

# EMPLOYEE HANDBOOK

[AGENCY NAME]

Version 1.0

[Month, Year]

WWW





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Chief Executive Officer

Executive Director

Office Manager

Program Manager

Human Resources Manager

Supervisors

Direct Care Staff

Program Instructors

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## INTRODUCTION

At [AGENCY NAME], we are committed to fostering an inclusive and collaborative work environment where every employee feels valued, respected, and empowered to contribute their best. Our success as a company is built upon the dedication and talent of our team members, and we recognize the importance of providing a supportive and rewarding workplace.

This handbook outlines our policies and procedures regarding various aspects of employment, including but not limited to: employee conduct, benefits, leave policies, safety guidelines, and communication protocols. It is designed to provide you with clear guidance on what is expected of you as an employee and what you can expect from us as your employer.

## MISSION STATEMENT

We strive to develop lifelong relationships while providing quality compassionate care to our clients. We develop trusting relationships with a goal of improving the safety and independence of our clients delivering highest quality of services and to create a better everyday foundation and to provide the best services and establish a relationship that allows individuals to take the right approach in all aspect of life.

## VALUES

Professionalism, Safety, Accountability, Honesty, Passion, Companionship and Dedication and Commitment

## VISION STATEMENT

To hold ourselves to the highest level of integrity. To continue to learn, train and grow in an effort to optimally assist our clientele. Most importantly, to be a valued resource and advocate for those we serve. benefiting the client and collaborating with our partners.

## GOALS

To assure your satisfaction, trust, safety, dignity, and well-being as a whole. To be Courteous and Professional. To assist you in staying happy, healthy, independent and to assist you in meeting your goals.





## INTRODUCTION PERIOD

[AGENCY NAME] has an introductory period for all new employees. The first 60 days of employment are considered the introductory period. The introductory period is a time for getting to know your fellow employees, your supervisor and the tasks involved in your job description, as well as becoming familiar with [AGENCY NAME] clients, policies and procedures. Your manager will work closely with you to help you understand the needs and processes of your job. At the end of the introductory period your supervisor will discuss your job performance with you. If, during this period, your work habits, attitude, attendance or performance do not measure up to our standards, we may release you or extend your introductory period. If you take approved time off in excess of five work days during the introductory period, the introductory period may be extended by that length of time. This review will be much the same as the normal job performance review that is held for regular full time or part time employees on an annual basis. Please understand that completion of the introductory period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for “cause”.

## EMPLOYMENT POLICY – AT WILL EMPLOYMENT

Your employment is “At Will.” At Will employment means that either you or the Company may terminate your employment at any time, with or without cause and with or without notice. We cannot terminate your employment if such termination is a violation of federal, state or local law. While the Company does reserve the right to change, modify, add and delete policies, At Will employment is the one company policy that will not change.

## STATEMENT OF PURPOSE

This handbook has been prepared to inform employees of the policies and procedures of [AGENCY NAME] and to establish the agency’s expectations. It is not all-inclusive or intended to provide strict interpretation of our policies; rather, it offers an overview of the work environment including job descriptions, HR policies and procedures, and HR related forms and documentation.

This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time and is not intended to induce an employee to accept employment with the agency. The agency reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion.

If any discrepancy between this handbook and current agency policy arises, conform to current agency policy. Every effort will be made to keep you informed of the agency’s policies; however, we cannot guarantee that notice of revisions will be provided.





Feel free to ask questions about any of the information within this handbook. This handbook superseded and replaces any and all personnel policies and manuals previously distributed, made available or applicable to employee.

## DOCUMENT CONTROL & APPROVALS

Document Revisions shall be recorded in the table below;

Ver. No.	Rev. No.	Page No.	Description of Amendment	Approved By	Date

Document review and approvals shall be recorded in the table below;

Description	Title	Signature	Date
Prepared By			
Reviewed By			
Approved By			

**Note:** All guidelines, policies and procedures shall be reviewed at least annually, with recommended changes submitted to the senior management for approval, as necessary.



## EQUAL EMPLOYMENT OPPORTUNITY AND DISCRIMINATION POLICY

[AGENCY NAME] is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications, potential and competency. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on race, religion, color, national origin, ancestry, sex, gender, sexual orientation, marital status, age, genetic information, physical or mental disability, or medical condition, except where physical fitness is a valid occupational qualification or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. Further, [AGENCY NAME] employers may also not discriminate against an employee or applicant based on his or her status as an authorized medical marijuana cardholder or a registered qualifying patient who tests positive for marijuana components or metabolites (“a protected user”). An employee is not considered a “protected user” if:

- Providing protection to the employee would result in loss to the employer of a monetary or licensing-related benefit under federal law or regulations; or
- The employee used, possessed, or was impaired by marijuana on work premises or during hours of employment.

The Company may also refuse to place a protected user in safety-sensitive positions.

The Company is committed to complying with all applicable laws providing equal employment opportunities to individuals regardless of race, religion, color, national origin, ancestry, sex, gender, sexual orientation, marital status, age, genetic information, physical or mental disability, or medical condition, except where physical fitness is a valid occupational qualification. This commitment applies to all persons involved in the operations of the Company and prohibits unlawful discrimination by any employee of the Company, including supervisors and co-workers.

In accordance with [AGENCY STATE] law, the Company also prohibits discrimination against employees based on genetic test results, AIDS/HIV status, authorized medical marijuana cardholder status, and any other class or activity protected by federal, state or local law.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact Management and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Company will then engage in a good faith interactive process with the employee or applicant to determine what, if any,



effective accommodations can be made for the employee or applicant. The Company will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. The Company will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to Management as soon as possible. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The Company will immediately undertake an effective, thorough and objective investigation and attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken, commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. Whatever action is taken will be made known to you and the Company will take appropriate action to remedy any loss to you as a result of the discrimination. The Company will not retaliate against you for filing a complaint and will not willingly permit retaliation by management employees or your co-workers.

## AMERICANS WITH DISABILITIES ACT POLICY

The Americans with Disabilities Act (ADA) is a federal law that prohibits employers with 15 or more employees from discriminating against applicants and employees with disabilities. It also requires employers to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job functions of the position.

[AGENCY NAME] complies with all applicable laws concerning the employment of individuals with disabilities and acts in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). The Company is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

The Company will reasonably accommodate qualified individuals (candidates and employees) with disabilities so that they can perform the essential functions of a job, unless the requested accommodations result in the following:



- A direct threat to the safety or well-being of the individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation; or
- An undue hardship to the Company.

Hiring procedures will be reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis. The Company will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws. The Human Resources department is responsible for implementing this policy, including the resolution of reasonable accommodation, safety, direct threat and undue hardship issues. Contact them with any questions or requests for accommodation.

## EMPLOYMENT ELIGIBILITY VERIFICATION

[AGENCY STATE] law requires that employers use the federal Employment Eligibility Verification Program ("E-Verify") to confirm the work authorization of newly hired employees. E-Verify is an Internet-based system operated by the U.S. Department of Homeland Security that compares information on the Form I-9 with data in federal government records.

In accordance with this requirement, the Company uses E-Verify to confirm the work authorization of all newly-hired employees. The Company, however, strictly prohibits discrimination or retaliation against any employee or prospective employee based on race, color, national origin, immigration status, or the individual's decision to exercise procedures afforded to employees by E-Verify.

If you have any questions regarding the E-Verify process, please contact Human Resources Department.



## BACKGROUND CHECK

To ensure that individuals who join [AGENCY NAME] are well qualified and have a strong potential to be productive and successful, it is the policy of the Company to check the employment references of all applicants. Background checks help to ensure that new employees have the skills for the job and have performed well in the past.

The Company conducts background checks on all job candidates after a contingent offer of employment has been extended. A background check may also be completed during reassignment or promotion of an employee. A third-party administrator may be used to conduct the background checks, and all background checks will be compliant with applicable laws, such as the Fair Credit Reporting Act.

The information that may be collected includes, but is not limited to:

- Criminal background
- Employment history
- Education
- Credit
- Professional and personal references

Criminal background checks may not be used as the sole reason for denying employment, unless it is job-related. Regardless, the company has the right to make the final decision about employing an individual after the background check is complete.

Checking professional and personal references is an important part of the background check process. The Human Resources Department will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Information obtained from the background check process, including information from professional and personal references, will be used by the Company only as part of the employment process and will be kept confidential by Human Resources.

**\*This is only a preview of the Original Document**

**\*For inquiries or assistance, please reach out to us at [www.carepolicy.us](http://www.carepolicy.us)**