to seek the guidance of the Executive Director or the Chairman of their board.
2. Employees and board members are prohibited from accepting personal favors or benefits under circumstances that may be reasonably construed as influencing the employee or board member's official activities. The employee may not accept such favors and benefits on behalf of other individuals. No employee of Progress shall cast a vote, or take part in the final deliberation in any matter in which he or she, members of his or her immediate family or any organization to which the employee has allegiance, has a personal interest that may be seen as competing with the interest of Progress.
3. Employment of the full-time staff at Progress will always be considered primary; any employment outside of Progress will be considered secondary. Secondary employment must not represent a conflict of interest in employment.
4. Employees and board members must conduct themselves in a positive and courteous manner toward people supported by Progress. Mistreatment of any person supported in any form will not be tolerated. Prohibited activities include but are not limited to:

- a. Abuse, neglect or exploitation of an person supported receiving services
 - b. Using alcohol or illegal drugs while providing services to a person supported.
 - c. Procuring illegal drugs for person supported.
 - d. Procuring alcohol for any person supported unless that person is of legal age and whose consumption of alcohol is permitted under his/her Person Centered Support Plan (PCSP).
 - e. Soliciting gifts, money or favors from person(s) supported or from relatives, friends or acquaintances of person(s) supported. Gifts given on initiation by person(s) supported that are of more than nominal value may not be accepted.
 - f. Progress staff will not solicit funds themselves or encourage others to solicit funds from people supported for the purchase of any items including but not limited to: Girl Scout cookies, Mary Kay, Tupperware, coupon books, etc.
 - g. Knowingly mismanaging or misrepresenting a person(s) supported funds or violating approved Progress's financial policy.
 - h. Gambling, buying, selling, trading, borrowing or lending goods or money with person(s) supported.
 - i. Using relationships with, or clinical information obtained on, current or former person(s) supported by Progress to take unfair advantage of a person(s) supported, their relatives, friends, or personal acquaintances.
 - j. Engaging in sexual relationships, any type of sexual conduct, or otherwise taking sexual advantage of any person(s) supported. Any of these actions would constitute sexual assault. Consent of the person(s) supported shall not be a defense to disciplinary action under this subsection.
 - k. Any inappropriate physical and verbal conduct with a person(s) supported.
5. Employees and board members must comply with applicable laws, regulations, and policies and procedures to ensure that each person(s) supported, regardless of payment source or level of reimbursement, receives the same high quality, cost-effective services.

Additional Employee Expectations

By nature of their responsibilities, employees of Progress must be constantly vigilant with regard to their behavior with and on behalf of the person(s) supported they serve. In this regard, employees are expected to:

- 1. Immediately report incidents of person(s) supported, abuse, neglect, and/or exploitation whether committed by themselves, fellow employees or others.
- 2. Maintain accurate and timely records and documentation with regard to services delivered to consumers, including clinical, medical, billing, person(s) supported's funds, personnel, payroll and accounting records.
- 3. Always act in the person(s) supported's best interests, respect their rights, and demonstrate a commitment to providing high quality and effective services.

4. Adhere to the training provided, including Progress policies and procedures, in carrying out their duties as employees of Progress; seek clarification when in doubt; and cooperate with others, including fellow employees, supervisors and others involved in the provision of services to person(s) supported.
5. Conduct all marketing, public relations, community outreach and other such related activities in a manner that adheres to ethical standards for such work, protects the confidentiality of person(s) supported by Progress, and promotes person(s) supported in a positive way.
6. Be courteous and respectful of all persons with whom they have contact in the course of the performance of their duties as employees of Progress, including, but not limited to, the prompt return of phone calls and emails and compliance with Progress's business standards in all written and electronic correspondence.
7. New or different rules or procedures may be implemented in effort to protect staff and those supported by Progress in response to external factors beyond Progress' control. Progress Inc. reserves the right to require employees to comply with new procedures or rules. An example could be requiring staff to wear masks during COVID surges.
Progress also expects all staff to follow the rules and procedures of other entities during their time working there as a Progress Inc. employee. An example could be that of a job coach working at a retailer that has a dress code / uniform or that may require masking.
The job coach or any Progress employee considered to be working or on-the-clock at another business is expected to abide by the same rules that business has for its own employees.

Additionally, Progress expects that employees will not:

1. Disclose confidential information about person(s) supported without proper authorization.
2. Discuss confidential information about person(s) supported in public or within earshot of others who have no right to that information.
3. Provide false or misleading information to any party conducting an external or internal investigation.
4. Tamper with or alter any documents or records.
5. Discriminate and/or retaliate in any way against person(s) supported, fellow employees or others.
6. Sleep during working hours.
7. Leave person(s) served without supervision from approved staff, family member or natural support.
8. Report late to or leave a shift without proper supervisory notification and staff coverage (based on documented staffing requirements).
9. Engage in personal business or other activities during working hours to the detriment of the care and oversight of those served.
10. Falsify, abuse, waste, or steal the property or records of Progress, its person(s) supported, fellow employees, vendors or suppliers, or others.

11. Fight, assault, intimidate, or otherwise cause disruption of business or services on Progress premises or in the community while carrying out their duties as employees of Progress.
12. NO WEAPONS of any kind are allowed in the presence of any person supported by a Progress employee. Weapons are not allowed in personal or company vehicles, on person, or in any work location.
13. Report for duty under the influence of alcohol or illegal drugs, or while under the influence of duly-prescribed medication that has the effect of compromising one's ability to perform his or her duties effectively.
14. Violate safety rules or practices or otherwise endanger the health or safety of themselves or others.
15. Speak with the media regarding Progress or person(s) supported by Progress.
16. Misuse in any way the electronic, physical or financial resources of Progress.

NOTE: THE ABOVE LIST IS NOT EXCLUSIVE OR COMPLETE. THESE ARE EXAMPLES OF THE RULES OF CONDUCT TO WHICH EACH PROGRESS EMPLOYEE IS EXPECTED TO ADHERE. PROGRESS RESERVES THE RIGHT TO TAKE DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION, AGAINST ANY EMPLOYEE WHOSE CONDUCT IS DEEMED INAPPROPRIATE BY PROGRESS.

Support Issues: People Served and Staff

People should always be supported with a safe and person-centered focus consistent with the mission of Progress and their desired outcomes, including but not limited to the areas below. Employees not following these critical procedures of supports are subject to disciplinary action, up to and including termination.

1. Supports should always be provided using “dignity of risk” approaches. The use of restraints, withholding privileges or restricting rights is strictly prohibited without a formal approval process.
2. People supported by Progress should always be supported in a manner that protects them from potential harm. All Progress staff should support this initiative in various ways (risk assessments, abuse and neglect prevention, fire safety, home visits, fall prevention, proper medication administration, healthy living conditions etc.)
3. People supported or their duly appointed legal representative/conservator will participate in the hiring of their staff whenever possible.
4. Progress Inc. complies with Title VI ensuring the equality of services offered and provided. All employees, people supported, and stakeholders are informed of their duties and rights under Title VI annually.
5. In the event that the person being supported expresses desire to no longer be supported by a specific staff person or Progress Inc., then management will work with that person to resolve differences. If there is no solution to the conflict and the situation warrants, then Progress will attempt to provide replacement staff and offer the staff person another position, if available.
6. Progress follows the principles of person centered planning and practice for all people who receive supports from us. Therefore, any change to the type or method of service delivery will be initiated by the person(s) supported or their conservator. Any Progress staff besides a Program Manager or Program Director may not initiate discussions with the personnel of any outside entities or family members/conservators regarding any changes or transition of a person served by Progress.
7. Any concern about the type of support people served need should be communicated directly to the Program Manager or Director for presentation to the person(s) supported, conservator and possibly the circle of support. Upon discovery that any staff person besides the Program Manager or Director of Programs has done so will be subject to disciplinary action up to and including termination.

WORK-SITE BEHAVIOR:

Important Things to Remember:

1. Be careful about what information you share: Don't discuss personal problems with fellow staff or the person(s) supported.
2. Speak ONLY with your supervisor about issues you may be having with your job NOT the person(s) supported's, family, ISC or other stakeholders.
3. SCA's should bring a cooler for lunch instead of using a person(s) supported's refrigerator.
4. If a person(s) served, family or other stakeholder is unhappy with the services provided by Progress, give them your supervisor's phone number. Let your supervisor know immediately.
5. Do not shop for yourself (unless a Live In Companion) while shopping for your person(s) supported.
6. Do not accept gifts from person(s) supported or their family members.
7. Do not bring laptops or tablets to your work location. Progress is not liable for any lost, stolen or damaged personal property brought to the work location.
8. Do not use the person(s) supported's telephone or cell phone for personal calls while on duty.
9. Do not discuss your political, religious or ANY other personal views with person(s) supported.
10. There is no smoking allowed inside any Progress work location. If you smoke, do not discard your cigarette butts outside the person(s) supported's home. No smoking is allowed in any Progress vehicle and no personal vehicle when client is present.
11. Without express permission from the supervisor and circle of support, do not post photos or share information about person(s) supported on social media.
12. While on company time stay focused on your tasks. Find something that needs to be done.
13. Unless permission is given, do not provide a client's personal email addresses.
14. Sleeping on the job is prohibited. Overnight staff are expected to remain alert and always find something to do.
15. DSP's may never leave their person supported alone in any situation unless express permission is expressed in the person's ISP / PCSP.

IF YOU'RE NOT SURE, ASK YOUR SUPERVISOR FIRST!

Non Discrimination Policy

Progress is an equal opportunity employer. In accordance with Title VI, Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1967 and the Americans with Disabilities Act (ADA) of 1990, Progress Inc. does not discriminate against employees or prospective employees on the basis of his/her race, color, religion, gender, sexual orientation, national origin, disability, or age.

No person shall be excluded by Progress Inc. from participation in, be denied benefits of, or be otherwise subjective to discrimination in the application of funding, grants or employment practices on the basis of handicap or disability, age, race, color, religion, gender, national origin or limited English proficiency or any other classification protected by federal or state law.

Progress strives to always hire the most suitable candidate for the position. All prospective applicants must meet the minimum staff requirements below, complete employee orientation and all required pre-service training.

Minimum Staff Requirements

- Must be at least (20) twenty years of age.
- Must possess a valid driver's license and valid automobile insurance.
- Must be able to read, write, and orally communicate adequately in English.
- Must be able to pass a state and national criminal background check. **No felony convictions are permitted and certain misdemeanor convictions may also prohibit employment. Criminal background and registry checks may be done at future intervals throughout employment and must remain acceptable.

**Applicants that do not return an acceptable criminal background check may submit a request for an exemption to be reviewed by the Executive Director. For exceptions for felony convictions, there is an exception request process that must be submitted to DIDD and Progress must wait on their approval process.

- Must not be listed on any registries that report Abuse or Sexual Offenses.
- Must not be listed on any of the following registries: List of Excluded Individuals / Entities (LEIE / OIG), SAM, ICOTS, TN Felony Offender.
- Must be able to have previous 5 years of employment history or activities verified.
- Must have a good driving record. No more than (3) three moving violations (speeding, failure to stop, tailgating, following too close, etc.) in past (3) three years OR any combination of more than (3) three violations and accidents in past (3) three years.
- Must satisfy requirements of Department of Health for Tuberculosis testing.
- Must pass all pre-service training courses prior to beginning work.
- Must NOT falsify the employment application in any way, including through omission.

Orientation Process:

The primary purpose of *New Employee Orientation* is to provide basic information to newly hired employees about Progress Inc.'s mission, values, goals, policies, procedures, and benefits, as well as information related to his/her specific job. All orientation and training is given during normal business hours.

- Once a supervisor has extended an offer of employment and the applicant has successfully had all their employment history and references verified then Human Resources will schedule *New Employee Orientation*. This orientation is comprised of reviewing and signing important policies, discussing specific procedures for timekeeping and required documentation and discussing the schedule for upcoming pre-service training.
- At the conclusion of *New Employee Orientation* with Human Resources, all newly hired staff will receive a "checklist" that consist of a schedule of required pre-service training and list of any documents still needing to be submitted (Driver's License, TB Test, Vehicle Insurance, SS Card / Birth Certificates or other I-9 documents). All newly hired staff must provide evidence of a negative TB test if it is determined as required by the TB Risk Assessment tool.
- Newly hired staff will typically have their position specific training directly preceding or after HR's orientation. A representative from the department the new staff will be working in will meet with the new staff and orient them to specific policies and procedures related to performing one's duties.

Background and Registry Requirements:

- Initial criminal background checks are required on all staff prior to being able to provide services to any person(s) supported. No staff is allowed to work prior to a satisfactory background check being returned. If a staff's job duties change to include direct contact with a service recipient then they are required to have a new background check within 10 days. A satisfactory check must be returned. Certain misdemeanor convictions may prevent a prospective employee from being able to be hired and no person may be hired that has a felony conviction unless there is an exception granted from the applicable oversight body (DIDD, ECF Choices, Choices) that the new staff will be working under or the Director of HR or Executive Director.
- TN Felony Offender, ICOTS and abuse registry checks will be conducted annually for all staff.
- All staff will have monthly checks completed using the List of Excluded Individuals / Entities LEIE / OIG registry AND the SAM (System for Award Management).

Training: Initial and Ongoing

1. No newly hired staff is allowed to begin working alone with a person(s) supported until all required training is completed and the okay has been provided to the staff's manager by the HR department.
2. Pre-service training for ECF or DIDD staff is comprised of approximately 40 hours of combined online (Relias) training and classroom based training (CPR, First Aid and Medication Administration). Additional hours of training may be required as 'shadowing' hours that are accomplished by shadowing a seasoned employee at one or more person(s) supported home in the specific service that they will be providing. Job coaches will require additional training not included in the 40 hours listed above.
3. Senior Care Attendants (SCA's) will have approximately 10 hours of combined online and classroom training. SCA's are also required up to 16 hours of shadowing with a seasoned employee providing the same service that they will be providing once fully trained.
4. SCA staff are REQUIRED to attend at least 4 MANDATORY staff meetings throughout the year held at predetermined times and location. Failure to attend mandatory meetings or training sessions is grounds for disciplinary action up to and including termination. Staff will be provided advanced notice of the date and time of all meetings.
5. SCA's are required to obtain at least 12 hours of ongoing training annually. This will be obtained through quarterly staff meetings and through annual refreshers of Title VI, HIPPA and OSHA training and bi-annual recertification of CPR / First Aid. Additional relevant training will be assigned as needed by supervisor and based on person(s) supported's specific needs / changes.
6. All staff are required to be trained on the specific needs of person(s) supported prior to working with them. Additional training will be provided as needed or when there is a change to the person(s) supported's PCSP, at least annually.
7. All staff will be required to do initial and ongoing educational training for abuse and neglect prevention, caring / servicing elderly and disabled person(s) supported's, the federal false claims act, whistleblower protection, critical incident management, service delivery documentation, and using EVV (Electronic Visit Verification) system when applicable (Senior Services).
8. Staff is expected to keep up with their own training and subsequent due dates. At a minimum, CPR/First Aid is required every two (2) years, Relias refreshers required annually, and training specific to the person(s) supported at least annually.
9. All initial Pre-Service training that occurs during the first 90 days of employment is paid at \$7.25 per hour regardless of regular rate of pay.
10. As discussed during orientation, all training hours for new employees should be placed on a *New Hire Time-sheet*. New Staff will **NOT** be permitted to begin working until all required training and documentation has been received by the HR Department.

Initial Review Period:

POLICY:

An initial review period allows Progress Inc. and the employee an opportunity to evaluate his/her interest in the job and his/her ability to carry out its requirements. Progress is an “at will” employer operating in an “at will” state.

PRACTICE:

1. The first 90 days of employment for all new employees, transferred, or newly promoted employees is considered to be an initial review period. Position transfers cannot be requested until after 90 days on-the-job without Program Director approval. Transfers should be initiated by informing the current supervisor of the desire to transfer departments. All transfers require a two-week notice.
2. During the review period, the employee’s job performance will be carefully observed to determine if the newly hired employee is able to perform the requirements of the job when fully trained. As they become apparent, areas for development will be brought to the employee’s attention for appropriate action.
3. **In no case**, does successful completion of the initial period guarantee continued or permanent employment.
4. **Insurance benefits** – All permanent Full-Time employees MUST enroll / decline coverage BEFORE their 60th day of Full-Time employment. Coverage is effective the 1st day of the month AFTER the 90th day of employment.
5. There is no company matching in the 401k plan until after the 90 day review period.

Performance Review Policy:

POLICY:

At any time, supervisors may choose to provide an evaluation for feedback and improvement. At a minimum, employees should receive an annual evaluation consistent with their hire (anniversary) date. Evaluations should never be solely considered to be tied to wage increases.

PRACTICE:

When an employee receives a performance review, the supervisor may deem it necessary to place the employee on a probationary period to correct performance deficits. At this time, if uncertain, the employee should clarify work expectations for the remainder of the review period.

Compensation:

Progress considers the workweek to be 12:01 AM Monday until Sunday at 12:00 Midnight. Progress Inc. pays employees twice each month, on the 1st business day each month and the 16th of each month. If the 16th of the month falls on a Saturday, Sunday or holiday, employees are paid on the last working day immediately preceding the 16th. Timesheets must be submitted on the 1st or 16th for the next pay period. Initial pay for new staff is 2 weeks behind.

1. Progress considers staff working a permanent regular schedule of 32+ hours to be full time. Hours worked over 40 in a designated workweek are compensated at 1.5 times the hourly rate. Supervisors must pre-approve all overtime worked.
2. At the time of this revision, the starting wage for any DSP or Senior Care Attendant is \$12.50 per hour. There may be an increase in starting wage based upon: budget availability, complexity of work assignment, shift premium, work location, and past experience.
3. Any future pay increase is dependent upon the financial ability / status of the company and ongoing performance of the employee and annual performance evaluations.
4. Payroll changes (deductions, withholding (W-4) status, or Direct Deposit) must be submitted in writing at least fourteen working days prior to check issue date.
5. Checks will not be released to anyone other than the payee unless a written authorization from the payee is received.
6. Progress will not loan money to employees. In hardship situations, at a maximum of once per year, Progress will advance an amount from the employee's NEXT paycheck. The amount can be no greater than 50% of the employee's typical net pay. This must be approved by the Director of Fiscal Services.
7. In the event that a paycheck is lost or stolen after delivery to the employee, Progress Inc. must be notified immediately for a stop-payment notice to be placed on the check. Progress Inc. is unable to take responsibility for lost or stolen paychecks. If a stop payment is unable to be made, such as in the case the check has been chased, the employee is responsible for the loss.
8. If an error on an employee's paycheck should occur, the employee should bring the discrepancy to the attention of his or her supervisor promptly so that corrections can be made as quickly as possible.

Mileage Reimbursement

- 1.) Any mileage eligible for reimbursement is paid at .32 per mile. Mileage logs must be submitted to supervisors for approval by the 1st working day each month. Mileage is paid on the 16th of the following month.
- 2.) Any shift worked that is two (2) hours or **less** is eligible for mileage reimbursement up to a total of 30 miles roundtrip. Mileage paid will not exceed 30 miles total.
- 3.) Any shift worked that is two (2) hours or **more** is eligible for mileage reimbursement for only the miles in excess of 25 miles each way. Mileage paid will not exceed 25 miles each way for a maximum of 50 miles total.
- 4.) Staff that travel from one work location directly to a second or subsequent work location on the same day are paid their hourly rate for the actual time between shifts. Not to exceed 2 hours. (This does not apply to ECF Community Integration assignments.)
- 5.) SCA staff is limited to a maximum reimbursement of 15 miles per day round trip for any errands or appointments the person(s) supported requires. Any exceptions will need supervisor's approval.
- 6.) Google maps, Yahoo maps etc. will be used to calculate distance or drive time when required. Mileage is calculated by using the address provided to the HR Department on the *Updated Employee Information* form.

TIME SHEETS: DSPs

POLICY:

All staff working with people in a DIDD or ECF program are required to enter all time worked each day using TIMAS or the appropriate timesheet. Progress strives to pay all staff accurately, thus any payroll mistake should be brought to the attention of one's supervisor immediately for correction.

PRACTICE:

1. Paper time sheets and TIMAS time sheets **MUST** be signed and approved by the employee on their due date (1st and 16th of the month).
2. Employees that do not sign and submit their timesheets within 48 hours after the end of a pay period may receive disciplinary action up to and including termination.
3. Timesheets not approved and submitted within 48 hours of the due date will result in direct deposit being withheld. In these cases, staff will have to pick-up a paper check after 3:00 on payday. Any outstanding time-sheet must be signed and approved at this time to receive the paycheck.
4. DSP staff should choose the appropriate category in TIMAS describing their time worked or not worked from the drop-down box on their daily entry (i.e. PTO, Regular Pay, Holiday, etc.). Companions have additional drop down options describing hours worked not on their regular schedule (i.e. up at night, medical appointments, person(s) supported home sick, etc.) If time worked needs to be adjusted, contact supervisor soon as possible.

TIME SHEETS – SCAs

Senior Care Staff will track their time worked **TWO** different ways.

Progress paper time-sheets are required from all employees on the 1st and 16th of each month, unless the due date is specified otherwise on the time sheet. This is an internally utilized time sheet to document actual hours worked for the payroll department to determine the amount to be paid. In order to be paid timely and accurately, it is crucial that all staff's time sheets be submitted by the due date on the time sheet, no exceptions. Employees failing to submit their timesheet by the due date are subject to delayed pay and disciplinary action. Any employee falsifying time worked is subject to immediate termination.

Secondly, all Senior Care Attendants will record their time-worked at the work location by using a tablet (Healthstar or Sandata) that is in the home or on separate paper documentation if there is no tablet. This is how Progress communicates the services provided to the insurance companies for billing purposes. The manager will train SCA staff on the correct time-keeping procedure for their work location during orientation.

Time Sheet Rules:

1. Each employee is required to complete his/her own time sheet. Filling out another employee's time record or falsifying any time records are serious offenses and constitute grounds for disciplinary action, including termination.
2. Employees failing to submit a time-sheet by the due date will have their time-sheet completed by their supervisor solely based upon known hours worked for that direct supervisor.
3. Progress strives to pay all staff accurately, thus any payroll mistake should be brought to the attention of one's supervisor immediately. Payroll mistakes resulting from a timesheet not being submitted on-time or mistake made by the staff when completing the time sheet will NOT be corrected until the following pay period.

End of Employment:

1. All employees are expected to give written notice of their intent to resign. Employees are required to give a minimum two (2) weeks notice and those in a “live-in companion” position should provide a (30) thirty day notice. Such notice generally allows sufficient time to find appropriate staff and to bring the job to a satisfactory conclusion. Failure to provide an adequate notice may result in the employee being deemed as ineligible for rehire. Discharged employees will NOT receive payment for any unused accrued PTO or vacation time.
2. Progress Inc. retains the right to determine if the employee who resigned will be allowed to work the full notice period. The agreed upon notice period must be completed in full without absence in order for an employee to receive payment for any unused accrued PTO or vacation time. Accrued PTO / Vacation time can NOT be used during the notice period.
3. Any employee who is absent from work 3 consecutive working days without contacting his/her immediate supervisor with excuse and reasonable documentation will be discharged for “job abandonment” and subject to being noted as ineligible for rehire. Proper documentation within a reasonable time-frame will be required for reinstatement.
4. Typically, Progress Inc. will attempt to apply its progressive discipline policy when deemed appropriate. Progress Inc. is an “At-Will” employer and reserves the right to terminate employment at any point and time with or without prior warnings.
5. The Human Resource Department will attempt to conduct an exit interview when possible.
6. Upon termination, the employee may continue his/her health coverage under COBRA extension, provided the employee complies with enrollment guidelines and pays premiums. Information regarding an employee’s right to continue his/her insurance through COBRA will be provided from the current provider soon after termination. All supplemental insurance may be converted to an individual plan by contacting the provider. Contact your health insurance provider if you have not received COBRA enrollment information within 2 weeks.

EMPLOYEE BENEFITS:

Summary of Benefits

Progress Inc. provides health insurance and other supplemental insurance coverage to its permanent full time staff. A fixed amount, based on the annually approved fiscal budget, will be paid toward the employee's monthly insurance cost by Progress. Employees pay the remaining cost of their selected insurance coverage through semi-monthly payroll deductions. **Any Full-Time staff that declines or otherwise misses shifts causing one to have less than 32 hours worked for any two (2) workweeks during any four (4) week period is subject to losing their Full-Time status and being changed to Part-Time.**

1. **Health Related:** A group major medical plan is offered to permanent full-time employees. Health related benefits also include optional dental, vision, disability and supplemental insurance benefits. Permanent full-time employees are eligible for health-related benefits on the first day of the month following successful completion of their 90 day waiting period. *Any part-time employee seeking health insurance that has recently transferred to a permanent full-time position from a non-eligible position must work in their full-time position an additional 90 days and attend an enrollment meeting within the first 30 days before obtaining health benefits. Any eligible employees who elect insurance benefits must attend an insurance enrollment meeting within 30 days of their hire date or date of becoming full-time. Those who fail to attend an enrollment meeting may be forced to wait until the next open enrollment period.*
2. **Company paid life insurance:** Progress pays the premium for a \$10,000 group life policy for all full-time employees. These employees may choose to add a spouse and increase coverage at their own expense.
3. **Retirement Benefits:** Progress Inc. employees may participate in the agency's 401K retirement program. Any full-time or part-time employee working at least 20 hours per week, who is at least 21 years of age, is eligible to participate in the Progress plan. Eligible employees can participate from date of hire if enrolled; employer matching funds are added after successful completion of the 90-day probationary period. Employees who want additional information should contact the Director of Fiscal Services or Payroll and Benefits Administrator.
4. **Employee Assistance Program:** EAP is available through Aetna Resources for Living. 1-866-754-4560.

- 5. Unpaid Leave of Absence** – In certain situations when an employee does not qualify for FMLA and / or has no PTO or vacation it may be approved on a case by case basis to take an unpaid leave of absence (LOA). This could be a situation of a Part-Time employee that doesn't receive PTO and doesn't qualify for FMLA at the time or it could be a Full-Time employee that has exhausted all other leave. There are several factors that the supervisor must consider for approval, such as: staffing availability, length of time, person(s) supported needs, and employee performance. The maximum amount of time to be considered for an unpaid LOA with supervisor approval is 8 weeks. Request for LOA need to be in writing detailing the reason needed, valid contact number for employee, and projected time of return. If at any time during the employee's LOA it is determined the position can no longer be held open, the supervisor will attempt to contact the employee to return with 3 days notice. Full-Time employees with insurance taking unpaid LOA will need to make payment for the total cost (*amount normally deducted from check PLUS employer paid portion*) of all benefits for the entire period absent BEFORE beginning one's leave. Payment must be made in full PRIOR to beginning one's leave in order for benefits to be maintained. Supervisors will submit the written approved request from the employee with a COS citing the LOA to Human Resources.

Legally Required Benefits:

The following employee benefits are provided in accordance with federal employment law.

Workers' Compensation protects an employee from medical expenses and loss of income in the event of injury on the job or a job-related disability. The plan is financed entirely by Progress Inc. All injuries suffered at work must be immediately reported to the supervisor, regardless of whether the injury required medical treatment or not. Failure to report an injury or possible injury may affect your ability to receive these benefits. Workers' Compensation payments and medical costs are not payable for injuries sustained while an employee is: engaged job related behavior on or off the job-site, going to or from work, injured before or after work, or injured at another place of employment.

To be considered for Worker's Compensation, an injured employee must complete the "First Report of Work Injury" with his/her supervisor or the HR Director within 24 hours of the injury. The injured employee shall only seek treatment from an approved provider (choices obtained from HR dept.) unless in an emergency situation. Treatment sought after hours should be provided by a "walk-in" facility if an approved provider is not available. Emergency Rooms are reserved for serious injuries only and should not be utilized otherwise.

An injured employee must choose a medical facility from Progress Inc.'s physician's panel to seek treatment for worker's comp injury.

If the employee goes to a facility not listed on the panel, he/she does so with the understanding that the medical bills could be the employee's responsibility. Any problems with a Worker's Comp. claim should be reported to the H.R. Director.

Social Security is financed equally from taxes paid by the employee and Progress Inc.

Unemployment Insurance is provided to lessen an economic hardship should an individual become unemployed. Progress Inc. finances this program.

If an employee wishes to participate in programs and benefits beyond those required by law, an eligible employee must authorize deductions from paychecks to cover the costs of participation in these programs.

FMLA: EMPLOYEE RIGHTS AND RESPONSIBILITIES

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

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

Military Family Leave Entitlements

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

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a (1.) current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for a serious injury or illness. (2.) a veteran who was discharged or released under conditions other than dishonorable at any time during the five year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make

reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. Effective January 1st 2013 Progress will utilize a "rolling" 12-month period measured backward from the date of any FMLA used to calculate the amount of FMLA usage. This means that employees that qualify for leave can never exceed 12 weeks of leave per any 12 month period.

Substitution of Paid Leave for Unpaid Leave

Employees MUST use any CSR (Catastrophic Sick Reserve) available first followed by any PTO accrued second while out on FMLA leave. This is mandatory. All accrued leave (CSR then PTO) will be used concurrently with FMLA leave. In order to use CSR, employees must first qualify as eligible for FMLA.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures. Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees within 5 business days if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

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

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

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

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.

PRACTICE:

CSR (catastrophic sick reserve) time can be used to allow a portion of the leave to be paid leave. The employee will request this at the time FMLA leave is requested. If an employee

requires medical leave for situations that do not fall into the approved FMLA categories, and has exhausted his/her supply of paid time off, he/she may apply for medical leave without pay.

1. If the absence is due to an emergency, the employee or family member must inform the supervisor or HR Director as soon as practical; this should be followed up with a written request, normally submitted within 3 days of the beginning of the leave. This request should specify if the leave is to be considered FMLA leave.
2. In any situation that is not an emergency, the employee is required to provide advance written leave notice and medical certification, unless the request is for FMLA leave to care for a child after birth, adoption, or foster placement. These cases require advance written leave notice, but not medical certification. Requests for leave should state what the condition necessitating the leave is and a projected date of return to work. Leave may be denied if these requirements are not met.
3. FMLA leave may be taken on an intermittent schedule. If the employee intent is to take intermittent leave to care for an ill immediate family member or to meet childcare needs, the employee needs to make this explicit in the request. Intermittent schedules for childcare purposes are subject to the approval of the employee's supervisor. Intermittent schedules for medical care should be arranged to be as least disruptive to the agency's functioning as reasonably possible. Progress will work with employees as much as possible to negotiate schedules that work for all.
4. During a leave period, Progress may request periodic medical reports indicating medical status and employee's intent to return to work. Progress may also require second or third medical opinions, at Progress' expense.
5. Before being permitted to return from medical leave, employees may be required to present Progress with a physician's statement indicating capability of returning to work with or without accommodation. All Progress benefits that operate on an accrual basis do not continue to accrue during medical leave. In the case of FMLA leave, Progress will continue to pay all existing employer contributions for any insurance, however, the employee continues to be responsible for the employee contribution during FMLA leave.
6. (PTO) or vacation days accrued prior to the beginning of a FMLA leave period will be used during the leave period after CSR leave has been exhausted. For example, if one has 15 days of CSR and 10 days of PTO (or Vacation) then the first 15 days of FMLA will be paid using CSR and the next 10 days paid using accrued PTO or vacation. All paid time runs concurrently with FMLA leave time until it exhausts.

(FMLA cont.)

7. Upon return from FMLA leave, employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. If an employee takes FMLA leave on an intermittent basis, Progress may temporarily reassign or readjust job responsibilities at the same salary/benefits to better accommodate the needs of the agency for the duration of time that the employee will have recurring periods of absence.
8. Upon return from other “leaves of absence”, Progress will make every effort to return an employee to his/her former position, although this may not always be possible. If it has not been possible to maintain the position originally vacated for the returning employee, Progress will attempt to offer the returning employee a position that is comparable in pay, status, location, work hours, and job duties.
9. In some cases it may be feasible to hold one’s position open longer than 12 weeks. This depends on: 1.) the individual situation of the person(s) supported. 2.) the ability of the supervisor to find adequate staff. 3.) the length of extension requested. 4.) the past performance of the employee. Progress Inc. is not required to continue paying its portion of health insurance past the required 12 weeks if extension is granted.

On-the-Job Injury.

- 1.) Employee must contact supervisor or HR within 24 hours to report injury even if no treatment is needed at that time. If after normal working hours, supervisor should always get as much information as possible: **what happened exactly, where, what time, WHAT HURTS (specifically which side, etc.)**. If supervisor is contacted then they will in turn contact HR next business day for first report of injury.
- 2.) Employee **MUST** choose the provider for their treatment from a panel of choices provided by the employer (Form C-42). Employees may **NOT** go to the physician of their choice if it is not on the panel of choices.
- 3.) We **DO NOT** want any employee going to the ER unless it is an emergency. If after hours and no walk-in options are available and the employee can't wait until the next working day, then they should go to the ER.
- 4.) The provider will want authorization to treat our employee. If it is after normal business hours, the Program Manager can provide this authorization. Just remember to get all the information in #1 **FIRST**. If it is a vehicle accident and the employee is cited or any party was injured, they must submit to drug and alcohol testing. HR needs to be notified immediately if it is a vehicle accident that meets these criteria.
- 5.) HR needs to know the specifics of the injury **ASAP** so our insurance carrier can be notified and the claim be reported. Claims not reported within 24 hours or the next business day are subject to not being covered as a work related injury.

REPORT ANY INJURY. Even if you do not need treatment at that time.

Attendance and Punctuality: All Staff

POLICY:

Progress Inc. expects each employee to be responsible for his/her attendance record. Good attendance and punctuality are required in order for Progress to provide quality services to the people we serve. Part Time or PRN (as needed) staff are expected to be available on the days / times which have been agreed upon with the supervisor and / or on their work schedule. Designated PRN staff are required to work at least (1) one shift every (6) six weeks to remain an active employee.

PRACTICE:

1. Recognizing that illnesses and injuries may occur, Progress Inc. has established paid time off (PTO) to compensate regular full-time employees for time lost for legitimate medical reasons.
2. Employees are expected to give adequate notice to their immediate supervisor when they will be absent or late during a regular workday. Supervisors will inform their staff during the first few days of work what he/she considers "adequate notice."
3. Full-Time staff are **not** allowed to use any paid time-off (PTO) to cover unscheduled absences "call outs" that occur the day BEFORE or AFTER a designated company holiday. All staff are required to plan time-off accordingly and follow supervisor's policy for requesting that time off. Example: *If Monday was July 4th (company paid holiday) and a staff calls out on the preceding Friday or following Tuesday, then that staff will not be able to use PTO for that absence.*
4. When an unexpected absence or late arrival arises because of illness or an emergency, the employee must notify his/her immediate supervisor with as much notice as possible before their scheduled work time. No PTO can be used by shift-staff to cover unscheduled tardiness. Management also reserves the right to request a doctor's note or other validation for an excused absence. Management also reserves the right to not allow staff with excessive absences to use PTO for unplanned "call-outs".
5. Any employee who is absent from work without having notified his/her immediate supervisor of the absence or the reason for it will be subject to disciplinary action, and possibly termination. In addition, an employee may be disciplined for excessive absences and/or tardiness, even though the employee submitted proper notices of the absences. Discipline for excessive absences or tardiness may include termination.
6. Any employee who is absent from duty or leaves the worksite without securing prior permission and replacement staff from his/her supervisor, shall be subject to disciplinary action.
7. Full-Time staff that do not work 32 hours per week because they have declined or otherwise missed shifts will be required to use accrued PTO time in order to remain Full-Time.

Attendance and Punctuality: SCA's

It is an expectation that all staff will be on time for their scheduled shift. If senior care attendant (SCA) staff are running late, they must always make up the time on the end of that visit. (Ask your supervisor to explain how this is done)

SCA staff that are going to be late must contact their supervisor within 2 hours of their shift so the supervisor can instruct staff of what to do and make other arrangements. **Do NOT assume your supervisor is aware unless they have responded to you verbally NOT via TEXT**

If you are later than 5 minutes, without prior approval, the following may occur: (over a 12 month period)

- 1st tardy: Verbal warning
- 2nd: Written warning
- 3rd: Suspension
- 4th: Termination

Call-Outs:

Staff requiring time off must use the notice procedures for requesting time off.

Staff that will be missing their shift must contact their supervisor within 2 hours of the shift so the supervisor can make other arrangements. **Do NOT assume your supervisor is aware unless they have responded to you verbally NOT via TEXT.**

Everyone is expected to work their scheduled shift unless prior arrangements have been approved. An excess of 3 unexcused call outs in a 12 month period will result in termination. Unscheduled call-outs will require a doctor's note to be considered excused.

- 1st Call Out – Oral warning
- 2nd Call Out – Written warning
- 3rd Call Out – Probation
- 4th Call Out – Termination

On Call Schedule for Weekends

At each Mandatory Quarterly Meeting an on call schedule is handed out. You will be given one at the time you are hired by your supervisor for the months remaining until the next meeting. If you have Emergencies on the weekend, please refer to the sheet for the correct phone number for the person on call. If you lose your sheet, each supervisor has on their phone the person you should call. Please call the appropriate person so your situation can be handled promptly. Please do not text on the weekends, because the message may not reach the correct person.

Vacation/Time Off:

Written requests are due 30 days prior to time off requested. Ask your supervisor for a request form. You must have been employed for 90 days before you are eligible to request any time off.

Paid Time Off:

POLICY:

Progress Inc. provides paid time off (PTO) for employees based on the accrual schedule found in tables 3 and 4. PTO encompasses both traditional vacation and sick time and does not include agency-approved holidays. Paid time off credit cannot be used prior to the time it is accrued.

Progress expects staff to take their PTO consistent with company policy and their supervisor's procedure for requesting that time off. In order for Progress to conduct business effectively it is imperative that supervisors be able to accurately schedule employees to provide needed services. Therefore, all Progress staff must also follow any individual supervisor procedures for taking time-off. Just because an employee has the accrued "time-off" doesn't mean they can always take time off whenever they choose. Part-time staff must take PTO in increments of at least 2 hours at a time.

PRACTICES:

1. For full-time staff, PTO accrual is based on length of service from the most recent hire date. Accrual begins the date the staff became full-time. Table 3 shows the rate of accrual for full-time.
2. For part-time staff, a flat 16 hours per year is earned as shown in table 4. Part-time staff that become full-time will be given 50% credit for their length of service towards their accrual rate. For example, a staff that was part-time for 10 years that becomes full-time will begin accruing at the 5 year accrual rate shown in table 3.
3. Employees are not permitted to use any PTO until they have actively worked in their position for 90 days.
4. PTO account balances begin anew for each employee on a calendar year beginning January 1 and ending December 31st. It is the responsibility of all staff to be aware of how much time-off they possess well before December 31st and schedule and use it consistent with these dates.
5. PTO balances after December 31st every year will carry over at the rate shown in Tables 3 and 4. For full-time staff only, PTO in excess of the allotted carry-over will go into the employee's CSR (Catastrophic Sick Reserve) account. A CSR account could be considered like "short-term disability" and can only be accessed if and when the employee has a FMLA qualifying event.
6. In order to maintain a required number of employees on the job, all time off must be pre-approved by the supervisor. Paid time off will be approved in such a way as to ensure that work demands can be met. Part-time staff must use PTO in a minimum of 2 hour increments.
7. For any employee that exhibits excessive absenteeism and/or tardiness through unplanned / unscheduled "call-outs" or late arrivals, management reserves the right to deny accrued PTO / Vacation time to be used to cover those occurrences. Appropriate disciplinary action will accompany these circumstances.
8. **Any Full-Time staff that declines or otherwise misses shifts causing them to have less than 32 hours worked for any two (2) workweeks during any four (4) week period is subject to losing their Full-Time status and being changed to Part-Time. PTO will not continue to accrue if the full-time employee is not working at least 32**

hours per week or using their accrued PTO to make up the difference. If full-time staff have any accrued PTO then it must be used to gain the minimum required 32 hours.

9. The agreed upon resignation notice period must be completed in full without absence in order for full-time employees to receive payment for any unused accrued PTO or vacation time. One cannot use PTO during their “notice” period.

Table 3: Paid Time Off Accumulation Schedule – Full-Time*

*Calculated from most recent hire date.

Length of Service	Total Hours per Year	Accrued per Pay Period	Maximum Dec. 31st Carry-over
≤ 1 year	104	4.333 hours	**15%
2-3 years	160	6.666 hours	24 hours
4-9 years	200	8.333 hours	40 hours
≥ 10 years	240	10 hours	80 hours

Table 4: Paid Time Off Accumulation Schedule – Part-Time

Length of Service	Total Hours per Year	Accrued per Pay Period	Maximum Dec. 31 st Carry-Over
All Years	16	.667 of hour	8 hours

**New Full-Time employees may carry over 15% of their PTO balance as of their first December 31st rollover period.

10. A new employee earns paid time off beginning with the pay period in which he/she is hired, although no paid time off may be taken during the initial 90 day review period. In certain pre-approved situations, staff may be allowed to carry over additional PTO hours beyond the allotted carry-over in Table 3 for up to an additional 6 months. A common example when this may be allowed is for pre-approved out of country travel (form and approval required). Extended absences require proper notice described in #12 below.
11. For full-time staff only, any PTO beyond the allotted carryover, will be transferred to the employee’s Catastrophic Sick Reserve* (CSR) account. **In order to qualify and take CSR time, an employee must qualify for FMLA. CSR and FMLA time will begin simultaneously and run concurrently. PTO time MUST be used if FMLA leave extends past the amount of CSR time.**
12. Employees may elect to donate PTO or CSR hours they have earned to any employee’s CSR account, including companions, who have or have the potential to deplete their Catastrophic Sick Reserve due to a FMLA qualifying event. The maximum number of CSR hours that may accrue in one’s account or be used during any 12 month period is 480.
13. All requests for time-off of two (2) weeks or less should be made at least (30) thirty days in advance, in writing, setting forth the date(s) for which paid time off is being requested. The approval or denial will be in writing. Any vacation request greater than (14) days requires supervisor notification of at least (2) months. Any extended absence (greater than 3 weeks), such as for out of country travel, requires 6 months advance

notice and written approval from the supervisor. Emergency use of paid time off, such as personal illness are also subject to approval by the supervisor and may require a formal doctor's excuse. In all cases where three or more days of paid time off are used for illness or injury or in all cases where time from the CSR* are used, a formal doctor's excuse must be provided to the supervisor.

14. The effective day of termination of employment is the last day the employee is physically present and actively at work. For full-time employees only, the cash value of any unused paid time off, as of the last day of work, will be included in the employee's final paycheck only if the employee successfully completed over one year of employment and appropriate notice of resignation have been given. These requirements include giving a minimum of two weeks' notice without absences as approved by the resigning employee's immediate supervisor. In no case will an employee be paid for time left in his or her CSR* account and in no case will a terminating employee be paid in excess of the maximum number of hours earned for that year.
15. If a paid holiday falls within an employee's paid time off, the holiday will be counted as a holiday and will not be deducted from earned paid time off.

Any staff that "calls out" or otherwise misses a scheduled work day or partial day that is BEFORE or AFTER a designated Progress "paid" holiday will not be allowed to use paid time-off (PTO) for that day. For example, if Progress is closed for holiday on Wednesday July 4th then an employee is NOT allowed to use PTO if they have an unscheduled absence or "call out" for their scheduled shift on Tuesday or Thursday of that week.

Bereavement Leave

POLICY:

Based on the individual circumstances and availability of replacement staff, Progress will allow staff to use up to 4 weeks of accrued paid-time off (PTO) for the loss of immediate family members, significant others or long time person supported at Progress.

Staff that have been employed with Progress greater than ninety (90) days but less than two (2) years that may not have adequate PTO saved up will be given up to three (3) PTO days for the loss of an immediate family member or significant other.

In the event that PTO is not available, Progress will allow the use of accrued CSR (Catastrophic Sick Reserve) for up to 4 weeks for the loss of an immediate family member, significant other or loss of a long time person supported at Progress.

Holidays

POLICY:

Progress Inc. observes nine holidays per year. Administrative offices and Day Program Services are closed these nine holidays. "Full-Time" employees described below are considered to be permanent employees working at least 32 hours per week. Holiday hours paid are not considered when computing applicable overtime pay, according to Department of Labor regulations.

Any staff that "calls out" or otherwise misses a scheduled work day or partial day that is BEFORE or AFTER a designated Progress "paid" holiday will not be allowed to use paid time-off (PTO) for that day. For example, if Progress is closed for holiday on Wednesday July 4th then an employee is NOT allowed to use PTO if they have an unscheduled absence or "call out" for their scheduled shift on Tuesday or Thursday of that week.

Senior Care Attendants (SCA): You may be expected to work holidays if the client requests services unless you have requested and received prior approval for time off.

PRACTICES:

1. Full-Time DSP / SCA employee will receive holiday pay* for each of the nine recognized paid holidays based on their normally scheduled hours. Example, employees working 40 hours ((5) 8 hour shifts) receive 8 hours holiday pay; employees working less than 40 hrs/wk will be prorated based upon their normal schedule (32 hrs = 80%). DSP / SCA's that also work scheduled hours on a recognized holiday will receive pay for those hours worked plus holiday pay (up to 8 hours).

*Must be employed 90 days as full-time staff before being eligible for Holiday pay.

2. Part-Time employees performing work on Christmas or Thanksgiving Day will receive 1.5x their regular pay or "time and a half" as Holiday pay for those hours worked that day.
3. Administrative / Management (Salary) employees will receive 8 hours holiday pay for the nine recognized paid holidays. These employees do NOT receive additional pay for working on holidays.

The following holidays are observed by Progress Inc.:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day/4th of July
- Labor Day
- Thanksgiving Day
- The day following Thanksgiving
- Christmas Eve
- Christmas Day

4. When a holiday falls on Saturday, it will be observed on the preceding Friday. When a holiday falls on Sunday, it will be observed on the following Monday.

Progress respects other holidays not listed above and not officially recognized with a day off. If an employee desires to observe a holiday not listed above and provides adequate notice, we will make every effort to allow them to have approved PTO time for that day.

First Aid / Accident Response:

POLICY:

In the event of an accident resulting in injury or in the case of illness, prompt and appropriate treatment will be sought. Call 911 if necessary then contact supervisor.

PRACTICES:

1. A first aid kit is maintained at each Progress location. All support staff are first aid certified as part of training requirements. Supervisor should be informed if kit needs to be replenished.
2. As soon as the injury occurs employees must apply first aid and notify the supervisor or the Program Director as soon as reasonably possible. Employee should not move the injured party until help arrives.
3. If the condition appears critical, or if the person is not ambulatory, 911 should be called to have an ambulance service transport the employee to the hospital of his/her choice or closest hospital as advised by EMTs.
4. Every employee injury must be reported the day of occurrence in order to be recognized as a covered injury under Workers' Compensation Insurance Policy. A first report of injury must be completed with the H.R. Dept. within 24 hours. Employees who seek their own medical advice and/or treatment for an occupational injury or illness without Progress Inc. involvement do so at their own expense.

Emergency Building Evacuation:

POLICY:

It is the employee's responsibility to familiarize him / herself with emergency exits and locations of fire extinguishers at all work locations.

PRACTICES:

1. Regular fire/emergency drills are conducted and documented at all Progress facilities and person(s) supported' homes to insure that employees know evacuation procedures.
2. If an employee becomes aware of a fire or another emergency, he/she should activate the emergency system.
 - Pull fire alarm located at each exit door. (if applicable)
 - Evacuate all people in the home or other building. Make sure all people are accounted for in a designated area at least 50 feet from the building.
 - Call fire department – 911
 - Contact supervisor

Swimming Policy

- Swimming should be discussed by a person's COS for consideration of safety issues. Any restrictions (life vest, water shoes, etc.) placed on swimming by the conservator must be adhered to by support staff.
- Lake swimming: Person(s) supported and staff may only swim in designated areas with a lifeguard present. Support staff must also be in the water and follow proximity guidelines identified in the PCSP.
- Pool swimming: for swimming in a pool with or without a lifeguard, there will be guidelines identified in the PCSP. Support staff must be able to get into the water and be comfortable assisting the person if needed.

Extreme Weather Preparedness

POLICY:

It is the staff's responsibility to protect the individuals whom they serve in the event of an extreme weather event or other disaster. Each person served should have an emergency "go-bag" containing specific contents located in an easily accessible location of their residence. Progress utilizes the education and procedures for disasters found in *Ready Nashville*, a household preparedness guide developed by Metro Nashville Mayor's Office of Emergency Management (OEM). A copy of this guide is present at all work locations and upon request from the HR Department.

PRACTICE:

Remaining safe during any extreme weather event or disaster is not just from how one responds but also from how well one was prepared. *Ready Nashville* provides suggestions on how both of these can be accomplished. Examples include but are not limited to the following:

- Make sure battery powered items are always charged and able to be quickly accessed (flashlights, radios, phone). Blankets, candles, drinking water, radio, TV , or computer devices should always be accessible for quick access.
- Should there be a tornado warning in one's vicinity move all person(s) supported to a predetermined safe area such as an interior corridor with doors closed or basement near an interior wall. Provide as much protection as possible to the head by covering with any available items or extra shelter.
- Staff should be familiar with their geographic location and how to follow warnings and storm paths based upon news reports and radar information. Keep all person(s) supported in the safe location until tornado warnings have been lifted.
- Being seasonally prepared for any extreme weather event is crucial. Plans should be well developed and centered around maintaining heat, water / nutrition, communication, and first aid for up to 3 days for staff and person(s) served.

Inclement Weather Protocol:

POLICY:

Progress Inc. is a human service provider. As such, employees of Progress Inc. are considered “essential employees” because the people we support depend on you for survival. Although inclement weather complicates the ability to get to and from your scheduled shifts, Progress Inc., when possible, may provide transportation to and from your shift. Paid time off cannot be used if you are offered transportation to and from a scheduled shift and you decline the offer.

PRACTICE:

1. In addition to mass texting to staff with important information, Progress reserves a separate voicemail box, **extension #4750**, for staff instructions during inclement weather. Employees are expected to follow the instructions in these texts / voicemails and always have contact with their direct supervisor if scheduled to work during inclement weather.
2. Plan ahead. Park your car somewhere that you know you can get out of in the event of snow and ice. Cover your windshield with cardboard or something that prevents your windshield and wipers from being frozen. Make sure you have plenty of gas before the storm comes. Take extra clothing / medications with you to your shift in the event that you get stuck at your work location. Allow yourself twice the amount of time to get to your shift.
3. When available, Progress will provide ice melt (salt) for all work locations (not including senior care locations) or reimburse the companion or house manager for purchasing.

Personal Property Security:

1. Employees are responsible for safeguarding personal property while at any work location.
2. Progress Inc. does not assume responsibility for the loss or theft of personal belongings, and employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.
3. Employees use the parking lot at their own risk and should keep their cars locked while on the lot. Progress Inc. assumes no responsibility for any damage to, or theft of, any vehicle or personal property left in the vehicle while on the parking lot or parking location at any work site.

Person Served's Property:

Staff working at any person(s) supported's residence should always respect and protect the property of those supported while on duty. The business office maintains an "inventory" of all the person(s) supported's possessions and furnishings. It is important to report any damaged or missing property to the supervisor as soon as noticed.

Misuse of Property or Funds:

POLICY:

In no case shall the funds of Progress Inc. or the funds of people supported by Progress be misused or misappropriated. Misappropriation of funds means the wrongful temporary or permanent use of belongings or monies with or without the consent of the person supported. Agency funds shall not be supplemented by the funds of the people the agency supports. Furthermore, staff cannot borrow money from or accept property or personal benefits from people supported by Progress Inc. It is a requirement that Agency and Individuals' funds be receipted to the business office within the time frame indicated on the disbursement documentation.

PRACTICES:

1. A Reportable Event Form is required for any discrepancy or misuse of funds.
2. Misuse of funds includes, but is not limited to: discrepancies in record keeping, funds lost and/or missing, lack of or inappropriate receipt documentation, placing unauthorized charges on any bill / service belonging to the agency or person supported.

Examples include, but are not limited to:

- Using the person(s) supported's phone. Purchasing Apps, renting movies, streaming subscriptions.
 - Altering the current internet plan (data, speed, etc.).
 - Ordering **ANY** unauthorized or unapproved (by Residential Supervisor and/or Client Funds Administrator) service to be charged to the person supported-like-call waiting, extra phone lines, music channels, extra cable boxes, apps., streaming services etc.
 - Inability to account **FULLY** for the person's funds with valid receipts for approved purchases or deposits of personal funds. (Exception may be personal spending funds under \$5.00 or in the case where person carries their own spending money).
3. Employees found to be misusing funds shall make a full and immediate reimbursement. In the unlikely event of embezzlement or fraud of a large sum of money as determined by the Executive Director, criminal charges will be brought against the employee involved.
 4. Any violations of this policy by Progress staff will subject them to disciplinary action up to and including immediate termination.

Receipts for Disbursements

POLICY:

Progress Inc. practices due diligence with regard to accounting for both agency and person(s) supported's personal funds. It is a requirement that all money disbursed, regardless of source, be receipted to the business office. Failure to turn in receipts within the time frame indicated on the disbursement documentation will result in an employee payroll deduction, additional administrative training and progressive disciplinary action.

PRACTICE:

1. Receipts for the prior month food stamps, food and personal spending along with the FOOD STAMP CARD are due on the 1st or 16th of the month, depending on when the food stamp card is issued..
2. The Food Stamp Spending Record and the Monthly Spending Record will be completed in full by the Companion; a receipt must be attached for each line item listed and these documents turned in on the 1st. Each entry to the spending log should be chronological. If the entries on the spending log are not in order they will not be accepted. If needed, the Client Funds Administrator or the AP assistant can provide additional training upon request.
3. The Accounts Payable Assistant will check receipts against spending forms to insure that all receipts are attached and forms are completed accurately. Receipts will be reviewed thoroughly for appropriateness of spending by the Accounts Payable Assistant. Companion will be contacted by their supervisor or the business office if there are any discrepancies.
4. If corrections need to be made or all receipts aren't available to be turned in on the 1st, corrections or missing receipts must be turned into business office by the 5th business day of the month to be reimbursed. Missing or unsubstantiated receipts may require additional admin training and result in disciplinary action up to and including termination.

Protection from Harm

Progress Inc. is committed to protecting everyone they support from harm, and to affording treatment to those who witness or are the victim of abuse, neglect, or exploitation. Progress Inc. is also committed to educating its employees to increase their ability to recognize signs/symptoms of abuse and report these occurrences consistent with required standards.

Incident Reporting

Progress is required by law, and their contract with the state of Tennessee DIDD, to report certain types of incidents/allegations to various entities including DIDD and Adult Protective Services (APS):

- Abuse (physical, sexual, and emotional/psychological),
- Neglect,
- Exploitation,
- Suspicious Injuries,
- Serious Injuries of Unknown Cause,
- Deaths
- Vehicle Accidents with Injuries,
- Serious Traffic Violations, and
- Medication Errors requiring treatment

If you witness, suspect, or hear about, any of these things, take the following steps:

1. Make sure everyone is safe;
2. Immediately contact your supervisor to inform them of the incident – they will notify the appropriate authorities (If you cannot reach your supervisor, call the hotline at **1-888-633-1313**);
3. Complete an incident report in TIMAS
4. Failure to report an incident within the required reporting timeframes is subject to disciplinary action up to and including termination. Do not depend on another person to report something...it is your responsibility if you witnessed or discovered the incident.

Once DIDD/APS receives the report, they will determine whether the incident/allegation meets criteria and warrants an investigation. If the DIDD Investigator determines the incident/allegation meets the legal definition of abuse, neglect or exploitation, they will assign an investigator who is allotted 30 calendar days to conduct an investigation (sometimes go beyond this deadline).

Investigation Procedure

POLICY:

When there is any type of allegation/event involving abuse, neglect, exploitation, serious injury of unknown cause, suspicious injury, and/or unexpected/unexplained death, Progress is required to report to the Department of Intellectual and Developmental Disabilities (DIDD) and Adult Protective Services (APS). Each entity will independently determine whether the event/allegation requires investigation. If DIDD and/or APS determines an investigation is warranted, they will open an investigation.

When an investigation is initiated by DIDD, APS or others, a notification is sent to Progress and then forwarded to the Executive Director (ED), Director of Accreditation & Continuous Improvement, and the applicable Program Director (Residential/Senior Services). This group of people, in consultation with the Program Manager and Human Resources Director, will determine what happens next.

Most often the accused employee(s) is named when an investigation is opened. Progress is required, by our regulatory authorities, to remove employees accused of serious sexual abuse and/or physical abuse from all contact with the people we support.

If an employee is **accused of serious physical or sexual abuse**, the following applies:

1. They will be notified of the allegation/pending investigation and be removed from all contact with people Progress supports.
2. The investigation will take approximately 30 days. Progress does not have control over the deadlines established by DIDD and/or APS or their policies as related to circumstances under which an exception to these deadlines is granted.
3. They will not be paid during this time UNLESS they chose to use their accrued Paid Time Off (PTO). They must make payment to Progress for their portion of any insurance premiums normally deducted from their salary
4. They will be notified in writing of the investigation's findings and conclusions.
 - a. If the employee was **NOT SUBSTANTIATED**, they will either be reimbursed for any PTO used over the course of the administrative leave, OR they will "back paid" from the time they were placed on administrative leave; whichever applies.
 - b. If the employee was **SUBSTANTIATED**, Progress Management will determine how to address the findings. If applicable, they will not be reimbursed for any PTO used over the course of their administrative leave. They will not receive backpay. Substantiated allegations of abuse, neglect, and/or exploitation will result in disciplinary action up to and including termination.

If an employee is **accused of any other offense**, the following applies:

1. They will be notified of the allegation and pending investigation.
2. The investigation will take approximately 30 days. Progress does not have control over the deadlines established by DIDD and/or APS or their policies as related to circumstances under which an exception to these deadlines is granted.
3. Progress Management will determine which of the following will apply:
 - a. The employee will remain working in their typical assignment while the investigation is being conducted.
 - b. The employee will be removed from their typical assignment and offered an alternative shift that is like their typical assignment. As example, an employee who normally works M-F, 8 AM to 4 PM, with Jane Doe in Antioch would be offered work in another home working M-F, from 8 AM to 4 PM, around Antioch. An employee must accept the offer of an alternate assignment if they wish to be paid while the investigation is on-going. Should they decline, they will not be paid during this time; however, may chose to use any accrued PTO while the investigation is on-going. In the event Progress does not have a similar alternate shift assignment to offer the accused employee, they will receive backpay if the investigation is unsubstantiated. Should the accused employee decline equivalent re-assignment, they will NOT be eligible for “back-pay” if/when the investigation is completed and determined unfounded.
4. They will be notified in writing of the investigation’s findings and conclusions.
 - a. If the employee was **NOT SUBSTANTIATED**, they will receive back pay if applicable, and be reimbursed for any PTO used over the course of the investigation.
 - b. If the employee was **SUBSTANTIATED**, Progress Management will determine how to address the findings. If applicable, they will not be reimbursed for any PTO used over the course of their administrative leave. They will not receive backpay. Substantiated allegations of abuse, neglect, and/or exploitation will result in disciplinary action up to and including termination.

To determine back pay for hourly employees, the average of the six (6) weeks prior to the initiation of the investigation will be averaged to determine the amount of retro-pay. Salaried employees will get their normal pay, or a prorated portion as applicable. Those eligible to receive back pay will be paid from the time they are placed on administrative leave until the time at which they are notified of the investigation’s outcome OR the time at which they return to work, whichever is sooner.

ALL employees MUST fully cooperate with the investigator(s). Failure to do so may result in immediate termination, regardless of the outcome of the investigation (substantiated or not).

The investigation process is confidential. Employees are NOT allowed to discuss any portion of the incident/investigation with anyone other than the investigator. Program managers/supervisors are not to share specifics about the allegation with anyone-only that there has been an allegation.

PROCEDURE

When an investigation is initiated by any jurisdictional authority the following steps will occur:

1. The aforementioned directors (Executive Director, Director of Accreditation & Continuous Improvement, and the applicable Program Director) will confer with the impacted Program Manager to determine whether administrative leave, alternative work schedule, or remaining in their typical assignment is required.
2. The Program Manager will, within 2 business days, meet with the accused person/staff to inform them of the pending investigation and discuss with them how, if at all, their work schedule will be impacted.
3. The Program Manager will not discuss with the accused any details related to the pending investigation.
4. The Program Manager will (within 2 business days from the time they learn the investigations was opened) go over this form with the accused staff, obtain their signature, and provide them with a copy.

ECF TIER 1/DIDD/Choices Reporting

Events Include:	<ul style="list-style-type: none"> * Unexpected/Unexplained Death * Abuse (Sexual, Physical, Emotional) * Neglect * Exploitation (ECF/Choices = \$500 and above) (DIDD = \$250 and above) 	<ul style="list-style-type: none"> * Serious Injury of known/unknown cause * Suspicious Injury * Vehicle Accident requiring medical attention * Serious Traffic Violation 	<ul style="list-style-type: none"> * Med Error requiring face-to-face medical attention * Medication Administered by Unlicensed Staff
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****DIDD CHANGE: The following do NOT need to be reported to the Investigation Line within 4 hours, but still require a RIF to be submitted within one (1) business day:**

- Allegations of physical abuse that do not require medical intervention/treatment.
- Allegations of neglect that do not require medication intervention/treatment.
- Allegations of emotions/psychological abuse when no medical intervention is required.
- Exploitation not exceeding \$1,000.
- Suspicious injury in which no abuse/neglect is suspected.

	ECF		DIDD		CHOICES
Reporting Requirement	<ul style="list-style-type: none"> * Notify agency Crisis Line immediately. 	Reporting Requirement	<ul style="list-style-type: none"> * Notify agency Crisis Line immediately. 	Reporting Requirement	<ul style="list-style-type: none"> * Notify agency Crisis Line immediately.
	<ul style="list-style-type: none"> * Report to DIDD Investigation Line immediately, but no later than 4 hours. 		<ul style="list-style-type: none"> *Report to DIDD Investigation Line Immediately, but no later than 4 hours. 		<ul style="list-style-type: none"> * Report to Choices Provider by phone within 24 clock hours of knowledge. (not business hours)
	<ul style="list-style-type: none"> * DIDD will report to TennCare within 24 hours of receipt of ECF Reportable Event Form 		<ul style="list-style-type: none"> *Report to Adult Protective Services as soon as possible. 		<ul style="list-style-type: none"> *United: 865-470-0829 *Amerigroup: 866-840-4991 *BlueCare: 888-747-8955
	<ul style="list-style-type: none"> *Report to Adult Protective Services as soon as possible. 		<ul style="list-style-type: none"> * Report to Law Enforcement, if required 		<ul style="list-style-type: none"> *Report to Adult Protective Services as soon as possible.
	<ul style="list-style-type: none"> * Report to Law Enforcement, if required 				<ul style="list-style-type: none"> * Report to Law Enforcement, if required
Documentation Requirement	<ul style="list-style-type: none"> * ECF Reportable Event Form sent to <u>both</u> DIDD and MCO by close of next business day. 	Documentation Requirement	<ul style="list-style-type: none"> *Reportable Incident Form (RIF) to DIDD Central Office and Independent Support Coordinator (ISC) by close of next business day. *For cases of death a Notice of Death Form must be submitted to the Regional Director with the RIF by close of next business day. 	Documentation Requirement	<ul style="list-style-type: none"> * Choices Critical Incident Form submitted to the MCO within 48 hours of the date of discovery. * Follow-up report submitted to the MCO within 20 days of discovery.

ECF TIER 2/DIDD/Choices Reporting					
Events Include:	<ul style="list-style-type: none"> * Allegations of disrespectful or inappropriate communication about a person, threats of punishment, intimidation, or other similar acts which are directed to or within eyesight/audible range of person supported 	<ul style="list-style-type: none"> * Unknown Location (ECF = More than 60 min) (DIDD = More than 15 min) * Minor Vehicle Accident not resulting in medical care * Victim of fire * Med Variance resulting in need for observation but not face-to-face medical care 	<ul style="list-style-type: none"> * Unsafe Environment * Use of manual restraint that has not been approved in a person's PCSP/ISP/BSP * Exploitation (ECF/Choices = under \$500) (DIDD = under \$250) 		
ECF		DIDD		CHOICES	
Reporting Requirement	* Notify agency Crisis Line immediately.	Reporting Requirement	* Notify agency Crisis Line immediately.	Reporting Requirement	N/A
Documentation Requirement	<ul style="list-style-type: none"> *Tier 2 Reportable Event Form sent to <u>both DIDD and MCO</u> by close of next business day * Investigation Report submitted to the MCO within 14 calendar days of discovery. 	Documentation Requirement	<ul style="list-style-type: none"> *Reportable Incident Form (RIF) to DIDD Central Office and Independent Support Coordinator (ISC) by close of next business day. *Reportable Staff Misconduct Final Report completed and saved in EVC Investigation file within 14 days of discovery. 	Documentation Requirement	*Reportable Incident Form (RIF) completed in TIMAS and saved to the person's file for tracking.
Responsible Party	* Provider Agency	Responsible Party	* Provider Agency	Responsible Party	* Provider Agency

ECF TIER 3/DIDD/Choices Reporting					
Events Include:	<ul style="list-style-type: none"> * Expected Death * ANY hospitalization * Use of CPR or AED * Choking requiring intervention 	<ul style="list-style-type: none"> * Victim of Natural Disaster *Criminal Conduct and/or Incarceration * Engagement of Law Enforcement * Suicide Attempt 	<ul style="list-style-type: none"> * Behavioral Crisis requiring crisis intervention (Ex: Mobile Crisis) * Behavioral Crisis requiring out-of-home therapeutic respite * Psychiatric admission (or observation) in a hospital 		
	ECF		DIDD		CHOICES
Reporting Requirement	* Notify agency Crisis Line immediately.	Reporting Requirement	<ul style="list-style-type: none"> * Notify agency Crisis Line immediately. *Report to DIDD Administrator on Duty (AOD) immediately, but no later than 4 hours. 	Reporting Requirement	N/A
Documentation Requirement	<ul style="list-style-type: none"> *Tier 3 Reportable Event Form sent to the MCO within 2 business days after occurrence or discovery of occurrence. *Provider Supervisory Staff must review the Event to ensure follow-up is completed, as appropriate. This should be documented in the person's record. 	Documentation Requirement	<ul style="list-style-type: none"> *Reportable Incident Form (RIF) to DIDD Central Office and Independent Support Coordinator (ISC) by close of next business day. *For cases of death a Notice of Death Form must be submitted to the Regional Director with the RIF by close of next business day. 	Documentation Requirement	*Reportable Incident Form (RIF) completed in TIMAS and saved to the person's file for tracking.
Responsible Party	* Provider Agency	Responsible Party	* Provider Agency	Responsible Party	* Provider Agency

Medication Errors:

POLICY:

Assisting the people we support to receive their ordered medication is a responsibility that Progress, Inc. takes very seriously. Medication errors are dangerous and can result in negative health outcomes for the people we support. Only staff who have passed the Tennessee Department of Intellectual and Developmental Disabilities (DIDD) Medication Administration Training Course can access, handle, and/or administer medication. Any deviation from the standards taught in the DIDD Medication Administration training require action on the part of the staff who committed the error.

Types of medication errors:

1. Medication not administered (the person did not get the medication the doctor ordered – no matter the reason why)
2. Wrong dose administered (the person received too much or too little of the medication ordered by the doctor)
3. Medication was administered at the wrong time (the person did not receive the medication at the time it was scheduled – or within the window allotted: 30 minutes before the ordered time or 30 minutes after the ordered time)
4. Person got the wrong medication (the person is administered another person's medication OR the person gets a medication that was not scheduled for them to receive at that time)
5. Medication is administered but the Medication Administration Record (MAR) was not initialed by the person who administered the medication

Procedure for Wrong Dose or Wrong Medication:

The safety of the individual is our number one concern. If a person receives medication that was not ordered by their doctor (e.g., they accidentally get their roommate's medication) or the wrong dose of prescribed/ordered medication, and it is after business hours (meaning you cannot reach the person's prescribing physician), call poison control for assistance in determining whether the error poses a risk for harm to the person. Follow the direction of the professionals that answer your call to Poison Control and notify your Program Manager immediately.

TENNESSEE POISON CONTROL: 1-800-222-1222

Procedure for Every Medication Error:

When an error occurs that does not appear to pose a threat to the person's health or safety (there is no identifiable change in the person's behavior, appearance, balance, or abilities) follow these steps:

1. Document the error on the front of the MAR by initialing the box(s) associated with the error and circling your initials. Explain what occurred on the back of the MAR (consistent with the training you received).
2. Complete a Medication Variance Form in TIMAS.
3. Call the prescribing doctor(s) to inform them of the error and ask them if the error that occurred posed a risk to the person or should result in any intervention (like a visit to the ER, or scheduling an appointment to run tests). You may have to leave a message and that is okay. Make sure that this step is documented in the medication variance form.
4. You must text your Program Manager the names of the medication(s) and dosages involved in the error. Include the dates and times of the error(s).

Monthly Procedures:

1. Pick up medication from the Progress office when notified that a new delivery has arrived. Make sure you take ALL medication for the people you support.
2. At the end of every month, the MAR and medication bubble packs should be submitted to your Administrative Program Manager.
3. Appointments with medical professionals that result in changes to existing medication orders or result in the ordering of new/additional medication should be communicated to the Administrative Program Manager within 2 hours of the appointment. Consultation forms are to be turned in to the Administrative Program Manager within 24 hours of the appointment.

Staff who are determined to be responsible for medication errors may require additional training and/or disciplinary action up to and including termination.

Alcohol / Drug-free Environment:

POLICY:

Progress Inc. is committed to providing a safe work environment. Alcohol or drugs used while at work or coming to work impaired may affect one's ability to perform their job. Being at work impaired, the safety of the person supported is diminished, as maybe one's own safety. Therefore, Progress Inc. strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs or alcoholic beverages in the workplace or while engaged in Progress Inc. business. It exposes all employees, people we support, and visitors to unacceptable safety risks, and undermines Progress Inc.'s ability to operate effectively and efficiently.

Prohibited Behavior

It is a violation of our drug-free environment policy to possess, sell or trade illegal substances. It is against company policy to report to work under the influence of drugs or alcohol or use drugs or alcohol while on the clock. Employees taking prescription medicine that alters their ability to remain alert or in any way compromises their ability to perform their duties in a safe and effective manner are not allowed to come to work. Violation of any prohibited behavior will result in disciplinary action up to and including termination.

If you use over the counter CBD oil, our recommendation is to be confident you are using a hemp based product that does not contain THC and will not test positive. If an employee is selected for a random drug screen and they test positive and say it's because of CBD oil use, the employee will be responsible for the cost of further testing to prove the source of the THC. Otherwise, this will be considered a positive test for marijuana and treated as such.

Searches

If an employee is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of pockets and clothing, wallets, purses, briefcases and lunchboxes, desks and work stations, vehicles and equipment, and the home(s) of person's supported. Progress may search the property of an employee that is suspected of violating the drug-free workplace policy. The search will be conducted with two management staff present, one witness and the employee whose property is in question.

PRACTICES:

1. Employees will be subject to disciplinary action, up to and including termination, for bringing illegal drugs and narcotics or alcoholic beverages to work; using or being under the influence of such substances while working; or dispensing, distributing, or selling on Progress Inc.'s premises or any other location worked. An employee will be subject to the same consequences as a positive test if he/she: refuses or delays the test, adulterates or dilutes the specimen or substitutes the specimen. The same consequences as a positive test may also result if one will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

Progress Inc.'s testing practices is to identify employees using drugs or alcohol while working. All information will be kept confidential. The results of any search or test will not be shared with anyone other than the Executive Director, employee's supervisor and the H.R. Director.

2. It is a condition of employment for all employees to submit to substance abuse testing under the following circumstances:
 - a. Random drug screens. Progress periodically will choose a random sample of staff to be drug tested. Any employee that has regular contact with person(s) supported is eligible to be randomly tested. Staff have 24 hours from the time notified to be tested. NO EXCEPTIONS.
 - b. Reasonable suspicion while at work, such as: direct observation of substance usage, credible reports of the observance of usage and / or visible signs of impairment.
 - c. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;
 - d. A report of substance abuse provided by a reliable and credible source;
 - e. Evidence that an individual has tampered with any substance abuse test during his or her employment with Progress;
 - f. Information that an employee has caused or contributed to an accident while at work; or;
 - g. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on Progress Inc. premises or while operating the Progress company vehicle.
 - h. Incorrect and/or incomplete Medication Administration Records (MARs); Examples include, but are not limited to: 1.) Missing scheduled medications. 2.) Failure to document controlled medication on the Scheduled/Controlled MAR.
 - i. Direct observation of a person(s) supported's behavior that is prescribed a controlled medication appearing as not to have received the medication. (Example: Person(s) supported is prescribed Ativan, a controlled substance for the diagnosis of Anxiety, who normally appears relaxed then suddenly has anxious episodes.)
3. Progress Inc. reserves the right to immediately request a drug screen at any time the use of drugs or alcohol is suspected during work hours. Employees that fail to submit to a required drug test for reasonable suspicion are subject to disciplinary action, up to and including termination. Failure to submit to a monthly random drug screen within 24 hours of notification is subject to discipline, up to and including termination. If an employee's drug test returns a positive result, and the employee disagrees with the results, the employee may request further clinical testing at their expense. Positive drug test results from a doctor prescribed medication must be substantiated with evidence of a prescription or letter from the prescribing physician prior to be allowed to return to work.
4. If a vehicle accident occurs while on the clock and results in the employee being cited for a traffic violation and / or if medical attention is required for any person involved in the accident then the employee must submit to a drug screen immediately.

5. Employees actively seeking treatment will not be discriminated against for such treatment. Work performance is expected to remain at satisfactory levels during such treatment. Progress has an Employee Assistance Program accessible
6. An employee who is diagnosed as a drug abuser or alcoholic may be granted a medical leave of absence to undertake rehabilitation treatment. All guidelines for medical leave apply. The employee will not be permitted to return to work until certification is presented that the employee is capable of performing his/her job. In such cases, the employee must also sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment. Failure to cooperate with an agreed-upon treatment plan may result in disciplinary action, up to and including termination.
7. Each employee must, as a condition of continued employment with the agency:
 - a. Acknowledge receipt of this policy
 - b. Abide by the terms of this policy
 - c. Notify the agency of any criminal drug statute conviction no later than three (3) days after such conviction.
8. All Progress Homes (sites) are to be alcohol free and non-smoking unless otherwise decided by the circle of support (COS).
9. Any staff taking a prescription drug while on-the-clock that may cause side effects that compromise their ability to safely perform their duties, must report this to their supervisor before reporting to duty.

Assistance

Progress Inc. recognizes that alcohol and drug abuse addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

* Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.

* Progress Inc. has an Employee Assistance Program (EAP) available through Aetna at 866-754-4560 or resourcesforliving.com. Username: progress Password: eap Information is available from the HR Department.

* Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help. Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Employees / Person(s) Supported with Signs or Symptoms of Communicable Disease:

POLICY:

Employees are expected to use Universal Precautions when working with their person(s) supported to protect themselves. Employees are also required to exhibit good judgment as it relates to when to come to work and potentially expose others to communicable viruses or bacteria (ex. strep throat, flu). Mask wearing and social distancing rules are expected to be followed at all times when in effect.

All direct-support employees are required to provide documentation of a negative TB test (or low risk questionnaire) and COVID vaccination (as of August 2021) before beginning work. All staff having regular direct contact with people served will be offered the Hepatitis B Vaccine (HBV) at NO CHARGE. If an employee desires the vaccine pre-employment or anytime afterward, it is their responsibility to request instruction from the HR Department.

PRACTICES:

1. An employee who has a chronic infectious disease, such as TB, Influenza, Strep Throat or any other highly contagious infection must immediately inform his/her supervisor.
2. It is possible that person(s) supported by Progress may have a compromised immune system and less resistance than others. In these cases, the employee may not be allowed to work until recovered.
3. Failure to report a chronic, known infectious condition may be cause for disciplinary action.
4. Any person(s) supported receiving services that request an HIV test must be tested. This request and any results are bound in privacy under HIPPA and requests for testing should be communicated to the person(s) supported's case manager.
5. Individuals with life-threatening illnesses, such as cancer, hepatitis, heart disease, HIV, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. Progress supports these endeavors as long as individuals are able to meet acceptable performance standards.

Progress' Infection Control and Exposure Policy discusses in greater detail how to protect oneself using "universal precautions". All employees receive a copy of this at the time of hire and are required to take a "refresher" Universal Precautions training annually.

Medical information regarding people served by Progress is confidential and will only be shared in the event of exposure. Progress will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of individual's medical information. Anyone inappropriately disclosing such information regarding another person's condition is subject to disciplinary action, up to and including termination of employment.

Non-Smoking Environment:

POLICY:

All Progress Inc. administrative buildings are smoke free. Smoking must be done in designated outdoor areas. Smoking is not allowed in any home where a Progress employee is providing services to a client. Smoking is never allowed in any Progress company vehicle regardless if a person served is present or not. Smoking is never allowed in an employee's personal vehicle if a person served is in the car. Violation of this policy will result in disciplinary action up to and including termination.

Solicitation:

POLICY:

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during work time, except as approved by Progress Inc.'s administration.

PRACTICES:

1. Persons who are not employed by Progress Inc. are prohibited from soliciting funds or signatures, conducting membership drives, distributing literature or gifts, offering to sell merchandise or services, or engaging in any other solicitation or similar activities.
2. Progress employees may obtain permission from the appropriate supervisor or Executive Director to sell merchandise or solicit contributions for a cause. Examples of traditionally approved solicitations include the sale of Girl Scout cookies, obtaining sponsors for a benefit run, etc.
3. Progress Inc. maintains bulletin boards to communicate information and to post notices required by law. These bulletin boards are for the posting of Progress Inc. information and notices and are not to be removed or covered with other postings.

Conflict of Interest:

POLICY:

Progress Inc. expect employees and volunteers to scrupulously avoid any conflict, direct or indirect, between their own respective individual, professional or business interests and the interests of Progress Inc. or people supported.

PRACTICES:

1. A conflict of interest exists if an employee or volunteer:
 - Seeks or obtains for benefit or advantage, except in conformity with Progress Inc. policy, anything of more than nominal value that would not normally be available to the employee or volunteer.
 - Uses or makes available for benefit or advantage, except in conformity with Progress Inc. policy, the property, records, services, name, emblem, or endorsement of Progress Inc. as affiliation of the employee or volunteer.
 - Publicly uses the employee or volunteer's affiliation or that of any other Progress Inc. volunteer or employee in connection with personal association with partisan politics, denominationally religious matters or positions on issues that are not in conformity with Progress Inc. policy.
2. While individual employees are encouraged to be politically involved as responsible citizens, Progress Inc. takes a non-partisan role relating to political issues and unequivocally forbids the use of its funds for the support of political parties or candidates. No employee is authorized to make or approve such a contribution on behalf of the organization.
3. As employees and volunteers have questions about potential conflict of interest, they are responsible for taking initiative to explore the potential conflict to the point of clarity.

Confidentiality:

POLICY:

Progress Inc. is committed to maintaining confidentiality in dealing with people served, employees and proprietary information.

PRACTICES:

1. Information about people supported by Progress Inc. is **confidential**.
2. Information concerning Progress Inc. employees is considered personal and confidential and is not to be disclosed to outside parties, except by legal attachment in response to subpoena or written consent of the employee. All requests for personal information should be referred to the HR Department.
3. Proprietary information is handled with care including such things as budget data, confidential correspondence, manuals, computer data, person(s) supported records and mailing lists. Questions concerning whether certain information is proprietary should be referred to the employee's supervisor or the Executive Director.
4. Photos, video or audio of persons supported may be used strictly for the purpose of a scrapbook for that person supported or their family/conservator. Person(s) supported information, photos, video, audio taping, social media posts, etc., may not be used for any other purpose without a release from the person being supported or their legal representative, and deemed acceptable from the "Circle of Support".
5. Progress Inc., meets the requirements of the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA") for the privacy of protected health information.

Testimonials / Endorsement / Articles:

POLICY:

Employees may not give any person or company a testimonial or endorsement from Progress Inc. in which Progress Inc. recommends a particular product or service.

PRACTICES:

1. Employees may not give any person or company a testimonial letter for commercial purposes in which Progress Inc.'s name is used as recommending a product or service, unless approved by the Executive Director.
2. Employees should release no statement or stories in which Progress Inc.'s name is mentioned to the news media. Any newsworthy story that an individual feels is suitable for publication should be referred to the Executive Director for approval.

Employees who write or prepare articles for publication may not represent a position as that of Progress Inc. without prior approval from the Executive Director.

Advocacy:

POLICY:

Progress encourages advocacy / input from all stakeholders involved in a service recipient's life. Anyone is encouraged to bring forth issues or concerns regarding factors related to the well-being of service recipients receiving services from Progress Inc. Input is encouraged and shall be taken seriously without fear of retribution.

Advocacy, like communication, has appropriate avenues of expression. Progress' Direct Support staff should always communicate any concerns directly to their supervisor and document appropriately in the staff communication notes. Family and other stakeholders are encouraged to always ask questions / voice concerns and be involved as much as possible in the service recipient's life. This can best be accomplished by actively being involved in ongoing meetings / appointments or by making contact with Progress management.

PRACTICES:

- Direct support staff is trained and encouraged to convey any concerns by including those in their daily staff communication notes. Any concerns related to the health or well-being of a service recipient should always be conveyed to one's Program Manager immediately.
- Direct support staff is encouraged to contribute pertinent information by either attending planning meetings or conveying that information to their supervisor.
- Progress management will be accessible to family members by phone, email, and scheduled meetings. Families are encouraged to openly communicate concerns regarding any aspect of the service recipient's behavior, health, medication, or general well-being.
- Progress management will keep notes on the responses to issues raised by those concerned to ensure issues are addressed adequately.
- Any family member or other involved person in a service recipient's life that feels any concern has not been appropriately addressed may follow the Provider Complaint Resolution process located in the Employee Handbook or available by request.
- Complaints regarding the treatment or quality of services provided to someone served by Progress can be sent to complaint@progress-inc.org

Anti-Nepotism Policy

Progress Inc. hires the best employee as indicated by how their abilities and merit meet the demands and requirements of the available position(s). It is the policy of Progress Inc. not to discriminate in its employment and personnel actions with respect to its employees and applicants on the basis of marital or familial status. Notwithstanding this policy, Progress Inc. retains the right to refuse to hire or transfer any person into a position in the same department, program or location, where their relationship to another employee or supervisor has the potential for creating adverse impact on supervision, performance, morale, or involves a potential conflict of interest. The Executive Director shall have the authority and responsibility for determining if such a potential for adverse impact exists or does not exist.

When it comes to establishing relationships and subsequently contracting with vendors for goods and/or services needed, it is expected that any personal relationship with the vendor be disclosed prior to any services provided or contract completed. Vendors will be chosen based upon quality, reputation, availability, and competitive pricing.

Non-Fraternization Policy

While Progress Inc. does not wish to interfere with the off-duty personal conduct of its employees, certain types of off-duty conduct and relationships may interfere with the Company's legitimate business interest and / or daily operations. To prevent unwarranted sexual harassment claims, uncomfortable working relationships, morale problems among other employees, and even the appearance of unfairness, Directors, Managers, and Supervisors of the Company are discouraged from engaging in consensual romantic or sexual relationships with any managers, supervisors, direct-support staff, or any other employees of Progress Inc. If these relationships do arise, it is required that they be declared to the Director of Human Resources immediately.

VISITORS AND FAMILY MEMBERS:

POLICY: (does not apply to Family Model services)

Family members, including employees' children, or other persons known to the employee shall not visit or accompany employees to work without express consent of persons supported and the supervisor. Employees in a "live-in companion" position must have regular guests and those wishing to live in the home pre-approved by the person supported, conservator when applicable and supervisor. These friends / family members must also be documented in the companion "rules and responsibilities" document and the ISP / PCSP. Adult friends and family members wishing to live in the home must also pass a criminal background check at the companion's expense.

PRACTICE:

1. Visitors will not be allowed to stay overnight without knowledge and consent of persons supported and the supervisor and/or conservator.
2. Visitors who routinely visit the home should be identified by the "Circle of Support", and listed in the "PCSP" as approved.
3. Family members of any age or relationship, or friends of the employee, may **never** be left alone to provide support to a person served unless they are identified and approved by the "Circle of Support" and have received the required training.

Driving / Transporting:

POLICY:

As an employee of Progress Inc., a job responsibility may include using your vehicle to transport the people you support. When employees are providing transportation to people supported they are expected to give full attention to driving. Direct Support Professionals that are not driving, but rather, accompanying people supported in a vehicle while working, are expected to be attentive and provide supervision and assistance as needed.

1. Employees must maintain a valid driver license and the minimum state required insurance. Any employee that is found to not have valid insurance for any reason will be subject to immediate suspension w/o pay until proof of valid insurance can be provided. Employees must submit current proof of insurance each time they receive a new insurance card.
2. Staff that have a driving record that does not meet Progress requirements or have exhibited dangerous driving behavior will be transferred to a non-driving position if there is one available and / or receive disciplinary action when appropriate.
3. Progress management reserves the right to request **post-accident drug screening** at any time. However, post-accident testing will be mandatory in the event of an automobile accident where an employee was cited for a related moving violation or any person in the accident required medical attention. The supervisor and HR department should be notified immediately of any vehicle accident occurring while on-the-clock.
4. All people in a vehicle must follow state law and wear seatbelts.
5. When transporting a person served, employees are expected to either: drive their own vehicle, drive a company vehicle, be a passenger in a company vehicle, or be a passenger with another on duty employee in their vehicle. Employees are not allowed to have a non-employee transport a person served by Progress.
6. Employees may not have any visitors or pets in their personal vehicle or Progress owned /leased vehicles while on duty. If an employee does wish to have a visitor accompany him/her in their personal vehicle while working, the people being supported and the employee's supervisor must approve the trip. The visitor approved must provide a release of liability statement.
7. All employees that are driving while on-the-clock are expected to follow TN's Hands Free Cell Phone Law. Violation of this policy is subject to disciplinary action, up to and including termination.
8. No weapons of any kind can be in a personal or company vehicle when people served are present.

Vehicle Accident Reporting Checklist

1. **NEVER** leave person(s) supported alone!
2. Check for injuries and call an ambulance if necessary.
3. Call the police.
4. **Contact your supervisor within 15 minutes** to report accident. If emergency personnel are not at the scene, the supervisor and staff will determine whether person(s) supported need to be taken to ER or clinic for treatment.
5. Progress reserves the right to request any employee to submit to a drug / alcohol screen if in a vehicle accident while working. Any employee that is cited (ticketed) for any traffic violation at the scene or if any person involved in the accident requires medical treatment **must submit to a drug / alcohol screen** within one hour. The supervisor or employee should contact the HR Director immediately for instructions on where to go for post-accident testing.
6. Don't comment about whose fault it was – just answer the police officer's questions truthfully. Give police and other driver(s) your supervisor's contact information. Phone number (615) 399-3000 and extension / supervisor's name.
7. **Before leaving the accident scene**, ask for driver contact information (name, phone#, insurance company, make of vehicle they are driving, etc.) that you will need to complete a Vehicle Accident Report.
8. If medical assistance is required for person(s) supported(s), complete the **Medical / Dental Service Report** and submit to your supervisor.
9. Complete a **Reportable Event Form** and submit to your supervisor.
10. If medical attention is needed for the employee and the emergency room is not required post-accident, employees should report the injury to the HR Department and steps will be taken to report and treat this as a work related injury .

EMPLOYEE DISCIPLINE:

POLICY:

All staff are expected to comply with Progress Inc.'s standards of behavior, performance and all policies and procedures whether written or implied. Whenever possible, Progress will attempt to use consistent disciplinary action by applying a progressive discipline procedure.

PRACTICES:

1. When warranted, each employee is given an opportunity to improve his/her performance or to correct a disciplinary problem. The supervisor's first responsibility is typically to sit down with the employee, explain the degree of seriousness of his/her behavior, explore options for correcting the behavior and agree on actions to be taken and the consequences of failure to take action.
2. Disciplinary action can mean anything from a mild informal reprimand to termination. The primary objective of any type of disciplinary action is to correct or improve the behavior of individuals who are not meeting standards of performance or conduct.
3. All disciplinary actions will be confidential and should have record of documentation. Only those people directly involved and potentially a Director or Executive Director should discuss matters pertaining to a particular person or incident. Employees should keep the outcome of all disciplinary action confidential. Violation of confidentiality may be cause for disciplinary action.

Disciplinary Steps:

Depending on the severity and the unique characteristics of each event warranting disciplinary action, there is no guarantee that disciplinary action will always follow a progressive order.

(Step 1) **Written or Oral Counsel:** The supervisor meets with the employee and formally discusses the employee's problem. The supervisor encourages the employee to work towards improvement, offering suggestions and methods for improvement. After the meeting, the supervisor ensures that the employee understands that he/she has been counseled regarding his/her behavior or performance deficiency. Documentation should be done by the supervisor and a copy placed in the employee's personnel file.

(Step 2) **Written Warning:** The supervisor ensures that the employee understands he/she is being "warned," i.e., that continuance of the behavior or performance deficiency may result in further disciplinary action, up to and including dismissal. The contents of this meeting will be documented and signed by both the employee and supervisor, with one copy given to the employee and another placed in the employee's personnel file.

(Step 3) **Suspension:** The action of suspension for up to two weeks without pay is taken when the employee has clearly demonstrated a lack of response to previous counseling and warning,

and whenever a reasonable time for improvement or correction has been afforded the employee. The primary purpose of suspension is to impress upon the employee the seriousness with which Progress Inc. views his/her situation and that his/her job is in jeopardy, rather than to cause excessive financial loss.

(Step 4) **Termination**: This action is the most serious of all disciplinary procedures and is normally used only as a last resort. This action is taken when previous steps have not been successful in solving a problem or the management team feels that there is an issue severe enough that termination is warranted. Termination requires the approval of the Director of HR or the Executive Director.

Probation: At any point prior to termination, an employee may be placed on probationary status for a designated period of time typically to serve as notice that certain behavioral or performance issues are being actively monitored.

Common Disciplinary Violations:

Below are a sample of violations of company policy, DIDD / ECF policy or events that are against the law that will result in disciplinary action up to and including termination. This list is not all inclusive.

- Conviction of certain criminal acts
- Abuse, misuse or misappropriation of agency funds, material, property or equipment
- Abuse, neglect, mistreatment or exploitation of any person served by Progress
- Violating Progress' drug and alcohol policy
- Possession of firearms or weapons in the presence of a person served by Progress
- Leaving a person served alone without PCSP and supervisor approval
- Acts that potentially or actually endanger the lives, safety, or property of fellow employees or people served
- Violating Progress confidentiality policy; releasing confidential information
- Substantiated investigation findings of abuse, neglect, exploitation or staff misconduct
- Tardiness and absenteeism, excessive call-outs
- Failure to maintain required license(s) and training certifications. Examples: CPR, medication administration, driver's license, annual relias refresher courses, LPN license, etc
- Retaliation towards fellow employees or a person served for the actual or perceived reporting of a violation implicating the employee in wrongdoing
- Falsifying time worked in any way
- Dishonesty including falsifying by omission
- Being insubordinate to a supervisor
- Refusing to follow directions to complete a reasonable assignment
- Violating Progress' driving policy; excessive moving violations or accidents
- Sleeping on duty
- Failure to complete staff communication notes required after each shift
- Not reporting a critical incident in the required time frame
- Unsatisfactory performance of duties or not performing duties in required time frame
- Violating the TN Hands Free cell phone law
- Failure to maintain satisfactory and harmonious working relationships with the public and Progress employees, including unsatisfactory supervision of other employees
- Not responding to supervisor's texts, emails, calls in a timely manner

Employee Grievance Procedure:

POLICY:

Employees are provided an opportunity to present their complaints and appeal management decisions through this formal grievance procedure. The employee grievance policy applies to work related issues / decisions that have not been satisfactorily resolved through regular employee – management interaction. It is the expectation that the normal chain of command has been utilized to resolve the issue or decision prior to filing an official grievance. All grievances will be initially responded to within 10 business days.

PRACTICE:

1. Employees are encouraged to use this grievance procedure and are not to be penalized for doing so.
2. The following steps outline the Grievance Procedures:
 - The employee brings a dated written grievance to the attention of the employee's supervisor unless the grievance is with the immediate supervisor. If the grievance is with the immediate supervisor, the official written grievance should begin with the next level of supervision or the Director of HR.
 - The managing supervisor or next level of supervision initially receiving the grievance is responsible for investigating, attempting to resolve and communicating a decision to the interested party within a reasonable time.
 - If the aggrieved employee is not satisfied with the decision from successive levels of review, he/she should next appeal to the Executive Director.
 - If the appeal to the Executive Director, fails to satisfy the aggrieved, he or she is permitted to appeal to the highest level of review, the Board of Director's (BOD). The BOD's decision and explanation of the decision, or that of its appointed committee, will be documented and is final.
3. No employee grievance may proceed to the Board of Directors without review by the Executive Director except:
 - When the original grievance is against the Executive Director or
 - Where the Executive Director is unavailable to complete the review within a reasonable time.
4. As used in this policy, the term "reasonable time" for reaching a decision means a reasonable time with respect to the urgency and seriousness of the matter complained of, and consideration of any hardship to the employee, person(s) supported, or their stake-holders which cannot reasonably be avoided pending resolution of the grievance. It is expected that a grievance review will be completed at the administration level within 10 working days. It is expected that the employee grievance review will be completed at the Board of Directors level within 45 days of notice to the President or his/her designee.
5. Information concerning an employee grievance will be received in confidence. Management decisions on grievances will not be precedent-setting nor binding on future grievances unless they are officially stated as Progress Inc. policy.

HIPAA (Health Insurance Portability and Accountability Act of 1996):

POLICY:

Confidentiality is an important part of Progress Inc.'s policies and procedures. Federal regulations have increased the public's interest in their privacy rights through a regulation called HIPAA. It is important that we understand these regulations and how they will impact our operations at Progress Inc.

HIPAA, "Health Insurance Portability and Accountability Act of 1996", has generated new federal regulations that give patients more control over their health information by establishing certain rights related to their health information and setting limits on how we can use and share that information. HIPAA will promote more standardization and efficiency in the health care industry.

PRACTICES:

All Progress Inc. employees, vendors, and person(s) supported associated with Progress Inc., shall receive a "Notice of Privacy Practices of Progress Inc." to be read and signed that they understand the rules and regulation information that is stated in the notice. The notice information describes how the protection of health information about them may be used and disclosed in regards to employees of Progress Inc. and people that Progress Inc. supports.

Direct support professionals employed at Progress Inc. will receive and review **(PHI) "Private Health Information"**, about the people we support during employment with Progress Inc. Such information is protected and enforced by federal and state laws in addition to Progress Inc., policies and procedures. Private Health Information such as relating to the patient's care, treatment, condition or payment which is transmitted, maintained or displayed in any form or medium, whether oral, written or electronically submitted of the confidential information. Private Health Information is any health information maintained by Progress Inc. that is individually identifiable except employment records held by Progress Inc. in its role as an employer. Individually identifiable health information means any health information, including demographic information, whether oral or recorded in any form or medium collected from an individual. Such information is protected and enforced by federal and state laws in addition to Progress Inc. policies and procedures. Private Health Information may be accessed, collected, used, communicated or disclosed only in compliance to the minimum amount necessary to perform job responsibilities.

Confidential information includes, but is not limited to the following information of the patient/person(s) supported and employee

1. Name
2. Address
3. Telephone numbers
4. Age
5. Gender
6. Marital status
7. Insurance information
8. Medical information
9. Psychological information
10. Care or service information

11. Any other identifying information

Training

All members of Progress Inc. workforce shall be trained annually on Progress Inc. policies and procedures with respect to protected health information as necessary and appropriate for the member of the workforce to carry out their function within Progress Inc.

The Privacy Officer of Progress Inc. shall be responsible for the development, updating and implementation of Progress Inc. privacy policies. The Privacy Officer shall implement appropriate administrative, technical and physical safeguards to protect the privacy of protected health information and to limit incidental uses or disclosures made pursuant to an otherwise permitted or required use or disclosure.

Any member of Progress Workforce who is informed by another health care provider, health plan or a healthcare clearinghouse of an amendment to an individual's protected health information shall promptly inform the Privacy Officer of the amendment

Complaint Process

Individuals who desire to make a complaint against Progress Inc. concerning our privacy policies and procedures, its compliance with those policies and procedures, or the requirements of the HIPAA privacy rule shall submit the complaint to the H.R. Director in writing.

The H.R. Director shall investigate the complaint and respond to the individual in writing concerning his/her findings and what action, if any, Progress Inc. will take in response to the complaint.

The H.R. Director shall cause written documentation of each complaint and its disposition to be kept in written or electronic form for six (6) years after the date of the creation or the date when it was last in effect, whichever is later.

Any member of Progress Inc. workforce who fails to comply with Progress Inc. privacy policies and procedures or the requirements of the HIPAA privacy rule shall be subject to sanctions imposed through Progress Inc. discipline and discharge policies.

Examples of the sanctions that may be applied for certain actions are:

- A. Failure to promptly report any violation of any Progress Inc. privacy policy, procedure or requirement of the HIPAA privacy rule to the Privacy Officer.
Verbal reprimand
- B. Inadvertent violation of any Progress Inc. privacy policy or requirement of the HIPAA privacy rule.
Verbal reprimand
- C. Knowing violation of any Progress Inc. privacy policy or requirement of the HIPAA privacy rule.
Written warning
- D. Knowingly and improperly obtaining or disclosing protected health information.
Suspension
- E. Obtaining protected health information under false pretenses.
Termination of employment
- F. Obtaining or disclosing protected health information with an intent to sell transfer or use for commercial advantage, personal gain or malicious harm
Termination of employment

Employee / Person(s) Served Rights

- See and get copies of your records
- Talk to us about how we share your information
- Ask us to change health information that is wrong
- Ask us for a list of who got your health information
- Ask us not to share certain facts about your health
- Take back your consent
- Ask us to contact you in a different way or in a different place
- Ask for a new notice of our privacy practices
- Obtain a copy of this notice of privacy policies upon request.
- Request communications of your protected health information by alternative means

Progress Inc. may use or disclose protected health information without authorization of the employee or the opportunity of the employee to agree or object to the extent that the use disclosure is required by law and the use or disclosure complies with and is limited to the relevant requirement of the law, and the use or disclosure complies with and is limited to the relevant requirements of the law.

Uses and Disclosures Required by Law

1. Uses and Disclosures about Victims of Abuse, Neglect or Domestic Violence.
2. Disclosures for Judicial and Administrative Proceedings.
Uses and Disclosures for Public Health Activities.

Title VI

Policy and Procedure:

This policy applies to the service recipients which Progress Inc. provides services for. Service recipients, parents / conservators, and all Progress employees are expected to be familiar with this policy and the procedures for making a Title VI complaint.

Dissemination

- Service Recipients and their Parents / Conservators should have this policy and complaint procedures distributed to them at least annually, either via a packet from the agency or at other meetings, such as an PCSP "Circle" meeting.
- In addition to the internal documents discussed above, policy and procedures are taught in Title VI class to ALL employees within 30 days of employment. Title VI posters are also located in all central office locations.
- Progress also complies with the annual Title VI reporting requirement to the State of TN. This includes any Title VI complaints in the past year and the outcome.

Policy

Title VI of the Civil Rights Act of 1964 requires that federally assisted programs be free of discrimination. The State of Tennessee's Division of Intellectual Disabilities Services (DIDD) also requires that its activities be conducted without regard to Race, Color, National Origin, or Limited English Proficiency (LEP).

Should Progress be presented with the opportunity to serve a person(s) supported that does have (LEP) needs, then the means required to ensure equal services would be obtained prior to beginning services. (DIDD) will assist Progress in finding the required remedies (at no cost to the person), such as interpreters prior to beginning services for that person(s) supported.

Prohibited Practices Include:

- Denying any individual any services, opportunity, or other benefit for which he or she is otherwise qualified.
- Providing any individual with any service or other benefit which is different or is provided in a different manner from that which is provided to others under the program.
- Subjecting any individual to segregated or separate treatment in any manner related to his or her receipt of service.
- Restricting any individual in any way in the enjoyment of services; facilities; or any other advantage, privilege, or benefit provided to others under the program.
- Adopting methods of administration that would limit participation by any group of recipients or subject them to discrimination.
- Addressing an individual in a manner that denotes inferiority because of race, color, or national origin.
- Subjecting any individual to incidents of racial or ethnic harassment, the creation of a hostile racial or ethnic environment, and a disproportionate burden of environmental health risks on minority communities.

Title VI

Policy and Procedure (cont.)

Complaint Procedure

Should you feel that a service recipient has been discriminated on the basis of protections under Title VI, please contact the local Title VI coordinator below. Any individual making a complaint may choose at any time to file their complaint with the State of Federal Title VI coordinator. To file a complaint with the agency coordinator, you must:

- 1.) Submit the complaint in writing within 180 days of the alleged discrimination.
- 2.) All complaints must be legible and contain all the known facts, such as: who, what, where, and when.
- 3.) All complaints must contain the contact information of the person making the complaint in order to provide the outcome or request additional information.
- 4.) Unless informed otherwise, Progress will conclude their investigation into this complaint and report their findings and proposed remediation to the complainant and person(s) supported within 60 days of receipt.

HR Department
Progress Inc.
319 Ezell Pike
Nashville, TN 37217
615-399-3000

Any individual may file a Title VI complaint with the below listed entity, but it is preferable that complaints be registered at the local level first.

DIDD Title VI Compliance Director
Vickey Coleman, Ph.D
400 Deaderick St.
Nashville, TN 37243
901-356-6811 or 1-800-535-9725

FALSE CLAIMS AND WHISTLE-BLOWER PROTECTION

1. Policy Effective Date. January 1, 2007.
2. Scope. This policy applies to all employees (including management), contractors and agents of **Progress Inc.**
3. Purpose. The purpose of this policy is to provide information to employees, contractors and agents of **Progress Inc.** regarding certain federal and state laws that concern the submission of false and fraudulent claims for payment to the government. These laws play a central role in the government's efforts to prevent and detect fraud, waste and abuse in federal health care programs. This policy also establishes Progress Inc.'s procedure regarding the fair and ethical acquisition of goods and services.
4. Policy. It is the policy of **Progress Inc.** to provide direct care services in a manner that complies with applicable federal and state laws and that meets the high standards of business and professional ethics. Specifically, it is the policy of **Progress Inc.** to detect and eliminate waste, fraud and abuse related to payments to **Progress Inc.** from federal or state programs providing payment for patient care and other services. Consequently, **Progress Inc.** does not tolerate making or submitting false or misleading billing claims or statements to any government agency, health care program or payer source. To further this policy, and to comply with Section 6032 of the Deficit Reduction Act of 2005, **Progress Inc.** provides the following information about its policies and procedures and the role of certain federal and state laws in preventing and detecting waste, fraud and abuse in federal health care programs:

In addition, it is the policy of Progress Inc. that the company will not only comply with any State or Federal guidelines but will also seek and fairly evaluate the acquisition of goods and / or services in such a way that any vendor has an equal opportunity to compete as a provider. The decision process will be based upon factors which optimize the agency's purchasing objectives (i.e. budget, time, quality, availability) and not upon previously established interaction or relationship. It is the intent of Progress Inc. that all business transactions be unbiased and ethical without any conflict of interest. Any expenditures in excess of \$2000 that are not routine and / or ordinary will require a minimum of two (2) bids to be obtained in the following increments:
\$2000-\$5000 - Informal bids required (via phone, internet, or other advertised pricing).
Above \$5000 – Written bids required.

Summary of Federal and State False Claims Laws. The following is a summary of the Federal False Claims Act (the "FCA") and the Program Fraud Civil Remedies Act (the "PFCRA").

The FCA imposes civil liability, pursuant to 31 U.S.C. § 3729, on any person who:

- Knowingly files a false or fraudulent claim for payments to TennCare, Medicare, Medicaid, or other state / federally funded health care program.
- Knowingly makes or uses a false record or statement to obtain payment on a false or fraudulent claim from TennCare, Medicare, Medicaid, or other state / federally funded health care program;
- Knowingly makes or uses a false record or statement to conceal,

avoid or decrease an obligation to pay or transmit money to the government; or

- Conspires to defraud TennCare, Medicare, Medicaid or other state / federally funded health care program by attempting to have a false or fraudulent claim paid.
- Under 31 U.S.C. section 3729, "knowing" and "knowingly" mean that a person, with respect to the information has:
 - Actual knowledge of the information;
 - Acts in deliberate ignorance of the truth or falsity of the information; or
 - Acts in reckless disregard of the truth or falsity of the information (no specific intent to defraud is required).

A person or entity found liable under the FCA is generally subject to civil monetary penalties of between \$5,500 and \$11,000 per claim plus three times the amount of damages that the government sustained because of the illegal act. In health care cases, the amount of damages sustained is the amount paid for each claim filed that is determined to be false. The FCA imposes criminal liability, pursuant to 18 U.S.C. § 1035, to persons that knowingly and willfully make any materially false, fictitious or fraudulent statements in connection with the delivery or payment for health benefits. Penalties may include imprisonment for up to five years.

Procedures

This policy shall be provided to each employee in administration at the Ezell Pike office and shall be housed in their individual personnel file. Newly hired employees shall also receive a copy of this policy.

An employee who seeks to report a suspected fraud or other misconduct may take either of the following actions:

- (1) If the suspicion is not directed toward the employee's immediate supervisor, the employee may report the fraud/misconduct to the employee's immediate supervisor. The supervisor shall immediately report the allegation to the Executive Director, unless the allegation involves the Executive Director, in which instance the supervisor shall report the allegation to the chair of the appropriate Board Committee or the President of the Board of Directors.
- (2) In the alternative, the employee may report the allegation directly to the chair of the appropriate Board Committee or the President of the Board of Directors.

The Executive Director, or in the alternative, the chair of the appropriate Board Committee or the President, shall investigate the allegation and shall undertake such actions as may be necessary and proper to determine whether the allegation is justified. The Executive Director, or in the alternative, the chair of the appropriate Board Committee or the President, shall make a report to the applicable Board Committee(s) and the Executive Committee of the Board of Directors relative to the resolution of the

matter and shall detail how the problems have either been resolved or why no resolution was deemed necessary.

To the extent possible, until such time as the allegations are investigated, every effort shall be made to keep the matter confidential so as to avoid unjustified damage to any person's reputation. If any misconduct is discovered as a result of the investigation, the Executive Director, upon consultation with the Executive Committee, may take such action as he or she deems appropriate in the circumstances.

Whistle-Blower Protection

Title 31 Section 3730 (h).

Any employee who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment by his or her employer because of lawful acts done by the employee on behalf of the employee or others in furtherance of an action under this section, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed under this section, shall be entitled to all relief necessary to make the employee whole. Such relief shall include reinstatement with the same seniority status such employee would have had but for the discrimination, 2 times the amount of back pay, interest on the back pay, and compensation for any special damages sustained as a result of the discrimination, including litigation costs and reasonable attorneys' fees. An employee may bring an action in the appropriate district court of the United States for the relief provided in this subsection.

TCA 4-18-105. Prohibition against preventing employees from disclosing information - Violations - Remedies.

(a) No employer shall make, adopt, or enforce any rule, regulation, or policy preventing an employee from disclosing information to a government or law enforcement agency or from acting in furtherance of a false claims action, including investigating, initiating, testifying, or assisting in an action filed or to be filed under Section 4 of this Act. (b) No employer shall discharge, demote, suspend, threaten, harass, deny promotion to, or in any other manner discriminate against, an employee in the terms and conditions of employment because of lawful acts done by the employee on behalf of the employee or others in disclosing information to a government or law enforcement agency or in furthering a false claims action, including investigation for, initiation of, testimony for, or assistance in, an action filed or to be filed under Section 4 of this Act. (c) An employer who violates subsection (b) shall be liable for all relief necessary to make the employee whole, including reinstatement with the same seniority status that the employee would have had but for the discrimination, two (2) times the amount of back pay, interest on the back pay, compensation for any special damage sustained as a result of the discrimination, and, where appropriate, punitive damages. In addition, the defendant shall be required to pay litigation costs and reasonable attorneys' fees. An employee may bring an action in the appropriate chancery court of the state for the relief provided in this subsection. (d) An employee who is discharged, demoted, suspended, harassed, denied promotion, or in any other manner discriminated against in terms and conditions of employment by such person's employer because of participation in conduct which directly or indirectly resulted in a false claim being submitted to the state or a political subdivision shall be entitled to the remedies under subsection (c) if, and only if, both of the following occur:

- (1) The employee voluntarily disclosed information to a government or law enforcement agency or acted in furtherance of a false claims action, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed; and
- (2) The employee had been harassed, threatened with termination or demotion, or otherwise coerced by the employer or its management into engaging in the fraudulent activity in the first place.

As cited above, it is the policy of all management at Progress Inc. that no direct or indirect actions shall be taken against any person in retaliation for whistle-blowing. Employees are encouraged to report any inappropriateness within the company's financial or corporate management. Even if the claims are subsequently found to be unfounded, the company will not reprimand or otherwise retaliate against the employee making such reports as long as the employee has acted in good faith and with a reasonable belief or suspicion that a fraud or other misconduct exists.

I (print name) _____ have read the above policy pertaining to false claims and misuse of any state or federal funding and the protections for whistle-blowing found within. I'm required to report any known or suspected misuse of state or federal funding to TennCare or the State Comptroller's office at 800-232-5454 immediately.

Technology Usage Policy:

Disclaimer

The Internet is a constantly growing worldwide network of computers and servers that contain millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. Users are further cautioned that it is difficult to avoid at least some contact with this material while using the Internet. Even a harmless search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Employees and users (herein referred to as "Users," "User," or "Employee") accessing the Internet do so at their own risk and understand and agree that **Progress Inc.** (herein referred to as "Company," "The Company," "Progress Inc." or "Progress") is not responsible for material viewed or downloaded by users from the Internet. To minimize these risks, your use of the Internet at Progress Inc. is governed by the following policy:

Permitted Use of Internet and Company computer network

The computer network is the property of Progress Inc. and is to be used for legitimate business purposes. Users are provided access to the computer network to assist them in the performance of their jobs. Additionally, certain Users may also be provided with access to the Internet through the computer network. All Users have a responsibility to use The Company's computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action, including possible termination, and civil and/or criminal liability.

Computer Network Use Limitations

PROHIBITED ACTIVITIES. Without prior written permission from The Company, The Company's computer network may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, Trojan horse programs, etc.) or any other unauthorized materials. Occasional limited appropriate personal use of the computer is permitted if such use does not a) interfere with the User's or any other employee's job performance; b) have an undue effect on the computer or company network's performance; c) or violate any other policies, provisions, guidelines or standards of this agreement or any other of the Company. Further, at all times users are responsible for the professional, ethical and lawful use of the computer system. Personal use of the computer is a privilege that may be revoked at any time.

ILLEGAL COPYING. Users may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of your supervisor.

COMMUNICATION OF TRADE SECRETS. Unless expressly authorized to do so, Users are prohibited from sending, transmitting, or otherwise distributing proprietary information, data, trade secrets or other confidential information belonging to The Company. Unauthorized dissemination of such material may result in severe disciplinary action as well as substantial civil and criminal penalties under State and Federal Economic Espionage laws.

Duty not to Waste or Damage Computer Resources

ACCESSING THE INTERNET. To ensure security, avoid the spread of viruses & malware, and to maintain The Company's Internet Usage Policies or Acceptable Use Policies, employees may only access the Internet through a computer attached to The Company's network and approved Internet firewall or other security device(s). Bypassing The Company's computer network security by accessing the Internet directly by personal connections such as (but not limited to) Cellular Networks, Wimax, modems, or proxy avoidance techniques or by any other means is strictly prohibited.

FRIVOLOUS USE. Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all Users connected to the network have a responsibility to conserve these resources. As such, Users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups or other social media, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

VIRUS DETECTION. Files obtained from sources outside The Company, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage The Company's computer network. Users should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-Company sources, without first scanning the material with Company-approved virus checking software. If you suspect that a virus has been introduced into The Company's network, notify the IT Manager or your Supervisor immediately. Do not download or install any programs without approval from the IT Department.

No Expectation of Privacy

Employees are given computers and Internet access to assist them in the performance of their jobs. Employees should have no expectation of privacy in anything they create, store, post, send or receive using the company's computer equipment. The computer network is the property of The Company and may be used only for Company purposes.

Waiver of privacy rights. User expressly waives any right of privacy in anything they create, store, post, send or receive using the company's computer equipment or Internet access. User consents to allow company personnel access to and review of all materials created, stored, sent or received by User through any Company network or Internet connection.

Monitoring of computer and Internet usage. The Company has the right to monitor, log and archive any and all aspects of its Computer system including, but not limited to, monitoring Internet sites visited by Users, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by users via Email, IM & Chat & Social Networking.

Blocking Sites With Inappropriate Content

The Company has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing sexually explicit or other material deemed inappropriate in the workplace.

Blocking Sites With Non-productive Content

The Company has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing non-work-related content.

Social Networking Policy

Progress Inc. understands that some employees participate in social networking sites (e.g. Facebook, MySpace, Instagram, Twitter, YouTube, LinkedIn) and chat rooms, and create and maintain personal websites, including blogs. Progress respects employees' online social networking and personal Internet use. However, your online presence can affect Progress as your words, images, posts, and comments can reflect or be attributed to Progress. As an employee, you should be mindful to use electronic media, even on your own personal time, responsibly and respectfully to others. Because employees' online comments and postings can impact Progress Inc. and/or the way employees are spending their time at work, Progress Inc. has adopted the following guidelines that employees must observe when participating in social networking sites and/or engaging in other forms of Internet use on and off duty. It shall be considered a breach of acceptable employee conduct to post on any public or private website or other forum, including but not limited to discussion lists, newsgroups, listservs, blogs, information sharing sites, social media sites, social or business networking sites such as LinkedIn, Facebook, Twitter, Instagram or MySpace, chat rooms, or any other electronic or print communication format, any of the following:

- (1) Anything that may harm the goodwill or reputation of Progress or any disparaging information about Progress.
- (2) Any disparaging, discriminatory or harassing information concerning any person served, employee, vendor or other person associated with Progress Inc. Progress Inc.'s policies prohibiting harassment apply online as well as offline.
- (3) Any confidential information, trade secrets, or intellectual property of Progress Inc. obtained during your employment, including information relating to finances, research, development, marketing, person(s) supported served, operational methods, plans and policies.
- (4) Any private information relating a person served, employee or vendor of Progress Inc. Take care to avoid HIPPA violations.
- (5) No new social networking account/site may be launched as an official Progress Inc. account without approval From the Executive Director.

Employees may not take, distribute, post pictures, video or any other identifying information of any person served with Progress Inc. without written permission. Employees may not provide any pictures, video or other recordings to any print or news media sources without expressed written permission. Employees must first have their supervisors' approval and have a release from the person served or their legal representative. Nor can employees use their Progress Inc. email addresses for personal social media activities and purposes unless it is related to your job description.

This Policy applies regardless of where or when employees post or communicate information online. It applies to posting and online activity at work, home or other location and while on duty and off duty. Progress Inc. reserves the right to monitor and access any information or data that is created or stored using Progress Inc.'s technology, equipment or electronic systems, including without limitation, e-mails, internet usage, hard drives and other stored, transmitted or received information. Employees should have no expectation of privacy in any information or data (i) placed on any Progress Inc. computer or computer-related system or (ii) viewed, created, sent, received or stored on any Progress Inc. computer, cell phone or computer-related system, including, without limitation, electronic communications or internet usage.

Acknowledgement of Understanding

I have read and agree to comply with the terms of this policy governing the use of Progress Inc.'s computer network. I understand that violation of this policy may result in disciplinary action, including possible termination and civil and criminal penalties.

Printed Name: _____

Signature: _____

Date: _____