

Hiring and Recruitment Policy and Procedure

Policy: HR.1.1

Effective Date: 3/21/2012

Approved: *Sam Curtis*, CEO

Revised: 10.1.15, 10.20.15

POLICY: It is the policy of Senior Resources to be an equal opportunity employer and to hire individuals on the basis of their qualifications and ability to do the job to be filled. Unless otherwise provided in writing, employment with Senior Resources is considered to be at will, so that either party may terminate the relationship at any time and for any lawful reason. (See [EMPLOYMENT-AT-WILL](#) statement in the EMPLOYEE HANDBOOK.)

PROCEDURE:

- 1) Supervisors and managers who need to fill a vacated existing position or want to add a new job position should submit a New Hire Request (addendum A) to Human Resources (HR) for approval. All requests to fill a vacated existing position, will be reviewed by HR and verified to budget by the Chief Financial Officer (CFO) before the recruitment process begins. In addition, all requests to add a new job position will require the written approval of the Chief Executive Officer (CEO).
- 2) Senior Resources normally will try to fill job openings above entry level by promoting from within, if qualified internal applicants are available. In addition, Senior Resources normally will give consideration to any known qualified individuals who are on layoff status before recruiting applicants from outside the organization. (Refer to SEPARATION OF EMPLOYMENT Policy)
- 3) If candidates from within Senior Resources are to be considered for job openings, HR will post the openings through an e-mail notification agency wide.
- 4) If candidates from outside Senior Resources are to be considered for job openings, HR will post to public notices to recruit the most appropriate candidates to fill the opening.
- 5) During the recruitment, hiring, and orientation process, no statement should be made promising permanent or guaranteed employment; and no document should be called a contract unless, in fact, a written employment agreement is to be used. All employees of Senior Resources should be aware that employment with Senior Resources is at will and should not make any representations otherwise. (Refer to EMPLOYMENT-AT-WILL statement in the EMPLOYEE HANDBOOK)
- 6) When candidates from outside Senior Resources are to be considered for job openings, the following procedures should be implemented:
 - a) Any candidate for employment must fill out and sign an employment application form in order to be considered for hiring. The application will include applicant signed compliance to undergo credentialing of licensing (if applicable), personal reference, driving record, and criminal background checks. Upon completion of the application, the candidate becomes an applicant for purposes of agency recordkeeping.
 - b) HR will consider requests for accommodation of disabilities and religious beliefs and will determine what, if any, accommodation will be made.
 - c) Applicants determined to be qualified for consideration for available job openings will be interviewed by HR via a phone interview.

- d) If HR and supervisor/manager determine that the applicant is qualified for employment, a first interview will be arranged between the applicant, HR and the requesting supervisor/manager.
 - e) If HR and supervisor/manager determine that the applicant is qualified for employment, a second interview will be arranged between the applicant, HR and the requesting supervisor/manager and any other current staff or board member, the supervisor/manager feels should be present.
 - f) HR and the supervisor/manager will consult with the Network Manager and/or Managed Care Operations Manager to determine whether an applicant has the technical qualifications for the open position. It is the responsibility of the supervisor/manager to determine if an applicant meets the other job-related criteria necessary to perform the job. The decision whether to hire the applicant is to be made by the supervisor/manager, but also must have the approval of the HR. Prior to offer of hire, HR will conduct credentialing of licensing (if applicable), personal reference, driving record, and criminal background checks. A prior conviction, taken by itself, will not necessarily disqualify an applicant.
 - g) Following a decision by the supervisor/manager and HR to hire the applicant, a formal written offer of employment will be made by HR which should include any necessary contingencies or disclaimers. HR then will determine whether the applicant has the legal right to work in the United States. If the applicant accepts the offer and a medical examination is required, HR should arrange it at the expense of the Agency.
 - h) If the background checks or any other subsequent investigation discloses any misrepresentation on the application form or information indicating that the individual is not suited for employment with Senior Resources, the applicant will be refused employment or, if already employed, may be terminated. (See SEPARATION OF EMPLOYMENT Policy)
 - i) HR is responsible for general orientation of new employees and the processing of their employment and benefits enrollment forms; the supervisor/manager will work with HR to schedule program orientation with department managers and any other necessary job training. (See ORIENTATION AND TRAINING Policy.)
- 7) A member of an employee's immediate family will be considered for employment by Senior Resources if the applicant possesses all the qualifications for employment. An immediate family member may not be hired, however, if the employment would:
- (a) Create either a direct supervisor/subordinate relationship with a family member; or
 - (b) Create either an actual conflict of interest or the appearance of a conflict of interest.
- These criteria also will be considered when assigning, transferring, or promoting an employee. For purposes of this policy, "immediate family" includes: the employee's spouse, brother, sister, parents, children, stepchildren, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, and any other member of the employee's household.
- 8) Employees who marry or become members of the same household may continue employment as long as there is not:
- (a) A direct supervisor/subordinate relationship between the employees; or
 - (b) An actual conflict of interest or the appearance of a conflict of interest.
- 9) Should one of the above situations occur, Senior Resources will attempt to find a suitable position within Senior Resources to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.
- 10) Senior Resources is taking affirmative action as required by law to employ and advance in employment qualified senior citizens, disabled veterans and qualified disabled individuals. Senior Resources also is taking affirmative action as required by law to employ and advance in employment qualified individuals without regard to race, sex, age, religion, or national origin.
- 11) Former employees who left Senior Resources in good standing may be considered for reemployment. Former employees who resigned without written notice or who were dismissed for disciplinary reasons may not be considered for reemployment. (See SEPARATION OF EMPLOYMENT Policy) A former employee who is reemployed will be considered a new employee from the date of reemployment unless the break in service is less than 13 business weeks, in which case the employee will retain accumulated

seniority. Length of service for the purposes of benefits is governed by the terms of each benefit plan. Employees who retire may be eligible to be considered for rehire.

ENFORCEMENT: The CEO, supervisors and management staff are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

SENIOR RESOURCES OF WEST MICHIGAN REQUEST for POSITION HIRE

(New/Vacant/Re-organized: including Office, IT and Data Supports Needed)

Request Submitted By: _____ **Proposed Start Date:** _____

Position Requested: _____ **Hours per Week:** _____

- Exiting, Vacant position
- Newly created position
- Position changes due to staff reorganization

Proposed Wage/Rate per Hour Range: \$ _____ to \$ _____ per (circle)Hr/Annual

Proposed Office Location: _____

- Permanent TWP Office
- Temp TWP Office/ target date to move to Home Office/Other Location: _____

Summarize primary function & identify program area (i.e. Medicaid waiver, MMAP, Admin, etc):

Technology/IT Needs: Phone:(circle)basic/headphones Faxline Printer:(circle)basic/all-in-one/color
 Computer:(circle)laptop/desktop/tablet Handheld scanner Calculator:(circle)handheld/desktop E-Mail address
 Software/Data Access /Training needs (be as specific as possible & consult with Data Operations Manager) _____

Based on target date indicated above for Home/Other office location, what additional equipment is expected to be needed (be as specific as possible):

Routing Order: C.F.O. IT ADMIN DATA MGR C.E.O. HR MGR

Budget Verification

- A budget line exists and supports the above request for New Hire and Supports
- Budget can support request with the following exceptions noted: _____

Chief Operating Officer

Date

Approval

- Approved for posting of position for new hire as requested.
- Approved with the following exceptions noted: _____

- Not approved at this time. Explanation: _____

Chief Executive Officer

Date

HR Completes:

- Position posted internally on _____, and expires: _____
- Position posted with TWP Partners on _____, and expires: _____
- Position posted with general public on _____, and expires: _____
Media Used _____
- Position filled(date) _____ by(name new hire) _____

Re-Routing Order: IT Administrator Data Manager HR (FINAL)

IT needs ordered/setup & email is _____ @ [srwmi.org](mailto:_____@srwmi.org) Ext # is: _____ Fax # is: _____

Data application logins requested setup for following: _____

Equal Employment Opportunity Policy and Procedure

Policy: HR.1.2

Effective Date: 10/22/04

Approved: *Sam Curtis*, CEO

Revised: 10.1.15, 10.20.15

POLICY: The policy of Senior Resources of West Michigan is to provide equal employment opportunity. All recruitment, employment, job training, compensation, promotion and other conditions of employment are based on this policy without regard to race, creed, color, sex, age, religion, national origin, marital status, height, weight, or non-disqualifying disability, or other functions prohibited by law.

Senior Resources agrees to state in all recruiting materials and advertisements that all applicants will receive equal consideration for employment without regard to race, creed, color, religion, national origin, age, sex, marital status, height, weight or non-qualifying disability, or other functions prohibited by law. Senior Resources agrees to post notices in conspicuous places setting forth the law on equal opportunity in employment and public accommodations.

Senior Resources will comply with all federal & state laws concerning the employment of persons with disabilities according to the American with Disabilities Act (ADA).

PROCEDURE

If an individual feels they have been discriminated against in the employment practices of Senior Resources, the individuals are encouraged to first discuss the complaint with the directors of Senior Resources of West Michigan.

The directors will investigate and issue a response. All attempts will be made to resolve the complaint or satisfy the individual's expectations.

If the complainant does not feel their concern has been heard he/she may file the complaint in writing whether on paper or electronically within ten business days of receiving a response from the director(s) to executive committee of Senior Resources, whichever is the most appropriate.

The executive committee(s) will investigate the complaint and issue a response to the complainant within thirty days of receipt of the complaint.

If the complainant does not feel they received fair consideration he/she may also contact:

Office of Services to the Aging, telephone (517) 373-8320,
Department of Community Health Office, telephone (517) 373.3740, or
Federal Office of Civil Rights, email OCRMail@hhs.gov

ENFORCEMENT

The Board of Directors, Chief Executive Officer, management, supervisors and staff are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the Chief Executive Officer or Human Resources.

Code of Ethics and Conduct Policy and Procedure

Policy: HR.1.3

Effective Date: 6/20/2007

Approved: *Tom Antis*, CEO

Revised: 10.20.15

Code of Ethics and Conduct

Senior Resources has confidence in its officers, management, employees, volunteers and other staff member (Covered Persons) and expects the highest standard of personal integrity in the operation of the affairs of the agency. Therefore, to assure that client/participant services are conducted objectively and confidentially without improper influence, and to protect the assets of Senior Resources, its tax-exempt status, its public reputation, and guard against actions that would result in criminal prosecution and/or civil litigation, Covered Persons of Senior Resources will:

- 1) Practice honesty and integrity in the performance of their responsibilities and perform their duties in accordance with recognized ethical and legal standards;
- 2) Be fair-minded, non-discriminatory and treat all individuals with civility, respect, compassion and dignity;
- 3) Exhibit professionalism in the workplace and conduct themselves in ways that promote the public's confidence in the integrity of Senior Resources;
- 4) Make decisions and take actions that are in the best interest of the clients/participants served and person-centered;
- 5) Exercise fiduciary responsibility and strive to be in strict compliance with the law and adhere to the regulations of governmental agencies and funders (e.g., CMS, HHS, DCH, AASA).
- 6) Exercise custodial responsibility with respect to the use of Senior Resources property and resources;
- 7) Comply with all Senior Resources policies and procedures.

POLICY: This policy is intended to provide guidance to officers, management, employees, volunteers and other staff members having agency responsibilities (Covered Persons) as to the organization's underlying ethical philosophy and the standards of conduct expected throughout Senior Resources and its Partner Organizations. Administration of this policy will be by the Senior Resources, Chief Executive Officer (CEO). It will be the policy of Senior Resources to require prompt reporting of any transactions or events which appear to be violations of the Code. All alleged violations of this policy will be investigated and the results reported to the Senior Resources CEO and the Senior Resources Audit/Finance Committee.

PROCEDURE: The Code of Ethics and Conduct will be distributed to Covered Persons who are required to complete an annual Conflict of Interest/Code of Conduct certification and disclosure statement. The Human Resources Director (HR) will send a statement form (Addendum A) to each Covered Person and completed certification statements will be returned to HR in a timely manner. Any reported "exceptions" will be reported to the Senior Resources CEO or the Audit/Finance Committee, as appropriate.

Prohibited Conduct:

- 1) Knowingly authorizing payments or activities which violate provisions of the Internal Revenue Code or Federal Laws and Acts regarding permissible transactions for tax-exempt organizations, Medicare Fraud and Abuse statutes, political contributions, or other illegal or improper payments in an attempt to influence the outcome or decisions of others regarding a transaction, political campaign or business matter with the funds of Senior Resources, its sub-

contractors and/or its joint ventures. In cases where the law is ambiguous or in conflict, an opinion from outside legal counsel should be obtained.

- 2) Appropriating, using, or permitting others to appropriate or use any funds, property, equipment or time compensated by Senior Resources for unlawful purposes including or for personal gain.
- 3) Accepting any material (value greater than \$20) gifts, premiums, gratuities, loans, excessive entertainment, or services ("items of value") from any supplier, service provider, financial institution, or other persons/entities seeking to retain or obtain business from Senior Resources. Such items include, but are not limited to the acceptance of items or services for prices below their reasonable "fair market value" or otherwise below a cost that could be obtained by the general public or any other employee of the organization at the time of receipt/purchase. The offer or acceptance of any non-material item from a provider or those seeking to retain or obtain business from Senior Resources will be reported immediately to one's direct supervisor. Employees should not accept a gift of money or a gift certificate from a client/participant or a client's/participant's family/friends. However, accepting a handmade item, gift of flowers or candy is permissible.
- 4) Knowingly providing false or inaccurate information to an employee, management, clients/participants, our auditors, legal counsel, the authorities, government agencies, accreditation organizations, consultants of the organization or others who rely on the receipt of accurate information to perform some act or make decisions. This includes but is not limited to the preparation of false records or fictitious documents (e.g., inflated expense reports, claiming personal expenses as reimbursable business expenses, incorrect cost reports); and the failure to properly disclose, record or account for any assets, funds, liabilities, revenues, expenditures in an accurate and timely fashion.
- 5) Making or initiating any transaction involving Senior Resources funds for a purpose other than as described by the documents supporting payment, or authorizing a transaction which knowingly circumvents an internal policy or procedure.
- 6) Acquiring or competing directly or indirectly for any property, entity or opportunity which the organization is actively considering or pursuing.
- 7) Employees and management will not discriminate in the selection, hiring, retention, promotion or transfer of qualified individuals on the basis of age, gender, race, religion, sexual orientation, national origin, color, ancestry, disability, marital status, family medical leave status, veteran status, or any other personal characteristic.
- 8) Modifying computer software, inserting code or otherwise affecting any system, its data and/or the information used by Senior Resources in a willful or intentional manner to the employee's benefit or to the detriment of the organization.
- 9) Establishing, in the name of the organization or one of its related entities, a bank account, using its tax identification number, referencing its tax-exempt status, using its stationery or letterhead, or undertaking, in the name of Senior Resources for any activity without prior approval or for an unauthorized purpose.
- 10) Participation by Senior Resources employees in outside activities that could reasonably be expected to significantly interfere with work time commitments to Senior Resources such as during normal work hours performing a task or speaking engagement for an organization and receiving a fee for that work while being paid as a Senior Resources employee. Participation in and presentations to professional organizations are encouraged with prior approval by the Communications Director.
- 11) Proposing to do business with a firm or entity which employs or is owned by the individual, a close relative or friend unless the relationship has been previously disclosed to the CEO and all others who will be party to approving the transaction.
- 12) Disclosing or permitting others to disclose without prior authorization, confidential information including non-public business information, personnel records, client/participant records, computer access codes and system information, peer review data and other information protected by law. No information will be used for personal benefit.
- 13) Engaging in political activity or soliciting while on duty or on workplace premises, or accepting political contributions from persons or entities seeking to receive endorsement by or influence of Senior Resources.

- 14) Establishing financial, social and political relationships or activities which may compromise objectivity and honesty in the performance of job duties, create conflict of interest, and are not in the best interests of Senior Resources.
- 15) Acting as representative payees, conservators or guardians of any participant of services affiliated with Senior Resources.
- 16) Any other circumstance that could reasonably have an effect on a Covered Person's independence of judgment on Senior Resources business matters.
- 17) Personal fundraising efforts (Schools, Clubs, Youth groups, etc.) are allowed to be offered to staff as an option i.e. in the break room or by mailboxes. Fundraising efforts are not to be solicited to an individual employee. An employee may not solicit funds or other support from a subordinate for a favorite charity. Additionally, an employee may not use his title, position, or other authority associated with his position to further any fundraising effort. An employee may not use Senior Resources assets including network, e-mail, postage or photocopier equipment, or time, in support of a private fundraising effort.
- 18) Employees are strictly prohibited from soliciting personal/charity funds, the sale of goods or other support from participants, providers, or other stakeholders

There are no substitutes for honesty and common sense and it is not possible to list all specific situations. Covered Persons are encouraged to contact the CEO or HR regarding any questions or potential disclosure situations which may appear ambiguous.

VIOLATIONS: Reports of code violations can result from misunderstandings or lack of communication. Prompt disclosure of such concerns will minimize potential hardships or morale problems that can make effective operations more difficult. This is of such importance to Senior Resources that a person who is involved in events which are, or appear to be, in violation of the Code of Conduct; or who gains knowledge that a subordinate, co-worker or supervisor is involved in actions which appear to be a violation of the Code should promptly report such events as further described below:

- 1) Covered Persons are required to make prompt and full disclosure of any activity, which either violates or may potentially violate the Code. Individuals who know of a potential violation of the code of conduct should immediately report the situation to the CEO, HR or Chairperson of the Audit /Finance Committee.
- 2) If the situation is deemed a reportable condition, a written summary may be requested. The summary should include an accurate and full disclosure of all facts.
- 3) The organization will protect an individual who discloses the activities of another which appear to be violations of the Code of Conduct from retribution or harassment of any kind and will adhere to Senior Resources Whistleblowers Policy (refer to Employee Handbook, Addendum B).
- 4) Investigations will involve appropriate resources which may include external audit, legal counsel or internal audit in accordance with Senior Resources Whistleblowers Policy. All Covered Persons have an obligation to cooperate in such investigations.
- 5) A written summary with recommendations for action or no action will be made to the CEO and the Audit/Finance Committee of each completed investigation.

ENFORCEMENT: The Board of directors, CEO, management, supervisors and staff are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

SENIOR RESOURCES - CODE OF ETHICS STATEMENT

All officers, management, employees, volunteers and other staff member of Senior Resources will:

- 1) Practice honesty and integrity in the performance of their responsibilities and perform their duties in accordance with recognized ethical and legal standards;
- 2) Be fair-minded, non-discriminatory and treat all individuals with civility, respect, compassion and dignity;
- 3) Exhibit professionalism in the workplace and conduct themselves in ways that promote the public’s confidence in the integrity of Senior Resources;
- 4) Make decisions and take actions that are in the best interest of the clients/participants served and person-centered;
- 5) Exercise fiduciary responsibility and strive to be in strict compliance with the law and adhere to the regulations of governmental agencies and funders (e.g., CMS, HHS, DCH, AASA).
- 6) Exercise custodial responsibility with respect to the use of Senior Resources property and resources;
- 7) Will comply with all Senior Resources policies and procedures.

CONFLICT OF INTEREST DISCLOSURE

No member of the SENIOR RESOURCES Board of Directors, or any of its Committees, shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with Senior Resources. Each individual shall disclose to Senior Resources any personal interest which he or she may have in any matter pending before SENIOR RESOURCES and shall refrain from participation in any decision on such matter.

A conflict shall be perceived to exist when any member of the Senior Resources Board, any Committee or Staff who is an officer, board member, a committee member or staff member of an organization seeking to provide services or facilities to Senior Resources, or when a member has any duality of interest or possible conflict of interest, real or apparent. A duality of interest will be considered to exist when a Board Director, committee or staff or a member of his or her immediate family or close relative has any relationship, affiliation, substantial interest, or dealings with the organization. Such conflict of interest shall be disclosed to the Board of Directors and made a matter of record, either when the interest becomes a matter of Board action or as a part of periodic procedure to be established by the Board. The member should not vote or use his or her personal influence on that matter before the Board or agency. This does not prevent the member from entering into discussion regarding the matter or answering questions.

Any member of the SENIOR RESOURCES Board, any Committee, or staff shall refrain from obtaining any list of SENIOR RESOURCES clients/participants for personal or private solicitation purposes at any time during the term of their affiliation. **At this time, I am a Board member, a committee member, or an employee of the following organizations:**

Now this is to certify that I, except as described below, am not now nor at any time during the past year have been:

- 1) A participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party; doing business with the SENIOR RESOURCES which has resulted or could result in personal benefit to me.
- 2) A recipient, directly or indirectly, of any salary payments or loans or gifts of any kind or any free service or discounts or other fees from or on behalf of any person or organization engaged in any transaction with the SENIOR RESOURCES.

Any exceptions to 1 or 2 above are stated below with a full description of the transactions and of the interest, whether direct or indirect, which I have (or have had during the past year) in the persons or organizations having transactions with the SENIOR RESOURCES.

Signature: _____ Date _____

Printed name: _____

Revised 9/2015

References: AD.2.14 Witnessing Documents Policy

Drug-Free Workplace Policy and Procedure

Policy: HR.1.4

Effective Date: 3/21/2012

Approved: *Tom Antis*, CEO

Revised: 10/01/2015

POLICY: Senior Resources of West Michigan is a Drug-Free Workplace. Senior Resources values its employees and recognizes their need for a safe and healthy work environment. The most essential job function of all employees is the ability to work in a constant state of alertness and in a safe manner. The establishment of a Drug Free Workplace Policy is consistent with Senior Resources’ desire to promote a safe and accident free workplace. Failure to comply with the provisions of this policy will be grounds for disciplinary action up to and including immediate termination of employment along with reporting the incident to the appropriate state professional licensing agencies.

The use, possession, sale, manufacture, and/or distribution of alcohol, other intoxicating drugs and or drug-related paraphernalia on agency premises or while performing duties for Senior Resources regardless of location, and/or during working hours is prohibited and presents a danger to everyone. For purposes of this policy, the term “agency premises” includes property or equipment owned, leased, used or under the control of Senior Resources including but not limited to Senior Resources offices, parking areas, out-buildings, all work locations including approved home offices and personal vehicles used during working hours for the purpose of conducting agency business.

The substances prohibited by this policy include such items as: any illegal or unlawfully obtained drugs or controlled substances; “designer” or synthetic drugs; “over the counter” or prescribed medications not being used for purposes or in the manner intended; mood or mind-altering chemicals or substances; and alcoholic or intoxicating beverages.

Drug and alcohol screening: Compliance with this policy will be required by Senior Resources as a condition of employment for qualified applicants or for continued employment of current employees. The presence of a detectable amount of any prohibited substance in an employee while working and/or during working hours may be deemed a violation of this policy, regardless of when or where the substance entered the employee’s system. Offers of employment with Senior Resources may be conditioned on proper cooperation with and participation in a drug and controlled substance screening test and as part of a conditional employment may be asked to sign a form consenting to a screening test. Failure to sign the consent form will be considered a withdrawal of the application. Applicants who test positive without a legitimate medical reason will be denied employment. In appropriate circumstances, Senior Resources may, in its sole discretion, authorize a retest.

Senior Resources may request current employees to submit to a drug/controlled substance test in certain circumstances, including: a) When an employee’s conduct, actions or behavior reasonably leads management to suspect that the employee may be using or under the influence of drugs or alcohol while performing duties for Senior Resources and/or during working hours; b) When an employee has a prohibited substance in his or her possession while performing work duties for Senior Resources; c) When an employee has experienced an on-the-job injury or accident or is involved in an incident which may have resulted from impairment due to drug or alcohol use ; or d) Senior Resources may, in its sole discretion and at any time, require an employee to undergo tests to determine the presence and/or amount of alcohol and/or drugs in his/her system. An employee who has tested “positive” and who is not terminated may be retested by Senior Resources at periodic intervals, as determined by Senior Resources, for up to twelve (12) months after the positive test result, even without new evidence of “reasonable belief” of drug or alcohol abuse. If an employee tests “positive” on any retest, s/he may

be subject to immediate termination. An employee's refusal to promptly submit to a requested test in a fully cooperative manner, including signing any required forms, may be considered an act of insubordination justifying discipline, up to and including immediate termination.

Use of legal and prescription drugs: Senior Resources understands that there is a difference between substance use and substance abuse, and that use isn't necessarily abuse. Employees are free to make their own lifestyle choices when not in the workplace or otherwise not on company time. However, such choices must not be allowed to interfere with job performance. Certain legal and prescription drugs can produce changes in persons that might indicate intoxication or illegal drug use and could result in a "positive" result on a substance abuse screening test. Employees may continue to work for Senior Resources while taking prescription drugs at the direction of a licensed medical practitioner for the treatment of an illness or non-prescription drugs used for the purposes and in the manner prescribed and intended, provided the medication does not adversely affect the employee's ability to perform his or her work in a safe and efficient manner. Each employee is responsible for being aware of and following all cautions associated with the use of prescription or non-prescription drugs. If the employee is a current "qualifying patient" or a "primary caregiver" as identified in the Michigan Medical Marijuana Act Of 2008, and they use marijuana for medicinal purposes only, this will be considered a legal and prescribed drug. Senior Resources has the right to determine whether an employee who is receiving legal medication should be allowed to continue working during his or her treatment due to possible safety and/or performance problems that could arise from certain legal drug use. Senior Resources retains the right to have a fitness-for-duty analysis done, allowing the employee's physician and a physician representing the company to evaluate and determine if the employee can do the job safely. If both of these physicians determine the employee can do the job safely, Senior Resources has the right to do 3 things: return the employee to original position, to place the employee in a job considered more safe or place the employee on disability leave.

Conviction or probation under a criminal drug law: Employees must notify Human Resources (HR) within five days of any conviction or entry of a guilty plea resulting in incarceration or probation under any criminal drug statute, law, regulation, or ordinance. Failure to report a conviction or guilty plea will result in termination of employment.

Off-the-job illegal drug use, possession, sale or other such activity could adversely affect an employee's job performance, jeopardize the safety of other employees, and jeopardize agency equipment, property and reputation, as well as endanger the general public. Accordingly, such off-the-job conduct or activity may be deemed a violation of this policy and could result in disciplinary action against the employee by Senior Resources, up to and including discharge. In deciding the appropriate disciplinary action to take in regard to such off-the-job drug use, possession, sale or other such activity, management will take into consideration the nature of the activity charged, the employee's total record with Senior Resources, and other factors deemed relevant by Senior Resources for the protection of Senior Resources business and total operation.

PROCEDURE: Testing: All applicants for employment with Senior Resources may be subject to submit to testing prior to a formal offer of employment. Existing employees, when asked to submit to testing, will be informed of the reasons, cause or action leading to the request. Applicants will be asked to sign an Applicant Consent for Test form, and a refusal to do so will be considered a withdrawal of their application for employment. Employees will be asked to sign an Employee Consent for Test form, and refusal to do so will be considered a violation of this policy, whereby the employee may be subject to disciplinary action up to and including termination.

Testing will be conducted by an appropriate testing facility chosen and designated by Senior Resources. Applicants and employees must cooperate fully with reasonable procedures and requirements of the testing facility. Each employee and applicant who is to be tested will be asked by Senior Resources' designated testing facility to list all legal and prescription drugs consumed during the past thirty days, and will have an

opportunity to explain the use of each such drug. Applicants or employees who do not report the use of any such drugs and who subsequently test “positive” on any required screening or other test will not be hired if not yet employed, or if hired, may be subject to immediate discharge.

Positive test results will be given a second verification test by Senior Resources’ designated testing facility. Employees who test positive on the second verification test will be subject to discipline up to and including immediate termination for violation of this policy. Applicants who test positive on the second verification test will not be employed. Test results will be returned to HR for review with the applicant or employee.

Test results will be maintained in a confidential manner in an employee’s medical file and is not a part of the employee’s personnel file. Test results of applicants will be maintained in a separate file, not part of the application. Senior Resources will endeavor to keep the results of any drug, substance abuse or other such test confidential. Test results and voluntary reports of drug and alcohol problems will not be revealed by Senior Resources to any person except those persons whom Senior Resources believes have a need to know because of such reasons as supervision of the employee involved, personnel administration or as otherwise deemed necessary or proper by Senior Resources or as required by law.

Voluntary Reporting: If an employee voluntarily reports a substance abuse problem before any circumstances warranting testing and/or disciplinary action occurs to HR in strict confidence, the employee may request leave time or a leave of absence under appropriate leave policy for a period not to exceed twelve weeks. An extension of the leave may be granted, within the exclusive discretion of Senior Resources. The cost and expenses of any treatment or any counseling program will be the sole responsibility of the employee, subject to benefits available, if any, under any applicable employee benefit program. Senior Resources may request certification that the employee has continued in treatment during the granted leave period. If the employee does not continue proper treatment during the granted leave, the employee will be subject to disciplinary action up to and including immediate termination. Any employee who does not fully comply with Senior Resources requirements for a leave that is granted may be subject to immediate termination. Employees who return to work following such voluntary treatment may be tested periodically by Senior Resources to ensure that they stay drug-free. If they subsequently have a positive test for controlled substances, they will be subject to discharge.

Workplace searches and inspections : To help ensure a safe and healthy work environment and to accomplish the objectives of this policy, Senior Resources reserves the right to condition entry upon agency premises, including any parking areas or grounds and all work areas to which Senior Resources employees are assigned. Senior Resources has the right to search the person and personal property of any entrant before entry or at any time while on the premises or in assigned work areas, for illegal and unauthorized drugs, drug paraphernalia, controlled substances, alcoholic beverages and unauthorized weapons. Such searches may include but are not limited to automobiles, tool boxes, lunch kits and purses, employee desks, or other agency property under the control of the employee. Refusal to permit a search may subject an employee to immediate discipline up to and including discharge. Searches and inspections will be performed with concern for the individual’s privacy, dignity and confidentiality. Illegal substances, drugs, and other prohibited items discovered through these searches and inspections may result in law enforcement authorities being advised in this regard consistent with the law.

ENFORCEMENT: The Chief Executive Officer, management, supervisors and staff are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the Chief Executive Officer.

EMPLOYEE DRUG-FREE WORKPLACE POLICY

ACKNOWLEDGMENT

I hereby acknowledge receipt of Senior Resources' Drug-Free Workplace Policy regarding drugs and alcohol. I have read and understand this policy. I understand that refusal to submit to any drug/alcohol testing required by this policy or a positive test result is grounds for disciplinary action up to and including termination. I understand that if I test positive for drugs or alcohol following an on-the-job incident or accident, I may be ineligible for workers' compensation benefits. I recognize that the compliance with the agency's policy on drugs and alcohol is a condition of continued employment.

I have read and understand this policy and will abide by it as a condition of my employment.

EMPLOYEE PRINTED NAME: _____

EMPLOYEE SIGNATURE: _____ Dated: _____

Employee Personal Information Privacy Policy

Policy: HR.1.5

Effective Date: 3/21/2012

Approved: , CEO

Revised: 10/01/2015, 10.20.15

POLICY: Senior Resources of West Michigan (Senior Resources) recognizes the confidential nature of personal information in its care of present, future or former employees. “Personal information” is defined as any information in any form whether oral, electronic or written that pertains to the Individual, excluding information that is publicly available. Personal information may include home address, home phone number, home email address, identity verification information, Social Security Number, physical description, age, gender, salary, education, professional designation, personal hobbies and activities, medical history, job performance history, credit history, contents of resume, references, interview notes, performance evaluations, and emergency contact information.

Personal Information does not include employee names, business titles, current job duties, business address and business contact information when used or disclosed for the purposes of reasonable business communication or emergency procedures.

Personal Information will be collected, used and disclosed for purposes pertaining to employees’ employment relationship with Senior Resources, including but not limited to the administration of hiring, the administration of payroll processing, processing of employee benefit claims, and for the purpose of complying with all applicable labor and employment legislation and reporting requirements.

PROCEDURE: Supervisors, directors and managers of Senior Resources will at all times respect the confidentiality of employees’ personal information and will endeavor to ensure that the collection, storage and disclosure of personal information is kept confidential and employee records are kept secured. Files containing employee employment and personal information will be kept in the Human Resources (HR) office, and will be accessible only by the employee’s department manager, immediate supervisor through the HR. When HR is not available, the HR office will be locked and is only accessible by the Chief Executive Officer (CEO), Chief Financial Officer (CFO), Office Manager or Accounting Manager.

Senior Resources will comply with all applicable privacy legislation and regulations in force related to protecting the confidentiality of employees personal information.

All inquiries to confirm the personal information of present, future and former employees should be forwarded to the HR, CFO or Chief Executive Officer. Release of personal information, other than confirmation of employee job titles and employment dates, will required a written release of information authorization from the employee or former employee.

ENFORCEMENT: The Chief Executive Officer, management, and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

Employee Handbook Manual Policy

Policy: HR.1.6

Effective Date: 3/21/2012

Approved: *Sam Curtis*, CEO

Revised: 10/01/2015, 10.20.15

POLICY: It is the policy of Senior Resources to provide all staff at hire an Employee Handbook, a manual that offers comprehensive details about Senior Resources employee policies, procedures and forms. This policy handbook provides supervisors and staff with access to uniform information in order to assure equitable and consistent application of Senior Resources Human Resources policies. Information contained in the Employee Handbook Manual prepared for staff is for informational purposes only and shall not be construed as a contract. The Employee Handbook Manual is designed to serve the following needs:

- To provide access to pertinent resources necessary for successful employment;
- To foster communication and promote understanding between staff and their supervisors;
- To provide a review of Senior Resources human resource policies, procedures, and benefit programs;
- To assist in the development of sound and consistent human resource practices.

The Employee Handbook Manual is divided into separate sections as follows:

- Scope, purpose and Intent
- Workplace Standards and Policy
- General Information/Procedures
- Employee Responsibilities
- Employee Benefits
- Employee Leaves
- Complaint Procedure
- Acknowledgment
- Addendums (additional Human Resource policies)

Each section contains relevant policy information, contacts and forms. Any topic not addressed in the Human Resources Policy Manual should be addressed by a supervisor. If further information is needed beyond a supervisor's advice, Human Resources should be contacted.

APPLICATION: The policies described in the Employee Handbook Manual are applicable to all Senior Resources staff, regardless of whether they are paid a salary or an hourly wage, are part-time or full-time, are permanent or temporary staff, except where otherwise noted. The handbook does not create any benefits; benefit enrollment will be conducted individually between each staff person and Human Resources. The official policies and benefits, some of which are discussed in the handbook, are subject to change at any time. In the event that policies discussed in the handbook differ from the Human Resources Policies and Procedure Manual (HRPPM), the HRPPM manual governs.

Human Resources will annually review the contents of the Employee Handbook Manual with the Chief Executive Officer (CEO) and Chief Financial Officer (CFO) and other administrative managers, if appropriate. During the months of October and April, all updated or new Human Resources policies (up to that point-in-time) will be reflected in an updated Employee Handbook Manual and communicated to staff. When an update

for the manual is communicated (including distribution of new or revised handbook pages), staff will be asked to sign an acknowledgment stating they have received and understand the updates.

Senior Resources policies are located in the administrative office and are accessible to all staff. The Employee Handbook Manual will also be accessible on the agency's intra-net website.

Human Resources should be contacted with any questions, or need for clarification, concerning Employee Handbook Manual, the policies in it or updates. Suggestions for changes to the manual or policies contained in this manual should also be submitted to Human Resources.

ENFORCEMENT: Human Resources and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

REFERENCES:

[Senior Resources of West Michigan Employee Handbook Manual](#)

Family And Medical Leave Act (FMLA) Policy

Policy: HR.1.7

Effective Date: 11/10/2011

Approved: *Sam Curtis*, CEO

Revised: 10/02/2015

PURPOSE: Senior Resources of West Michigan (the agency) will comply with the Family and Medical Leave Act (FMLA) implementing Regulations effective November 10, 2011. The agency posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Act (<http://www.dol.gov/whd/regs/compliance/posters/fmlaen.pdf>) in the employee sign-in area.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns, or disputes with this policy, you must contact Human Resources (HR) at Senior Resources of West Michigan, 560 Seminole Rd, Muskegon, MI 49444 or nepplett@seniorresourceswmi.org in writing.

POLICY:

A. General Provisions

Under this policy, Senior Resources of West Michigan will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the agency for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the agency's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the agency within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

C. Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year. Employees with questions about what this FMLA policy or under the agency's sick leave policy should consult with HR.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the agency may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- 5) Qualifying exigency leave for families of members of the National Guard and Reserves when the covered military member is on active duty or called to active duty in support of a contingency operation.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following: 1) short-notice deployment, 2) military events and activities, 3) child care and school activities, 4) financial and legal arrangements, 5) counseling, 6) Rest and recuperation, 7) post-deployment activities and 8) additional activities that arise out of active duty, provided that the agency and employee agree, including agreement on timing and duration of the leave. The leave may commence as soon as the individual receives the call-up notice. This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

- 6) Military caregiver leave (also known as covered service member leave) to care for an ill or injured active service member.

This leave may extend to up to 26 weeks in a single 12-month period for an employee to care for a spouse, son, daughter, parent or next of kin covered active service member with a serious illness or injury incurred in the line

of duty on active duty. Next of kin is defined as the closest blood relative of the injured or recovering service member.

D. Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The agency will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the agency will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the agency will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the agency and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave.

If a husband and wife both work for the agency and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

E. Employee Status and Benefits during Leave

While an employee is on leave, the agency will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the agency will require the employee to reimburse the agency the amount it paid for the employee's health insurance premium during the leave period.

Under current agency policy, the employee pays a portion of the health care premium. While on paid leave, the agency will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received by HR by the 5th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The agency will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a medical benefit, life insurance or disability plan through payroll deduction, the agency will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums; payment must be received by HR by the 5th day of each month. If the employee does not continue these payments, the agency may discontinue coverage during the leave.

F. Employee Status after Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the agency's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is

virtually identical in terms of pay, benefits and working conditions. The agency may choose to exempt certain key employees from this requirement and not return them to the same or similar position; key employees will be informed that the agency is exempt from this requirement at the time of their request for FMLA.

G. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave accrued prior to being eligible for unpaid leave. Paid leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established leave policy.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation or personal leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave accrued prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the agency's sick leave policy) prior to being eligible for unpaid leave.

H. Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The agency may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the agency and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the agency before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

I. Certification for the Employee's or Family Member's Serious Health Condition

The agency will require certification for the employee's, or if using FMLA leave for caregiving, the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification for the employee's FMLA leave will be provided using the DOL

Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/whd/forms/WH-380-E.pdf>). Medical certification for an employee caregiving for a family member will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/whd/forms/WH-380-E.pdf>).

The agency may directly contact the health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The agency will not use the employee's direct supervisor for this contact. Before the agency makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification.

The agency has the right to ask for a second opinion if it has reason to doubt the certification. The agency will pay for the employee to get a certification from a second doctor, which the agency will select. The agency may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the agency will require the opinion of a third doctor. The agency and the employee will mutually select the third doctor, and the agency will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

J. Certification of Qualifying Exigency for Military Family Leave

The agency will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/whd/forms/WH-384.pdf>).

The agency may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The agency will not use the employee's direct supervisor for this contact. Before the agency makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the agency will obtain the employee's family member's permission for clarification of individually identifiable health information.

The agency has the right to ask for a second opinion if it has reason to doubt the certification. The agency will pay for the employee's family member to get a certification from a second doctor, which the agency will select. The agency may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the agency will require the opinion of a third doctor. The agency and the employee's family member will mutually select the third doctor, and the agency will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

K. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The agency will require certification for the serious injury or illness of the covered active service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will

be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/whd/forms/WH-385.pdf>).

L. Recertification

The agency may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employee receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the agency may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an intermittent FMLA absence. The agency may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

PROCEDURE:

M. Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to HR Director. Within five business days after the employee has provided this notice, HR will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/whd/fmla/finalrule/WH381.pdf>). Since the burden of determining what qualifies for a FMLA leave falls on the agency, all sick leave absences are to be reported by the employee to HR. When the need for the leave is foreseeable, the employee must provide the agency with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the agency's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances: the employee must call their supervisor and HR, and inform them of the absence at a minimum of 15 minutes prior to time their designated shift will begin. In addition, the employee must submit a signed Request for Time Off to the Office Manager with their timesheet within the occurring payroll period.

N. Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, HR will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice (<http://www.dol.gov/whd/forms/WH-382.pdf>).

O. Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave; the agency may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

ENFORCEMENT

The Chief Executive Officer (CEO), managers and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

What is FMLA?

The Family and Medical Leave Act (FMLA) is federal legislation designed to provide eligible workers with job protected leave for their own illness or injury, or that of a spouse, child or parent.

Who is eligible?

Employees are eligible if they have worked a period of 12 months and a minimum of 1250 hours with Senior Resources during the year preceding the start of the leave. Employees are entitled up to twelve (12) work weeks of unpaid job protected leave.

What can I use the FMLA for?

Your absence will be designated as FMLA for the following: Birth of a child and care or bonding after such birth; placement in your home of a child for adoption or foster care; serious health condition of employee; or serious health condition of spouse, child or parent of employee.

How does the FMLA benefit an employee?

The FMLA not only provides for job protection, but also provides that an employee's health premium sharing benefits will continue while the employee is on FMLA. Call Mary in Human Resources (HR) at 733-3529 for additional benefits questions.

Do I have to use available leave time, such as vacation and sick leave, while on FMLA?

Yes. The Senior Resources Employee Handbook/Policy states the employee must first use all available paid sick, vacation and personal leave while taking leave under FMLA (except when an employee is receiving workers' compensation benefits).

What notification is the employee required to give?

Generally an employee must provide 30 days advance notice when possible to their supervisor and HR of the need to take leave, or as soon as possible. Employees must have their medical practitioner complete a Certification form stating their medical status or that of their qualified family member, within 15 days of HR giving the employee the form and request for completion. The Certification must include the effective date of leave, anticipated duration of the leave, and an explanation as to why the employee (if leave is for self) cannot perform their normal job functions.

When do I contact Human Resources about the FMLA?

If an employee is absent for three or more days, or is anticipating an absence for three or more days due to their illness, medical procedure or injury, (including pregnancy), or the illness of a qualified family member, you and your supervisor should contact HR. HR will ask you questions about your illness or reason for taking leave to determine if it may be FMLA leave. If HR determines it may be FMLA, you will be sent the paperwork you will need to complete and return to HR within 15 days.

How often can I take leave under the FMLA?

You can take up to twelve (12) work weeks in a twelve-month calendar year regardless of whether it is 12 consecutive weeks or intermittent until it is equal to 12 work weeks (or 480 hours for a 40 hour work week). For purposes of parental FMLA, the leave must be completed within 12 months of the birth of a newborn, adoption or placement of a foster child.

What if I am not eligible for leave under the FMLA?

If you do not meet the eligibility requirements for FMLA, and you do not have adequate accrued paid leave time to cover the absence, you will have to request an unpaid leave of absence from your supervisor. Unpaid

leave of absences will be considered on a case-by -case basis, with consideration given to the business needs of the department, for up to 20 days of unpaid leave in accordance with the Personnel Policy.

What happens to my job?

Your job will be protected for up to twelve (12) weeks during a twelve-month period. When an employee is ready to return to work after taking FMLA, the employee is entitled restoration to the same position held when the leave started, or to an equivalent position with equivalent pay.

What if I am out longer than twelve weeks?

If you are out longer than twelve weeks, and the Chief Executive Officer determines that due to the business needs of the Agency they can no longer hold your position open, they may fill the position. You will be contacted prior to the end of your FMLA entitlement and advised to submit a request for an unpaid leave of absence for any time beyond the twelve weeks.

Are there other circumstances in which my employer can deny me FMLA leave or reinstatement to my job?

In addition to denying reinstatement in certain circumstances to "key" employees, employers are not required to continue FMLA benefits or reinstate employees who would have been laid off nor otherwise had their employment terminated had they continued to work during the FMLA leave period as, for example, due to a general layoff.

Employees who give unequivocal notice that they do not intend to return to work lose their entitlement to FMLA leave.

Employees who are unable to return to work and have exhausted their 12 weeks of FMLA leave in the designated "12 month period" no longer have FMLA protections of leave or job restoration

Under certain circumstances, employers who advise employees experiencing a serious health condition that they will require a medical certificate from their medical practitioner of fitness for duty to return to work may deny reinstatement to an employee who fails to provide the certification, or may delay reinstatement until the satisfactory certification is submitted.

Do I have to take the full twelve weeks all at once?

The FMLA provides an employee the ability to take leave in increments of days / weeks / months. You will be required to furnish a statement from your medical practitioner or that of your relative for any intermittent leave requirements.

What if I am a participant of Flex Dependent Care Reimbursement Account?

If you are a participant in the "Flex Dependent Care Reimbursement Account", the following are not eligible expenses, according to IRS Publication 503:

- Payments for care while you are off work because you are on a leave of absence
- Payments for care while you are off work because you are on maternity or other medical leave
- Payments for care while you are off work because you are on vacation
- Payments for care while you are off work due to illness

What if I have other questions?

Please contact Nicole Epplett in Human Resources at 733-3511 or by email: nepplett@seniorresourceswmi.org.

Employee Job Performance Evaluation Policy

Policy: HR.1.8

Effective Date: 3/21/2012

Approved: *Sam Curtis*, CEO

Revised: 10/02/2015

PURPOSE: Senior Resources believes the primary purpose of the job performance evaluation is to identify with their employees areas of strengths, weakness, and those needing improvement. The performance evaluation may also be used for but is not limited to:

- estimating an employee's potential for promotion,
- identifying areas of training needs,
- the determination of merit increases,
- a basis for taking disciplinary actions, or
- determining orders of layoff.

The performance evaluation will serve as a basis for discussion as to how the employee can improve their performance, to determine if probationary period can be satisfied, and to establish goals and expectations for future evaluation.

POLICY: Managers and supervisors will conduct no less than annual formal job performance evaluations of each regular employee, and no less than once every three months for a probationary or temporary employee. The evaluation will include a written description of the responsibilities of the position. The tool selected by each manager/supervisor shall be designed to permit the evaluation of each employee's job performance and effectiveness as objectively and fairly as possible for the position held. A meeting will be scheduled between the manager/supervisor and employee to discuss the written observations. The employee and manager/supervisor should have periodic meetings, formal and informal throughout the year, to communicate job priorities, performance expectations and job needs. The formal performance should be a summary of this ongoing process with an emphasis on how to make the next year more successful.

PROCEDURE:

- 1) Probationary employee: Supervisors will complete evaluations and schedule reviews with all employees serving a probationary period every three (3) months during their probationary period. A normal probationary period is six (6) months. In normal circumstances, the employee who cannot complete a probationary period satisfactorily within six months should be consider as not appropriate for the position held.
- 2) Non-Probationary employee: Supervisors will complete evaluations and schedule reviews with all employees released from probation at least once annually on or near their employment anniversary date. Human Resources (HR) will notify supervisors at the beginning of each new month of the anniversary dates of employees for whom evaluations are due to be completed that month.
- 3) Special: performance evaluation may be made at any time when, in the opinion of supervision, the employee's performance has deviated from expected standards.
- 4) Pay Increases: Probationary employee evaluations must be completed satisfactorily prior to eligibility for any pay increase. Employees' annual (anniversary) evaluations must be up-to-date prior to merit pay increase, longevity award or other performance based pay increase. Requests for pay increase are to be made on a Wage Determination form by the supervisor prior to mention or release of information to the employee, and submitted for approval to HR and budget verification by the Chief Financial Officer (CFO).
- 5) Appeal: an employee who disagrees with the content of their performance evaluation may appeal by providing to the evaluator a written statement, in the designated area of the evaluation form, citing the

areas of disagreement and the reasons why the employee believes the evaluation of performance is inaccurate. Such appeal must be provided to the evaluator within five (5) working days of the date the evaluator initially reviewed the evaluation with the employee. The evaluator will consider the employee's comments and provide the employee with a written response within five (5) working days of receipt of the appeal.

- 6) Dissatisfied appeal: In the event the evaluator doesn't find sufficient justification to modify the original evaluation, the employee may appeal the evaluator's decision to HR in writing within five (5) working days of receipt of the appeal decision of the evaluator. HR will review the request to modify the evaluation with the Chief Executive Officer (CEO) and issue a written response within five (5) working days. An appeal to HR and CEO may result in the entire content of the original evaluation being considered for re-evaluation or allowing the original evaluation to stand as written. This appeal decision shall be final and is not appealable.

ENFORCEMENT: The Chief Executive Officer, management, and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

Disciplinary Action Policy

Policy: HR.1.9

Effective Date: 3/21/2012

Approved: *Sam Curtis*, CEO

Revised: 10/02/2015

POLICY: It is the policy of Senior Resources to administer equitable and consistent discipline for employee unsatisfactory conduct and/or poor performance in the workplace and to do so in a way that is prompt, uniform and impartial.

Disciplinary action and corrective measures may be taken at the discretion of employee's immediate supervisor, Human Resources (HR), or the Chief Executive Officer (CEO). Corrective measures may be taken by another manager or supervisor in the absence of the immediate supervisor, HR or CEO when the situation warrants immediate action is taken.

PROCEDURE: The possible steps for disciplinary action are: verbal warning (counseling), one or more formal written warnings, performance evaluations indicating substandard performance, suspension, probation and/or termination of employment. The choice of options depends on the seriousness of the behavior. *All steps will be documented on the Correction Action form (see Addendum A) to be filed in the employee's personnel record and a copy given to the employee.*

Exceptions or deviations from the progressive discipline sequence may occur whenever the supervisor, in consensus with the Chief Executive Officer and Human Resources, deems that circumstances warrant. Senior Resources is a Michigan non-profit at-will employer.

The appropriate steps in dealing with Level 1 employee behaviors/actions may include verbal warning, written warning, probation, final warning with possible unpaid suspension. Level 1 behavior may include, but are not limited to:

- Inappropriate or substandard job performance;
- Inability or failure to perform assigned duties;
- Failure to respond in a courteous or appropriate manner towards managers or supervisor(s);
- Failure to act in a courteous or appropriate manner toward clients, the public or other Agency employees;
- Excessive, unauthorized absences or tardiness, or failure to appropriately inform HR /supervisor of absences;
- Unintentional failure to adhere to policies and/or instructions;
- Unintentional neglect or misuse of organization property;
- Excessive personal use of the telephone, agency internet and/or email; or
- Boisterous or disruptive activity in the workplace,

The appropriate steps in dealing with Level 2 employee behaviors/actions may include written warning, probation, final warning with possible unpaid suspension or termination. Level 2 behaviors may include, but are not limited to:

- Failure to resolve or improve upon any Level 1 behavior within time frame addressed in a previous verbal, written or final correction action warning;
- Intentional violation of an agency or department policy, procedure or rule;
- Insubordination, which includes unwillingness to perform assigned duties or respond to authority;
- Falsification of the employment application, time records or other Agency records;

Any act which serves to defame or malign the reputation of the Agency;
Dishonesty on the job;
Misuse or disclosure of private client information or agency data;
Failure to disclose conflict of interest;
Fighting or threatening violence in the workplace;
Imperiling the safety of Agency employees or the public, or possession of a deadly weapon on Agency property or on Agency business, other than by an authorized employee (security or military personnel);
Gambling on Agency property or while on the job;
Negligent destruction of Agency property;

Immediate termination will result if an employee:

Fails to resolve or improve upon any Level 1 or Level 2 behavior within time frame addressed in a previous written or final corrective action warning;
Is intoxicated (incl. the effects of illegal drugs) during working hours;
Deliberately or intentionally injures another person;
Engages in sexual harassment;
Engages in theft, misappropriation, embezzlement, unauthorized possession or removal of organization property or the property of employees or clients;
Immoral or indecent conduct which occurs on organization property, in client homes or other locations when representing the agency;
Intentionally releases unauthorized protected health or confidential information; or
Is convicted of a felony.

ENFORCEMENT: The Chief Executive Officer, management, and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

Addendum A

**SENIOR RESOURCES OF WEST MICHIGAN
CORRECTIVE ACTION FORM**

Employee Name: _____ Job Title: _____

Department: _____ Hire Date: _____

Verbal Warning Written Warning Final Warning Termination

Previous Corrective Actions (type, offense, date) _____

I. Detailed Description of Incident (attach additional pages as necessary)

II. Goals and Time Frame for Improvement

III. Resources Available to Meet Goals

IV. Follow-Up Review Date

V. Consequences

I understand my signature only indicates that this incident has been reviewed with me and does not indicate agreement or disagreement.

Employee signature: _____ Date: _____

Employee comments: _____

Signature: _____

Date: _____

Signed by: Immediate Supervisor HRM ED COO Other Manger: _____

Employee Complaint Policy

Policy: HR.1.10

Effective Date: 11/10/2011

Approved: *Sam Curtis*, CEO

Revised: 10/02/2015, 10.20.15

POLICY: This complaint procedure shall be applicable for all individuals covered under the Personnel Policies and/or Employee Handbook of Senior Resources of West Michigan who may wish to make a complaint about the interpretation or application of personnel policies or practices.

PROCEDURE: Should any covered individual of Senior Resources have a complaint about the interpretation or application of personnel policies, their supervisor or actions taken by management, the following steps will be taken:

STEP 1 All complaints, shall be submitted in writing using the Complaint Form (Addendum A) within five (5) working days of its occurrence or when the employee should reasonably have obtained knowledge of its occurrence. If not so submitted, the complaint shall be considered automatically closed. The employee shall submit the complaint to the Chief Executive Officer (CEO) or Human Resources. The complaint shall be signed by the employee.

The CEO or Human Resources shall, within ten (10) working days after receipt of the written complaint, give his/her decision in writing. Unresolved complaints shall proceed to Step 2.

STEP 2 In the event the complaint is not settled in STEP 1, an appeal must be made in writing using the Complaint Appeal Notice form (Addendum B) within five (5) days of the CEO's answer to the Chairperson of the Agency's Board of Directors.

The Chairperson, after reviewing the controversy, may set up a special meeting to hear the appeal. In addition, the Chairperson may require transcripts of the hearing be taken and placed on file. The employee may appear before the Executive Committee to present his/her complaint. The employee may present witnesses, evidence and may be represented by an attorney or other person of their choosing if they so desire. The decision of the Executive Committee shall be binding and final on all parties.

ENFORCEMENT: The Executive/Personnel Committee, CEO, management, and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

**SENIOR RESOURCES OF WEST MICHIGAN
COMPLAINT FORM**

Any employee filing a complaint must fill out this form completely and submit it to Chief Executive Officer or Human Resources, within five (5) working days of its occurrence. All complaints will be processed within ten (10) working days.

Employee (Printed) Name: _____

Date filed: _____

Date received: _____

Please state the date of the event(s) and circumstances causing your complaint (give specific factual details).

Please explain how this circumstance has affected you or your ability to perform your job.

Please state specific facts of which you are aware of to support your complaint (list in detail – you may attach additional separate sheet if necessary)

Please describe any efforts you have made to resolve your complaint informally and the responses to your efforts.

With whom did you communicate and on what date? _____

Please describe the outcome or remedy you seek for this complaint. _____

Employee signature _____ Date _____

**SENIOR RESOURCES OF WEST MICHIGAN
COMPLAINT FORM– APPEAL NOTICE**

To appeal a decision, or lack of a timely response, this form must be filled out completely by an employee appealing a decision. You will be notified of the date of your appeal.

Printed Name _____

If you will be represented in pursuing your complaint, please identify the individual or Firm representing you:

Name: _____

Address _____

Telephone: _____

Attach a copy of the original complaint and, if applicable, a copy of the decision being appealed.

Employee signature

Date submitted

Employee Whistleblower Policy

Policy: HR.1.11

Approved: *per Board minutes 8/16/2005*

Effective Date: 11/16/2004

Revised: 8/16/2005, 10.20.15

SCOPE: This policy applies to all Senior Resources employees including part time, temporary and contract employees

PURPOSE: Senior Resources is committed to the highest possible standards of ethical, moral and legal business conduct. In line with this commitment to open communication, this policy aims to provide an avenue for employees to raise concerns and reassurance that they will be protected from reprisals or victimization for whistleblowing in good faith.

POLICY: The whistleblowing policy is intended to cover serious concerns that could have a large impact on Senior Resources, such as actions that:

- May lead to incorrect financial reporting;
- Are unlawful;
- Are not in line with Senior Resources' policies, including the Code of Ethics; or
- Otherwise amount to serious improper conduct.

SAFEGUARDS:

Harassment or Victimization

Harassment or victimization of the complainant will not be tolerated.

Confidentiality

Every effort will be made to protect the complainant's identity.

Anonymous Allegations

The policy encourages employees to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously will be investigated, but consideration will be given to:

- The seriousness of the issue raised;
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources.

Malicious Allegations

Malicious allegations may result in disciplinary action.

PROCEDURE: Process For Raising A Concern

Reporting

The whistleblowing procedure is intended to be used for serious and sensitive issues. Serious concerns relating to financial reporting, unethical or illegal conduct, should be reported in any of the following ways:

- Directly by phone, postal mail or e-mail to the Senior Resources Finance Committee Chairperson
- Through postal mail by addressing to Senior Resources' independent auditing firm: Brickley, DeLong PC, Attn: Paul Gilbert, CPA, PO Box 999, Muskegon, MI 49443

Employment-related concerns should continue to be reported through your normal channels such as your supervisor, Human Resources, or to the Chief Executive Officer (CEO).

Timing

The earlier a concern is expressed, the easier it is to take action.

Evidence

Although the employee is not expected to prove the truth of an allegation, the employee needs to demonstrate to the person contacted that there are sufficient grounds for concern.

How the Complaint Will Be Handled

The action taken will depend on the nature of the concern. The Audit/Finance Committee of the Senior Resources Board of Directors will receive a report on each complaint and a follow-up report on actions taken.

Initial Inquiries

Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved by agreed action without the need for investigation.

Report to Complainant

The complainant will be given the opportunity to receive follow-up on their concern in two weeks acknowledging that the concern was received; indicating how the matter will be dealt with; giving an estimate of the time that it will take for a final response; telling them whether initial inquiries have been made; and telling them whether further investigations will follow, and if not, why not.

Further Information

The amount of contact between the complainant and the body investigating the concern will depend on the nature of the issue and the clarity of information provided. Further information may be sought from the complainant.

Information

Subject to legal constraints the complainant will receive information about the outcome of any investigations.

Senior Resources reserves the right to modify or amend this policy at any time as it may deem necessary.

ENFORCEMENT: The Board of Directors, CEO, management, and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

REFERENCE:

Senior Resources Policy HR.1.3/ *Code of Ethics and Conduct Policy*

Michigan Act 469 of 1980, Section 15.362/The Whistleblowers' Protection Act

Acceptable Use Policy (Agency Systems/Device/Infrastructure)

Policy: HR.1.12a

Effective Date: 5/2007

Approved: *Cheri Gardner*

Revised: 10/02/2015, 10.20.15

POLICY: It is the intention of Senior Resources (the Agency) to include this Acceptable Use Agreement as part of its Personnel Handbook. The purpose of the Agreement is not to impose restrictions that are contrary but to establish a culture of trust and integrity while upholding State and Federal laws and standards. The Agency is committed to protecting its workforce, clients/participants, volunteers, providers and the Agency from illegal or damaging actions by individuals, either knowingly or unknowingly. While the agency will not routinely monitor individuals' usage, it reserves the right, at any time, to monitor and review and/or to limit and restrict access to Agency provided e-mail, internet, telephone and network systems.

Communications and data systems of the Agency include but are not limited to computer equipment, voice mail, agency desk, software, facsimiles, operating systems, storage media, network accounts providing electronic mail, networked files and internet access, and are the property of the Agency. These systems are to be used for business purposes in serving the interests of the Agency, and of its workforce, clients/participants and volunteers in the course of normal operations.

Effective security is a team effort involving the participation and support of every user and affiliate who deals with information and/or information systems. It is the responsibility of every user of the Agency's resources to familiarize them with and seek guidance to carry out these guidelines, and to conduct their activities accordingly.

Purpose and Scope

The purpose of this agreement is to outline the acceptable use of communications and data systems of the Agency. These rules are in place to protect the user and the Agency. Inappropriate use exposes the Agency to risks including virus attacks, compromise of client/participant private health information, network systems and services, and legal issues. This agreement applies to users, contractors, consultants, volunteers, and other workers at the agency, including all personnel affiliated with third parties. This agreement applies to all equipment, whether owned or leased, and all information that is created or retained by agency.

APPLICATION: General Use and Ownership

1. While the agency's network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the Agency systems remains the property of the Agency. Because of the need to protect the Agency's network, management cannot guarantee the confidentiality of user information stored on any computer or network device belonging to the Agency.
2. Users are responsible for exercising good judgment regarding the reasonableness of personal use. Supervisors are responsible for creating guidelines concerning personal use of agency owned and/or maintained communications and data systems, and users should be guided by departmental policies on personal use. If there is any uncertainty, users should consult their supervisor or the security officer.
3. For security and network maintenance purposes, authorized individuals within the Agency with Administrative Rights may monitor equipment, systems and network traffic at any time and reserves the right to audit networks and systems on a periodic basis to ensure compliance with this agreement.

Security and Proprietary Information

1. Client/participant information contained in Agency communications and data systems is classified as private information and may be further defined as Protected Health Information (PHI) by the agency's HIPAA policies and guidelines. All client/participant information is to be kept confidential. Copies of the HIPAA policies can be found in the administration office. Examples of PHI include but are not limited to: name, address, birth date, telephone numbers, e-mail address, social security number, medical record number, account number and family member names. Users should take all necessary steps to prevent unauthorized access to this information.
2. Any non-permissive or unauthorized acquisition, access, use, or disclosure of PHI, whether intentional or unintentional shall be considered to be a breach as defined by the agency's HIPAA policies and guidelines, and must be reported immediately to the Senior Resources Privacy Officer as soon as the breach is discovered.
3. Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. All employees with access to HIPAA information will have mandatory password changes every 90 to 120 days.
4. **Office e-mail may only be accessed and transmitted via devices utilizing encryption authorized by the Network Manager.** All e-mail accessed or transmitted by users using e-mail resources that do not remain within the confines of the agency's e-mail exchange server are not to contain any PHI or private information within the body or subject line of the e-mail or any unsecured attachment. This includes the use of internet service providers, any mobile or portable devices (smartphone/tablet/laptop) or other e-mail services to access or receive (such as forwarded) office e-mails. Office e-mails inadvertently accessed that did not require exchange server login/password entry must be deleted/wiped clean from device immediately. Transmitting private information contained in a password protected attachment to an e-mail is acceptable, but should only be used when all other options to securely transmit private information have been exhausted.
5. **All PC workstations, laptops, and mobile devices (smartphones, tablets, usb drives, tapes, CDs) that connect to agency network systems, whether owned by the user or the agency, must utilize encryption authorized by the Network Manager** and shall be continually executing approved, updated virus-scanning software. Never store PHI on a laptop or other portable, endpoint device unless you have received specific authorization from the Network Manager. **Utilizing devices that access the Agency network or systems that have not been authorized by the Network Manager or that are not encrypted may result in disciplinary action up to and including termination of employment.**
6. All PC workstations, laptops, and portable devices utilized must be secured with a password-protected blank screen or screensaver with the automatic activation feature set at 8 minutes or less, or by logging-off when the device will be unattended for more than 8 minutes.
7. Use of agency owned portable devices and computers must be restricted to agency business only. Use of agency owned portable devices and computers offsite to conduct personal business is strictly prohibited unless special permission is received from the Network Manager *and* the user/volunteer's supervisor or the CEO.
8. All users who are assigned a portable computing device or computer to be used on a regular basis to conduct their normal job functions shall, by signing the acknowledgement of this agreement, agree to **only** use devices authorized by the Network Manager and take the necessary steps to physically protect the device(s) at all times. Agency owned devices that are lost, stolen or damaged due to proven user negligence will be replaced at the user's personal cost.
9. Should a client/participant call a staff member's cell phone number, the participant's telephone numbers and other PHI must be erased from cell phone memory.
10. Postings by users from the agency e-mail address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of the agency, unless posting is in the course of business duties.

11. Users must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, worm or Trojan horse code.

Unacceptable Use

The following activities are, in general, prohibited. Users may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services). Under no circumstances is a user of agency owned devices, software or systems authorized to engage in any activity that is illegal under local, state, federal or international law. The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use. The following activities are strictly prohibited, with no exceptions:

System and Network Activities

1. Violations of the rights of any person or agency protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by the agency.
2. Unauthorized copying of copyrighted material such as scanning and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which the agency or the end user does not have an active license is strictly prohibited.
3. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, etc.).
4. Revealing your account login name or password to others or allowing use of your account by others, other than the Network Manager. This includes family and other household members when agency work is being conducted at home. Allowing non-agency users to use your login name or password to start-up or "boot" an agency owned device is also prohibited.
5. Using an agency owned device to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws is prohibited.
6. Making fraudulent offers of products, items, or services originating from any agency system.
7. Making statements about eligibility, expressly or implied, unless it is a part of normal job duties.
8. Effecting intentional security breaches or disruptions of network communication which may include, but are not limited to, network sniffing, port or security scanning, denial of service, and routing information for malicious purposes.
9. Executing any form of network monitoring which will intercept data or circumvent user authentication or security, unless this activity is a part of the user's defined job duties such as the Network Administrator.
10. Using commands or sending messages with the intent to interfere with or disable a user's access, work or connections unless this activity is a part of the user's defined job duties such as the Network Administrator.
11. Providing information about or lists of agency users, providers or volunteers to parties outside the agency.
12. Sending unsolicited e-mail messages, including the forwarding of "junk mail" (known as spamming) not directly dealing with the agency business, events or announcements is prohibited.
13. Any form of harassment via e-mail, telephone, faxing or paging.
14. Solicitation of e-mail for any other e-mail address, other than that of the poster's account, with the intent to harass or to collect replies.
15. Creating or forwarding "chain letters," "Ponzi" or other "pyramid" schemes of any type.
16. Use of unsolicited e-mail addresses (e.g. those listed in spam) to advertise any service or program provided by the agency or posting **non-business-related** messages to large numbers of newsgroups (spam).
17. Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, which is illegal.
18. Attempting to alter the systems software or hardware configurations.
19. Use of a spider or crawler program to capture data from databases.
20. Sending e-mails containing privacy information or personal identifying information without password protection or guaranteed encryption on the part of both the sender and the receiver is strictly prohibited to

minimize the likelihood that confidential information is inadvertently accessed or disclosed during transmission.

21. Accessing the Agency network or office e-mail from an unauthorized or non-encrypted device.

Social Networking

While Senior Resources takes no position on employees' decision to participate in social networking activities, it is the right and duty of the Agency to protect itself from unauthorized disclosure of information and protect its reputation. Social networking activities in this instance include participating in blogs, wiki postings, video chatting, Facebook, Twitter, chat rooms and similar forms on online journals not affiliated with Senior Resources. Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of Senior Resources. Employees may not publically discuss participants, services, employees or any work-related matters, whether confidential or not, outside Agency authorized venues. Employees are expected to protect the privacy of other employees and clients/participants and are prohibited from disclosing personal employee and non-employee information that includes but is not limited to client/participant or employee information, financial information and strategic plans.

Monitoring

Electronic communication devices such as agency telephones, agency facsimiles, agency e-mail systems and office internet access are property of Senior Resources. Like other Senior Resources equipment, they are intended to be used for agency business. Accordingly, Senior Resources reserves the right to monitor any and all telephone (however, electronic monitoring of telephone conversations will only occur if proper notice has been given, in accordance with Federal regulations for Stored Wire and Electronic Communications and Transactional Records Access: Federal Wire Tap Regulations—21 U.S.C. 2701-2711), facsimile, e-mail and internet activities that occur on Senior Resources equipment, including those which may be of a "personal" nature. Agency owned telephones, facsimiles, e-mail, internet and any and all software, data, or other information stored on an agency-owned computer is the property of Senior Resources and may be monitored, read, examined as necessary. Therefore, employees should not expect that any fax, voice mail, or e-mail message either sent or received, or any internet activities will remain private. Employees should also understand that electronic data may not be completely secure. They should also understand that e-mail message and internet transactions, including those they delete or erase from their own files, may be backed up or recorded and stored centrally for system security and audit purposes. E-mails and records of Internet activities may be retrieved and viewed by someone else, for audit purposes, at a later date. It is the user's responsibility to use care in communicating information not meant for public viewing.

ENFORCEMENT: This policy will be enforced by the CEO, the Network Manager, the HIPAA Privacy Officer, the Chief Financial Officer and all supervisors. Any user found to have violated this agreement may be subject to disciplinary action, up to and including termination of employment or volunteer opportunities within the agency. All users will be required to sign the Acceptable Use Policy Agreement (Addendum A) on an annual basis.

ACCEPTABLE USE POLICY ACKNOWLEDGMENT

I hereby acknowledge receipt of Senior Resources' Acceptable Use Policy, Policy No. HR14.1.12a, revised October 2, 2015 regarding the acceptable use of Senior Resources owned equipment and access to Senior Resources' network systems, data, internet and other assets. I have read and understand this policy, and will abide by it as a condition of my employment.

EMPLOYEE PRINTED NAME: _____

Employee Signature

Date

Supervisor/Manager Signature

Date

Network Manager Signature

Date

Acceptable Use Policy – Non Agency Owned Devices

Policy: HR.1.12b

Effective Date: 6/12/2012

Approved: 

Revised: 10/02/2015, 10.20.15

PURPOSE: The purpose of this policy is to define standards, procedure, and restrictions for users who have legitimate business requirements to access Senior Resources’ data from a computer or mobile device owned by the user to connect via an unmanaged network outside of Senior Resources’ direct control. This policy applies to any hardware and related software that could be used to access Senior Resources’ networks or data even if said equipment is not Senior Resources sanctioned, owned, or supplied and **is complementary to the previously implemented Acceptable Use policy, HR.1.12a.** This policy specifically deals with data access, data storage, data movement, and connectivity of personal devices to any element of the Agency network, and to, but is not limited to, all devices and accompanying media that fit the following device classifications:

- Tablet/netbook computers.
- Ultra-mobile PCs (UMPC).
- Mobile/cellular phones.
- Smartphones.
- PDAs
- Home or personal laptops/computers used to access Senior Resources data.
- Any personal mobile device capable of storing Senior Resources data and connecting to an unmanaged network.

The overriding goal of this policy is to protect the integrity of the private and confidential client and business data that resides within Senior Resources’ technology infrastructure. This policy intends to prevent this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it can potentially be accessed by unsanctioned resources. A breach of this type could result in loss of information, damage to critical applications, loss of revenue, violation of Federal & State laws, result in legal fines and penalties, and cause damage to the company’s public image. Therefore, all users employing a mobile device connected to an unmanaged network outside of Senior Resources’ direct control to backup, store, and otherwise access Senior Resources data of any type must adhere to Senior Resources-defined processes for doing so.

APPLICATION: This policy applies to all Senior Resources employees and volunteers, including full and part-time staff, contractors, interns, volunteers, and other agents who utilize a personally-owned computer or mobile device to access, store, back up, relocate or access any organization or client-specific data. Such access to this confidential data is a privilege, not a right, and forms the basis of the trust Senior Resources has built with its clients, provider partners and other constituents. Consequently, employment at Senior Resources does not automatically guarantee the initial and ongoing ability to use these devices to gain access to Senior Resources networks and information.

The Chief Executive Officer (CEO) of Senior Resources has delegated the execution and maintenance of security protocols to the Network Manager who acts as the HIPAA Security Officer, and the investigation of breaches of security to the Security Officer. All Senior Resources employees are responsible to act in accordance with Senior Resources HIPAA policies and procedures. Non-sanctioned use of personal computer or mobile devices to back up, store, and otherwise access any Senior Resources network systems or related data is strictly forbidden.

Policy and Appropriate Use

Although the Network Manager is not able to directly manage some external devices, such as home PCs, which may attempt connectivity to the Senior Resources network, it is the responsibility of any employee or volunteer of Senior Resources who intends to use their personal computer or mobile device to access Senior Resources data or network systems to obtain prior authorization from the Network Manager to verify that encryption and security protocols are in place when connecting to Senior Resources network systems with non-Senior Resources owned equipment, and to utilize them appropriately, responsibly, and ethically. Failure to do so will result in immediate suspension of all network access privileges so as to protect the agency's infrastructure, and may result in disciplinary action up to and including termination of employment.

Access Control

1. The Network Manager reserves the right to refuse, by physical and non-physical means, the ability to allow connection from any device to Senior Resources network system if it is felt that such access is being used in such a way that puts the agency's systems, data, users, and clients at risk.
2. **Prior to initial use on the Senior Resources network or related infrastructure, all personal computer or mobile devices must be pre-authorized and registered with the Network Manager. The Network Manager will verify that the means of access is secure which may require installation and use of approved encryption or a Secure Socket Layer (SSL) Virtual Private Network (VPN) connection. Devices that are not pre-authorized by the Network Manager may not connect to any Senior Resources network systems.** In addition, the Network Manager must be given access and permission to the device to remotely wipe all data and lock it to prevent access. The Network Manager will maintain a list of approved mobile devices and related software applications and utilities.
3. Employees using personal computers or mobile devices and related software for network and data access will, without exception, use secure data management procedures. All mobile devices must be protected by a strong password, and all data stored on the device must be encrypted using strong encryption. See the Senior Resources' Acceptable Use policy, 14.1.12a_HR for additional information.
4. All users of personal computers or mobile devices must employ reasonable physical security measures and are expected to secure all such devices used for this activity whether or not they are actually in use and/or being carried. This includes, but is not limited to, passwords, encryption, up-to-date anti-virus signature files and physical control of such devices whenever they contain enterprise data.
5. Passwords and other confidential data as defined by Senior Resources' Network Manager are not to be stored unencrypted on mobile devices and are never to be shared with anyone including family members.
6. In the event of a lost or stolen device it is incumbent on the user to report this to the Network Manager immediately. The device will be remotely wiped of all data and locked to prevent access. If the device is recovered, it can be submitted to the Network Manager for re-provisioning.
7. Senior Resources reserves the right, through policy enforcement and any other means it deems necessary, to limit the ability of end users to transfer data to and from specific resources on the network.
8. The end user agrees to immediately report to his/her manager and Senior Resources' Security or Privacy Officers any incident or suspected incidents of unauthorized data access, data loss, and/or disclosure of Senior Resources' client information, databases, networks, etc.
9. Senior Resources may partially reimburse or provide an allowance to key employees if they choose to purchase their own mobile devices if approved by their supervisor or department manager up to a limit set by the CEO. Users may be provided an allowance for mobile network usage (data plan) costs up to a limit per month set by the CEO, if approved by their supervisor or department manager. Employees will be personally responsible for data access costs associated with my mobile device over and above any agency covered allowance.
10. Every mobile device user will be entitled to a training session around this policy. While a mobile device user will not be granted access to Senior Resources networks or data using a mobile device without

accepting the terms and conditions of this policy, employees are entitled to decline signing this policy if they do not understand the policy or are uncomfortable with its contents.

Acceptable Use Policy Employee Declaration

I, _____, have read and understand Senior Resources' **Acceptable Use Policy for Non Agency Owned Devices**, and consent to adhere to the rules outlined therein. I understand that any costs associated with my mobile device for data access over and above any agency provided allowance set by the CEO will be my personal responsibility. I further understand that until the Network Administrator/Security Officer has reviewed this declaration and approved it, I will not access Senior Resources' network, data or e-mail with my device(s). I further understand that failure to comply with the policy may result in the suspension of privileges and may result in disciplinary action, up to and including, termination of employment.

The mobile devices I plan to utilize to access Senior Resources' network or related infrastructure are:

- | | |
|-------------------------|---------------------------------|
| 1) _____
Description | _____ assigned data (phone) no. |
| 2) _____
Description | _____ assigned data (phone) no. |
| 3) _____
Description | _____ assigned data (phone) no. |

_____ Employee Signature	_____ Date
_____ Supervisor/Manager Signature	_____ Date
_____ Network Manager Signature	_____ Date

Notes/Comments: _____

Accident And Injury Reporting Policy

Policy: HR.1.13

Effective Date: 3/21/2012

Approved: *Sam Curtis, CEO*

Revised: 10/05/2015

POLICY: Every staff member of Senior Resources of West Michigan (Senior Resources) is to report any work-related injury or accident to his/her supervisor immediately or as soon as is practical. Upon being notified of the injury or accident, the supervisor will instruct the employee to complete an "Accident/ Work Injury Report" form located in the HR office. In the event an injury or accident requires medical attention, the supervisor should direct and/or accompany the staff member to the closest Urgent Care (preferable) or Emergency Care facility.

PROCEDURE: A work-related accident or injury is any injury or accident occurring during the employee's hours of work for Senior Resources. All staff members, paid through the payroll, are considered employees of Senior Resources for the purposes of this policy.

It is the responsibility of staff to report all work-related injuries and accidents to his/her supervisor on duty immediately following the incident. Failure to report work related injuries and accidents in a timely manner may result in the denial of benefits under the workers' compensation law.

Upon being advised of the incident, the supervisor or manager on duty at the time of the incident should report immediately to the scene of the occurrence to assure prompt medical attention for the staff member(s) involved and address any safety hazards which may have caused or contributed to the incident. The supervisor/manager should advise Human Resources (HR) immediately and advise the HR of immediate hazards which warrant prompt investigation and/or remedy.

It is essential that the "Accident/Injury Report" form be completed. It is the responsibility of the supervisor/manager to accurately and completely fill out this form if the employee is unable to complete the form themselves, and forward it to HR. In addition to completing the form, the supervisor/manager should document the names of any co-workers of the injured staff member who may have witnessed the incident.

The "Accident/Injury Report" form should be filed with HR. If a staff member loses time from work following a work-related injury or accident, then the supervisor has a duty to notify HR so that the workers' compensation carrier can be notified for benefits processing. Once the staff member informs their supervisor of their intent to return to work, the supervisor should notify HR of the return to work date. A medical practitioner's release authorizing return to work is required at or prior to the return to work date.

Staff members may use accrued sick time to supplement workers' compensation benefits. It is also possible for staff members to supplement workers' compensation benefits with accrued vacation and holiday time. This procedure is coordinated between the staff member's supervisor and HR. A medical practitioner's release for return to work is required.

ENFORCEMENT: The Chief Executive Officer (CEO), management, and supervisors are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

PO Box 30016,
Lansing, MI 48909

An employer shall report immediately to the agency on Form WC-100 all injuries, including diseases, which arise out of and in the course of the employment, or on which a claim is made and result in any of the following: (a) Disability extending beyond seven (7) consecutive days, not including the date of injury; (b) Death; (c) Specific losses. In case of death, an employer shall also immediately file an additional report on WC-106. See instructions on reverse side for filing/mailling procedures.

I. EMPLOYEE DATA

1. Social Security Number	2. Date of injury	3. Employee name (Last, First, MI)	
4. Address (Number & Street)		5. City	6. State
7. ZIP Code			
8. Date of birth (MM/DD/YYYY)	9. Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	10. Number of dependents	11. Telephone number
12. Tax filing status: <input type="checkbox"/> A. Single <input type="checkbox"/> B. Single, Head of Household <input type="checkbox"/> C. Married, Filing Joint <input type="checkbox"/> D. Married, Filing Separate			

II. EMPLOYER/CARRIER DATA

13. Employer name		14. Federal ID Number	
15. Injury location code	16. Mailing location code	17. UI number	18. Type of business (SIC/NAICS)
19. Employer street address		20. City	21. State
		22. ZIP code	
23. Insurance company name (if employer not self-insured)		24. Insurance company telephone number (if known)	

III. INJURY/MEDICAL DATA

25. Last day worked death	26. Date employee returned to work (if applicable)	27. Did employee die? <input type="checkbox"/> Yes <input type="checkbox"/> No		28. If yes, date of
29. Injury city	30. Injury state	31. Injury county	32. Did injury occur on employer's premises? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, see item 53)	
33. Case number from OSHA/MIOSHA log	34. Time employee began work <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	35. Time of event <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	If time cannot be determined, check here <input type="checkbox"/>	
36. What was the employee doing just before the incident occurred? Describe the activity, as well as the tools, equipment, or material the employee was using. Be specific.				
37. How did the injury occur? Examples: "When ladder slipped on wet floor, worker fell 20 feet;" "Worker was sprayed with chlorine when gasket broke during replacement"				
38. Describe the nature of injury or illness		39. Part of body directly affected by the injury or illness		
40. What object or substance directly harmed the employee? Examples: concrete floor, chlorine, radial arm saw. If this question does not apply to the incident, leave it blank.				
41. Name of physician or other health care professional	42. Was employee treated in an emergency room? <input type="checkbox"/> Yes <input type="checkbox"/> No		43. Was employee hospitalized overnight as an in-patient? <input type="checkbox"/> Yes <input type="checkbox"/> No	
44. If treatment was given away from the worksite, where was it given? (Include name, address, city, state and ZIP code of facility)				

IV. OCCUPATION AND WAGE DATA

45. Date hired	46. Total gross weekly wage (highest 39 of 52)	47. Number of weeks used	48. Value of discontinued fringes
49. Occupation (Be specific)	50. Was employee a volunteer worker? <input type="checkbox"/> Yes <input type="checkbox"/> No	51. Was employee certified as vocationally handicapped? <input type="checkbox"/> Yes <input type="checkbox"/> No	
52. Date employer notified by employee	53. If temporary service agency, provide name/address of employer where injury occurred.		

V. PREPARER DATA

I CERTIFY THAT A COPY OF THIS REPORT HAS BEEN GIVEN TO THE EMPLOYEE

Making a false or fraudulent statement for the purpose of obtaining or denying benefits can result in criminal or civil prosecution, or both, and denial of benefits.			
54. Preparer's name (Please print or type)	55. Preparer's signature	56. Telephone number	57. Date prepared

Notice to employee: Questions or errors should be reported immediately to the individual listed above in space 54

If you are using this form as a replacement for the Form 301 to document the specifics of an injury or illness for purposes of compliance with the work-related injury and illness logging requirements, follow the instructions in Section A only.

If you are using this form to report a workers' compensation injury, follow the instructions in Section A and B.

Section A

This form can be used in lieu of the MIOSHA Form 301, *Injury and Illness Incident Report*. It is one of the first forms you must fill out when a recordable work-related injury or illness has occurred. Together with the *Log of Work-Related Injuries and Illnesses* (Form 300) and the accompanying *Summary* (Form 300A), these forms help the employer and MIOSHA develop a picture of the extent and severity of work-related incidents.

Within 7 calendar days after you receive information that a recordable work-related injury or illness has occurred, you must fill out questions 1-9, 27-28, 33-45 and 54-57.

According to Public Law of 1970 (P.L. 91-596) and Michigan Occupational Safety and Health Act 154, P.A. 1974, Part 11, Michigan Administrative Rule for Recording and Reporting of Injuries and Illnesses, you must keep this form on file for 5 years following the year to which it pertains. **DO NOT mail this form to the Workers' Compensation Agency unless it meets the conditions listed below in Section B.**

Section B

You must complete all questions on this form if the injury or disease results in any of the following: (a) Disability extending beyond seven (7) consecutive days, not including the date of injury; (b) Death; (c) Specific loss. The original form must be mailed to the Workers' Compensation Agency, P.O. Box 30016, Lansing, MI 48909.

Teleworking Policy

Policy: HR.1.14

Effective Date: 08/21/2007

Approved: , CEO

Revised: 10/05/2015, 10.20.15

POLICY: The purpose of this policy is to set forth the conditions and expectations of telework for selected positions and approved employees of Senior Resources of West Michigan. Telework is approval to work from a home or satellite office on a full- or part-time basis. Telework is a privilege, not a universal employee benefit or right and provides an alternative method of meeting the needs of Senior Resources and the participants served. Eligible telework positions and teleworker candidates will be identified by their Supervisor and approved by the Chief Executive Officer. Telework is a voluntary program unless specifically stated as a condition of employment.

Senior Resources has the right to refuse to make teleworking available to an employee or class of employee, or to terminate a teleworking arrangement at any time. The telework employee's compensation, benefits, work status and work responsibilities will not change. Candidates for teleworking must have completed their probationary employment period with an better than adequate job performance rating, proven they have a high level of skill and knowledge of their job, be computer literate, and have designated HIPAA compliant work space available at the teleworking location approved by the Security Officer. The telework employee will comply with all teleworking conditions.

CONDITIONS: When a telework assignment is undertaken, the following conditions will apply:

1. Each telework assignment is an arrangement between an employee and supervisor and may be terminated by the supervisor at any time. Each telework assignment must be agreed to by the employee and supervisor; a "blanket" agreement is not allowed. An employee wishing to terminate the telework agreement may make a request to the supervisor and every attempt will be made to honor that request if office space is available.
2. Telework for Senior Resources personnel will be evaluated initially at 3 months and then every year after to determine whether it is working for the agency, employee, and director and that the participants and the public are able to be served effectively. Supervisors may evaluate each worker more frequently when appropriate and necessary.

The duties, obligations, responsibilities and conditions of employment with Senior Resources remain unchanged. An employee's salary, retirement, benefits and insurance coverage shall remain unchanged.

3. Work hours and vacation schedule will conform to personnel policy. Work hours will be on a set schedule during normal business hours. Scheduled hours will be recorded on monthly calendars submitted at the beginning of each month.
4. The use of equipment, software and data supplies, when provided by Senior Resources for use at the telework location, is limited to authorized persons in approved work areas and only for purposes relating to Senior Resources business. Equipment provided by the agency will be negotiated as part of the individualized telework plan and an Acceptable Use Agreement will be signed by the employee.

5. The employees will designate a work space at the telework location for equipment to be used. This work space should be maintained in a safe and secure condition, free from hazards and other dangers to employee, client data and assigned equipment. To ensure client privacy and data security/integrity, wireless internet connections will not be allowed and assigned equipment is to be used only in approved work areas.
6. Since the employee's telework location shall be considered an extension of the Senior Resources, the worker's compensation liability for job related accidents will continue to exist during the employee's telework work hours.
7. The worker will provide proof to the agency of adequate home owners/renter's insurance and liability coverage in case of fire, theft, etc.
8. All Senior Resources Health Information Privacy Act Policies and Procedures will be followed regardless of workplace environment. Information, whether kept electronically or in paper format, will be secured at all times.
9. When Senior Resources' equipment is provided to the employee, the employee is responsible for seeing that the equipment is properly used. Senior Resources will provide for repairs to such equipment unless it is determined by the Network Manager that the need for repair or reconfiguration is due to the employee's negligence or is due to inappropriate use or alteration of equipment/configurations. If negligence is determined, the employee will be billed for time and repair costs.
10. Telework employees will be responsible to check their voicemail / email at minimum every two hours, daily during normal business hours. Other arrangements will be made during vacation and sick time.
11. When the employee uses his/her own equipment, the employee is responsible for maintenance and repair of equipment.
12. The employee remains liable for injuries to third persons and/or members of employee's family on employee's premises. Participants are not to be allowed visiting privileges to the home office. The employee is liable for any such visits by participants.
13. If a telework employee is sick while working at home, the employee reports those hours worked and uses sick leave for hours not worked.
14. Requests to use sick leave, vacation or other leave must be approved by the employee's supervisor in the same manner as when working in the agency office.
15. The employee remains obligated to comply with all Senior Resources' policies, practices, instructions; violation of such may result in preclusion from telework and/or disciplinary action, up to and including termination of employment.
16. Individual tax implications related to the home work space shall be the responsibility of the telework employee. Employees are advised to consult a tax expert.
17. The supervisor has the right to ask for, and the employee the obligation to provide, a list of activities, accomplishments, etc. during telework hours. The type and frequency of such reports are at the discretion of the supervisor.

18. Working from home is not a substitute for dependent care. Dependent care arrangements will be made during the employee's scheduled working hours for children under the age of 12 and other dependents who require supervision.
19. With reasonable notice, Senior Resources will make on-site visits to the telework location.
20. Employees that move their office at their own choice will be responsible for all associated moving costs including the cost to reconfigure their equipment or internet connections.

SENIOR RESOURCES TELEWORK AGREEMENT

I have reviewed the Policy and Conditions with _____
(Employee Name)

prior to his/her participation in the Senior Resources telework program. I understand and agree to comply with the Teleworking Policy, conditions and the individualized teleworking plan set forth (attach plan to agreement).

Date

Supervisor Signature

The above has been discussed with me. I have been given a copy of, understand and agree to the Teleworking

Policy and conditions. I also agree to comply with the telework conditions and the individualized teleworking plan

Set forth by my supervisor, a copy of which is attached.

Date

Employee Signature

Approved by: _____
Chief Executive Officer

Dated: _____

Copies routed to: ___ Employee
___ HR

- ___ REFERENCES Michigan Adult & Aging Services, Administrative Standards for Area Agencies
- Michigan Adult & Aging Services, State Meal/ Travel Allowances
- Senior Resources of West Michigan Policy No FC.1.7/Travel Meal Allowance
- Senior Resources of West Michigan Policy, No. HR.1.15/Internet-Phone Cost Reimbursement
- Senior Resources Mobility and Temporary Telework checklist
- Senior Resources Telecommuting Checklist for Home Visit

Internet-Phone Monthly Cost Reimbursement Policy

Policy: HR.1.15

Effective Date: 5/18/2004

Approved: *Sam Curtis*, CEO

Revised: 10/05/2015, 10.20.15

POLICY: While it will not be Senior Resources policy to provide cell phones for all employees, Senior Resources recognizes the need for certain personnel to have access to a cell phone and internet and/or home office phone services to adequately complete the assigned tasks and/or enhance their job performance. This policy therefore establishes the procedure for internet and phone reimbursement for business use. Once an employee is approved for reimbursement, they may submit monthly requests for reimbursement, including a copy of their personal internet or phone bill, on a Travel & Expense Voucher; requests for reimbursement amounts cannot be for more than the charges stated on the employee's personal bills. The limits for monthly reimbursement are:

- Up to a maximum of \$25.00 per month for cell phone use;
- Up to \$35 per month for Tablet cellular data plan;
- Up to \$20 per month for DSL internet, or up to \$30.00 per month for cable or dish internet;
- Up to a maximum of \$30 for teleworker (home office) phone service.

Senior Resources reserves the right to rescind any approvals for reimbursement upon the recommendation of an employee's supervisor or if funding becomes unavailable.

PROCEDURE: Supervisors who identify employees in positions as appropriate for reimbursement will complete an application for approval for internet or phone reimbursement annually; normally at the time of their annual job performance evaluation. Employees who change their position, title or supervisor within the agency will need to have an application re-submitted for approval at that time.

The Application for Approval (Addendum A) form is to be completed by the Supervisor and signed by the employee. The supervisor will then submit the application to the Chief Financial Officer for budget verification and final approval. Once an application has been approved, the employee may begin to request monthly reimbursement by attaching a copy of their personal bill(s) to a Travel & Expense Voucher form following the normal process for expense reimbursement. (*Refer to Travel-Lodging & Meal Allowance Reimbursement policy*).

REFERENCES:

[H FC.1.7 Travel, Lodging, Meal Allowance Policy](#)

SENIOR RESOURCES OF WEST MICHIGAN

APPLICATION FOR INTERNET AND PHONE REIMBURSEMENT

This application must be filled out, approved and submitted by an employee's immediate supervisor. Please allow adequate time for completion of this process. Complete by checking the appropriate boxes below and ask the employee to indicate cell phone number and service providers, and have employee sign the form. Supervisors will then submit application to the C.F.O. for budget verification and final approval.

Reimbursement, or payment on behalf of, is justified for the employee named below for the following:

- Home office phone service@up to \$30/mos
Cell phone service@ up to \$25/mos
DSL for home office internet service @ up to \$20/mos
Cable for home office internet service @ up to \$30/mos
Mobile device dataservice @ up to \$35/mos

For these reasons (mark all that apply regarding how usage will support the agency's business and improve ability to perform job):

- This employee's assigned work requires a home office and/or substantial travel.
Needed for personal security or in the event of an emergency (during travel, home visits etc.)
This employee is involved in frequent off hours/on-call activity.
This position is critical to the operation of the agency and immediate response is often required.
The anticipated level of business use is significant.
Other:

Acknowledgement:

I have read the information above and have had the opportunity to discuss any usage and reimbursement questions with my supervisor. I understand my cell phone number and provider name will be made available to my supervisor and other Senior Resources staff as needed, and understand that the intent of reimbursement is for agency business use of my cell phone. I also understand that I am fully responsible for the selection of a cell phone, service provider and service plan as well as financially responsibility for all and any charges for the cell phone and its associated plan agreement.

My cell phone number is and my plan provider is

My mobile device number is, and data provider is

My home office is located at:

my internet provider is;

my home office phone number is: and phone service is provided by:

Request submitted by: (Employee)

Dated:

Department approval: (Supervisor)

Dated:

Budget approval: (Chief Financial Officer)

Dated:

Route executed copies to: HR Manager, Employee, Supervisor

Separation From Employment Policy and Procedure

Policy: HR.1.17

Effective Date: 3/21/2012

Approved: *Sam Curtis, CEO*

Revised: 10/05/2015

PURPOSE: Senior Resources of West Michigan (SRWMI) hires staff employees to work an indefinite period of time; however, SRWMI employment is at will (refer to Employee Handbook – At Will Employment).

POLICY:

- 1) Staff employment termination may be initiated at any time by either the employee or by the Agency in accordance with this policy.
- 2) Temporary employment is also at will; these employees may be separated from employment for any reason.
- 3) Employees may be separated from employment voluntarily through resignation or job abandonment or failure to report, or involuntarily through termination, layoff or position elimination.
- 4) An employee voluntarily separating from employment shall be required to give and fulfill the proper notice period in order to separate in good standing. Generally the notice period is two weeks for all employees. This requirement may be waived by Human Resources (HR) or Chief Executive Officer (CEO). Separating in good standing affects eligibility for future employment with the Agency and terminal accrued sick leave pay. An employee who does not separate in good standing may not be eligible for re-hire by the Agency and is not eligible for terminal accrued sick leave pay-out.
- 5) Any termination, suspension or corrective action of a staff employee shall be in consideration of the nature and severity of the issue. Prior to the termination of an employee for reason(s) covered in this policy, the supervisor or appropriate Agency official shall consult with HR.
- 6) Termination of employees for the reasons stated below requires written documentation of performance issues. Grounds for termination or other corrective action may include, but are not limited to, the following:
 1. Failure or neglect to perform assigned duties,
 2. Inappropriate or unsuitable job performance,
 3. Inability to perform assigned duties,
 4. Failure to respond in a courteous or appropriate manner toward supervisor(s),
 5. Failure to act in a courteous or appropriate manner toward participants, the public or Agency employees,
 6. Excessive or unauthorized absences or tardiness, or
 7. Failure to appropriately inform HR or supervisor of absences or expected tardiness.
- 7) Grounds for termination for misconduct, which may be immediate, include, but are not limited to the following:
 1. Insubordination, which includes unwillingness to perform assigned duties or respond to authority;
 2. Violation of Agency or department rules or policies;
 3. Falsification of the employment application, time records or other Agency records;
 4. Any act which serves to defame or malign the reputation of the Agency;
 5. Dishonesty on the job;
 6. Misuse or disclosure of private participant information or agency data;
 7. Failure to disclose conflict of interest;
 8. Imperiling the safety of Agency employees or the public, or possession of a deadly weapon on Agency property or on Agency business, other than by an authorized employee (i.e., police, security, or military personnel);
 9. Gambling on Agency property or while on the job;

10. Negligent destruction of Agency property;
11. Drug or alcohol abuse, or the influence thereof, or unauthorized use or consumption of, while on the job or Agency property;
12. Acts which constitute a violation of local, state or federal law while on the job or on Agency property;
13. Incarceration in jail following a conviction by a court of law which results in missing at least five consecutive working days;
14. Job abandonment;
15. Any action, creation or participation in a situation which recklessly or intentionally endangers mental or physical health of a participant or employee of the Agency;
16. Fighting, physical assault, physical violence or the threat of physical violence ;or
17. Other misconduct while on the job or on Agency property.
18. Position Elimination: A layoff is a separation from employment when recall of the regular employee is anticipated within one year. Layoff of a regular employee may be necessary because of the following:
 - (1) Lack of work,
 - (2) Lack of funds to continue the position,
 - (3) Re-organizational changes which eliminate the position, or
 - (4) Other reasons leading to a reduction in force.
19. Note: In all cases, the date of separation shall be the last day the employee actually worked even when terminal leave pay may be granted. A minimum notice of one pay period shall be given to an employee prior to layoff. Authority for layoff lies with the CEO or Chief Finance Officer after consultation with HR. Decisions for layoffs shall be based on the following factors:
 - (1) The type of work, e.g., the specific individual job description of the position currently held by each employee
 - (2) Performance, e.g., consideration given to documentation of performance; and
 - (3) The employee's length of service.

PROCEDURE:

- 1) A memorandum or e-mail notifying HR shall be initiated by the CEO, CFO or supervisor as soon as the date of separation is determined. HR will complete a Separation Form (Addendum A) for the personnel file which will include:
 - a) The actual last day worked or to be worked;
 - b) The reason for separation;
 - c) If eligible for future re-hire; and
 - d) Amount of terminal leave pay out, if any.
- 2) The date of separation shall be the last day the employee actually worked even when terminal leave pay may be paid.
- 3) Any letters of resignation or memorandums shall be submitted to HR.
- 4) HR will prepare an Employee Separation Instructions letter (sample: Addendum B) stating anticipated final pay deduction information, number of accrued leave hours to be paid, continued eligibility for any benefits and state what Agency items are to be returned (keys, keycards, IT equipment , participant records, etc.).
- 5) The Employee Separation Letter will be discussed with the employee by the supervisor and/or HR, and the employee will be requested to sign the letter. The employee's signature notes knowledge of and not necessarily agreement with the content of the Employee Separation Sheet.
- 6) The Employee Separation Letter shall be retained in the employee personnel record, a copy given to the employee and a copy attached to employee's final payroll record.

ENFORCEMENT The CEO, managers, supervisors and staff are responsible for enforcing this policy. All suspected breaches or violations are to be reported to the CEO.

SENIOR RESOURCES EMPLOYEE SEPARATION FORM

SECTION A: EMPLOYEE/POSITION INFORMATION										Route to:		
Last Name			First Name			Middle Name		Employee PR I.D.		CEO	CFO	Supervr
First Day Worked	Month	Day	Year	Last Day Title			Temporary Regular	Part Time Full Time	Last Day Pay Rate \$ Per			
Last Day Worked	Month	Day	Year				Temporary Regular	Part Time Full Time	Terminal Vacation Hours To Be Paid			
Notice Given:				Month	Day	Year	Separation Date			Terminal Sick Hours To Be Paid		
<input type="checkbox"/> Written (Attach) <input type="checkbox"/> Oral <input type="checkbox"/> None												

SECTION B: REASON FOR SEPARATION (MARK ALL APPLICABLE)

<input type="checkbox"/> LACK OF WORK (Eligible for Rehire) <ul style="list-style-type: none"> <input type="checkbox"/> Funding Exhausted <input type="checkbox"/> Position Eliminated <input type="checkbox"/> Reorganization <input type="checkbox"/> Assignment Ended <input type="checkbox"/> Temporary Work <input type="checkbox"/> Other _____ <input type="checkbox"/> RETIREMENT <input type="checkbox"/> MILITARY SERVICE <input type="checkbox"/> DECEASED, on date: _____ <input type="checkbox"/> Employee <input type="checkbox"/> Retiree	<input type="checkbox"/> VOLUNTARY QUIT (Eligible for Rehire) <ul style="list-style-type: none"> <input type="checkbox"/> Other Work <input type="checkbox"/> Self-Employment <input type="checkbox"/> Working Conditions <input type="checkbox"/> Personal/Job Conflict <input type="checkbox"/> Moving from Area <input type="checkbox"/> Domestic Responsibility <input type="checkbox"/> Health <input type="checkbox"/> Failed to Return from Leave <input type="checkbox"/> Other Responsibility <input type="checkbox"/> Leaving Field of Work <input type="checkbox"/> Graduate School <input type="checkbox"/> Unknown/quit with 2 wk notice <input type="checkbox"/> VOLUNTARY QUIT (Not Eligible for Rehire) <ul style="list-style-type: none"> <input type="checkbox"/> Job Abandonment <input type="checkbox"/> Quit Without 2 Week Notice <input type="checkbox"/> Anticipation of Discharge <input type="checkbox"/> Did not Fulfill Notice 	<input type="checkbox"/> INVOLUNTARY TERMINATION (Not Eligible for Rehire) <ul style="list-style-type: none"> <input type="checkbox"/> Insubordination <input type="checkbox"/> Violation of Policy/Rule <input type="checkbox"/> Falsification of Records <input type="checkbox"/> Employment Application/Records <input type="checkbox"/> Client Records <input type="checkbox"/> Other Records <input type="checkbox"/> Defaming/Maligning Reputation of Agency <input type="checkbox"/> Dishonesty <input type="checkbox"/> Imperiling Safety of Others <input type="checkbox"/> Gambling <input type="checkbox"/> Negligent Destruction of Agency Property <input type="checkbox"/> Substance Abuse: Drugs <input type="checkbox"/> Substance Abuse: Alcohol Date: <input type="checkbox"/> Violation of Local,State or Federal Law <input type="checkbox"/> Incarceration <input type="checkbox"/> Physical or Mental Endangerment <input type="checkbox"/> Fighting and/or Physical Assault <input type="checkbox"/> Failure or Neglect to Perform Duties <input type="checkbox"/> Lack of Skills for Job <input type="checkbox"/> Absence/Tardiness Problems: <ul style="list-style-type: none"> <input type="checkbox"/> Excessive <input type="checkbox"/> Unauthorized <input type="checkbox"/> Unreported <input type="checkbox"/> Falsified reporting <input type="checkbox"/> Failure to Act in a Courteous or Cooperative Manner <input type="checkbox"/> Inability to progress in Job Training <input type="checkbox"/> Other (Must Explain)
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Explanation for Separation

SECTION C: REVIEW BY HUMAN RESOURCES, CFO OR CEO (Involuntary Only)

Discharge reviewed by _____ (HR, CFO or CEO)

SECTION D: EMPLOYEE'S COMMENTS (add additional pages if more space needed)

SECTION E: SIGNATURES

Supervisor's Signature	Date	Human Resources	Date
Employee's Signature	Date		

SECTION F: REHIRE ELIGIBILITY- yes no
 Is employee eligible for rehire?

SEPARATION INSTRUCTIONS

NAME: _____ LAST DAY WORKED: _____

All keys, cell phones, laptops, or any other agency equipment have been turned in to supervisor. __Yes __No

Health insurance co-pays will be taken out for the current month if you are on Senior Resources insurance.

I choose to have the following deductions withheld from my final paycheck:

Taxes _____ (If not checked you may be liable to pay when filing this year tax return.)

Credit Union/Bank _____

United Way _____

AFLAC _____

Medical Flex Account _____

Annuity _____

Deposits into your flex medical savings account for this year have been \$_____. You have received reimbursements this year in the amount of \$_____. You have 90 days to request your additional \$_____ as long as service date is on or before separation date. If you have been reimbursed a greater amount than your year to date total deductions, then your normal medical flex payroll deduction will be withheld.

I have signed the Agency paid professional liability insurance request to cancel form.

Yes ____ No ____ N/A ____

COBRA notification letters will be sent to you by Infinisource if you are on Senior Resources' insurance.

You will be paid your annual leave balance of _____ hours and 25% of your sick leave balance of _____ or _____ hours. (The maximum payout for sick leave is 130 hours.)

Signature

Date

Supervisor Signature

Date

Workplace Violence Policy

Policy: HR.1.18

Effective Date: 3.28.12

Approved: *Sam Curtis*, CEO

Revised: 10/05/2015, 10.20.15

POLICY: Senior Resources is committed to preventing workplace violence and to maintaining a safe work environment. Conduct that threatens, intimidates, or coerces another employee, a participant, or a member of the public, whether verbal or physical, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

Employees shall refrain from verbal intimidation, fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Senior Resources unless properly authorized under the law (such as police officers). Employees, who opt to carry legal protection spray while on-the-job, are to inform their supervisor of their intent to do so. Employees carrying any protection spray must be compliant with Michigan laws regarding such.

While, in accordance with the State of Michigan Concealed Weapons Act 381 (effective July 1, 2001), Senior Resources may not prohibit an employee from applying for or for receiving a license to carry a concealed weapon, the Agency is legally authorized and therefore prohibits any employee from carrying a concealed pistol or any concealed weapon, on or off Agency premises while working hours for and/or representing the Agency.

PROCEDURE: All threats or commission of violence, both direct and indirect, as well as suspicious individuals and activities must be reported as soon as possible to your immediate supervisor or any other available member of management. This includes threats by employees, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, the employee should be as specific and detailed as possible. An employee confronted with a potential situation involving violence while on participant home visits, will make a serious attempt to retreat from the situation and report to their supervisor or management as soon as possible, and/or call 9-1-1 if the situation warrants. All incidents must be documented on the Incident Report Form.

ENFORCEMENT: Senior Resources will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. This policy shall be enforced by the Chief Executive Officer, management and supervisors of Senior Resources. The identity of the individual making a report will be protected as much as is practical. Senior Resources encourages employees to bring their disputes or differences with other employees to the attention of their supervisor or Human Resources before the situation escalates into potential violence. Senior Resources is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns. In order to maintain workplace safety and the integrity of its investigation, Senior Resources may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

REFERENCES:

State of Michigan Concealed Weapons Act 381

<http://www.legislature.mi.gov/documents/1999-2000/publicact/pdf/2000-PA-0381.pdf>

[HR.1.9 Disciplinary Action Policy](#)

www.OSHA.gov

Volunteer Policy

Policy: HR.1.19

Effective Date: 5/6/13

Approved: *Sam Curtis, CEO*

Revised: 08/13/2015, 10.20.15

VOLUNTEERS: The purpose of this policy is to provide overall guidance and direction to management, staff, and volunteers. This policy is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Unless specifically stated, this policy applies to all volunteers in all programs and projects undertaken on or on behalf of Senior Resources. Senior Resources reserves the right to change this policy.

POLICY: A "volunteer" is anyone who chooses to perform services for Senior Resources without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of and on behalf of Senior Resources. A "volunteer" must be officially accepted and recognized by Senior Resources prior to performance as a "volunteer."

Volunteers are not employees of Senior Resources. Volunteers represent a valuable resource for Senior Resources, its staff and its clients. Volunteers should be given meaningful assignments and effective direction, and be recognized for work done. In return, volunteers should actively perform their duties to the best of their abilities, volunteer at their assigned times, and remain loyal to the mission and procedures of Senior Resources.

Board of Directors and Committees: Members of the Senior Resources Board of Director and Committee members are elected or assigned by its membership and are recognized as volunteers.

Special Case Volunteers: Senior Resources may also accept as volunteers those persons participating in student projects or internships, corporate volunteer programs, and other volunteer referral programs. In these cases, a special arrangement may be made with the organization, school, or program from whom the special case volunteers originate to identify responsibility for the management and care of these volunteers.

Senior Resources Employees as Volunteers: The service of staff members as volunteers is accepted provided that the volunteer service is 1) initiated by the staff member, 2) provided totally voluntary, and 3) involves work that is outside the normal scope of duties and working hours for that staff member.

Family Members of Staff: Family members of staff are allowed to volunteer with Senior Resources. When family members are enrolled as regular volunteers, they normally will not be placed under the direct supervision of other family members who are employees.

PROCEDURE: Volunteer Recruitment/Assignment: Requests by Supervisors to recruit a volunteer should be submitted in writing by staff, and sent to Chief Executive Officer. The request should include a description of the volunteer assignment and a requested timeframe.

Volunteers should have clear, complete, and current descriptions of the duties and responsibilities of the assignment. Before a volunteer is recruited or assigned, the Supervisor should develop a job description for the volunteer assignment. This volunteer description should be reviewed with and given to each accepted volunteer. Volunteer descriptions should be reviewed and updated at least every three years by the

Supervisor, or whenever the volunteer position substantially changes. Descriptions should usually include a summary of the assignment, a title, a listing of responsibilities and qualifications, any training requirement, the time commitment needed for the assignment and the assigned Supervisor.

Prior to being assigned, all regular volunteers should be interviewed to ascertain their suitability for and interest in that assignment. The interview should determine the qualifications of the volunteer and their commitment to fulfill the requirements of the assignment; and it should answer any questions that the volunteer has about the assignment. Interviews may be conducted either in person or by other means. A reference check may be made by the Supervisor if appropriate for the volunteer assignment. Volunteers will be asked to submit to a background criminal check and any cost will be paid by Senior Resources. Volunteers who do not agree to the background check may be refused assignment. No volunteer should begin performance of an assignment until they have been officially accepted for that position and have completed any necessary screening and paperwork. At the time of acceptance, each volunteer should receive a copy of their volunteer job description.

Volunteers **shall not** perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license is to be provided to Human Resources.

A predetermined time commitment should be developed with each volunteer assignment. At the end of their commitment, this should be re-negotiated. Most volunteer assignments request a term or year commitment. After the end of the term or year, the volunteer and Supervisor will decide whether the volunteer would like to continue their assignment, seek a different volunteer assignment within Senior Resources, or retire from their volunteer service. Senior Resources accepts the service of volunteers with the understanding that such service is at the sole discretion of Senior Resources. Volunteers understand that Senior Resources may at any time, for whatever reason, decide to end the volunteer relationship. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Senior Resources. Notice of such a decision should be communicated as soon as possible to the volunteer's Supervisor.

Maintenance of Records: A log of service time should be maintained on each volunteer with Senior Resources, including dates of service and program area assignment. Volunteers and assigned Supervisors are expected to submit all appropriate service logs and information to the Accountant on a quarterly basis for recording value of time served as in-kind match resources. Volunteer records shall be accorded the same confidentiality as staff personnel records.

Conflict of Interest: No person who has a conflict of interest with any activity or program of Senior Resources shall be accepted or be allowed to continue to serve as a volunteer with Senior Resources. Volunteers will be asked to review and sign a Code of Ethics/Conflict of Interest statement annually. *Refer to Senior Resources Policy No. HR.1.3, "Code of Ethics and Conduct Policy."*

Confidentiality: Volunteers are responsible for maintaining the confidentiality of all appropriate or privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, clients or other persons. Volunteers will be asked to complete a HIPAA training segment, and sign confidentiality agreements as appropriate. Failure to maintain confidentiality could result in ending the volunteer's relationship with Senior Resources.

Representative of Senior Resources: Volunteers must seek prior consultation and approval from appropriate staff prior to any action or statement which might affect or obligate Senior Resources. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

Workstation: Supervisors will establish an appropriate workstation for volunteer use prior to the enrollment of volunteers. This workstation should contain necessary equipment, and space to enable the volunteer to perform their duties. The employee lounge is available to volunteers.

Dress Code: As representatives of Senior Resources, volunteers are responsible for presenting a good image. Volunteers shall dress appropriately for the conditions and performance of their duties. If issued a nametag, volunteers are required to wear it while they are working on their volunteer assignment. Buttons that are not provided by Senior Resources may not be worn during volunteer activity.

Time Reporting: Individual volunteers are expected to maintain accurate logs of the time they have volunteered. Supervisors are responsible for submitting a record of these hours by the 5th of each new quarter (for the previous quarter period) to the Accountant.

Reimbursement of Expenses: Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for Senior Resources. Examples of these expenses include mileage, meals, out of pocket expenses, travel and parking. This expense will be charged to the department budget where the volunteer is assigned. Prior approval must be sought for any reimbursable expenditure.

Recognition: Staff responsible for volunteer supervision are encouraged to undertake ongoing methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank yous" or Kudos to a concerted effort to include volunteers, as appropriate, in program planning, decision making, and implementation.

Education about False Claims Act (Sec 6032-Deficit Reduction Act)

Policy: HR.1.20

Effective Date: 01/29/2014

Approved: *Sam Curtis*, CEO

Revised: 10.20.15

SCOPE: This policy applies to all Senior Resources employees, contractors, volunteers and members.

PURPOSE: The purpose of this policy is to educate employees, volunteers, contractors, and members on the requirements of the Deficit Reduction Act (DRA) of 2005 which contains provisions to combat fraud and abuse in government health care programs. Under the Deficit Reduction Act, Senior Resources is required to provide employees, volunteers, contractors and members with information regarding federal and state false claims laws, administrative remedies under those laws, whistle-blower protections to employees who report incidents of false claims, and Senior Resources' programs for detecting and preventing fraud, waste and abuse in Medicaid programs.

POLICY: The policy is intended to cover the following Acts:

Federal False Claims Act (FCA)

The False Claims Act prohibits any person from knowingly presenting or causing to be presented, a false or fraudulent claim to the United States government for payment. The False Claims Act imposes civil liability on any person who:

- Knowingly presents a false or fraudulent claim for payment or approval.
- Knowingly makes or uses a false record or statement to get a false or fraudulent claim paid or approved.
- Conspires with another to get a false or fraudulent claim paid or allowed.
- Knowingly makes or uses a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property.
- Commits other fraudulent acts enumerated in the statute.

Medicaid False Claim Act (MFCA)

The State of Michigan has a companion law known as the Medicaid False Claims Act. This act imposes prison terms of up to four (4) years and fines up to \$50,000 for:

- Knowingly making a false statement or false representation of a material fact in any application for Medicaid benefits or for use in determining rights to a Medicaid benefit;
- Soliciting, offering or receiving kickbacks or bribes for referrals to another for Medicaid-funded services (fine up to \$30,000);
- Entering an agreement with another to defraud Medicaid through a False Claim; or
- Making or presenting to the State of Michigan a False Claim for payment.

Billing, Claims and Cost Reporting

Senior Resources has an obligation to its clients, third party payers and the state and federal government to exercise diligence, care and integrity when submitting claims for payment. The right to bill the Medicaid program carries a responsibility that may not be abused. Senior Resources is committed to maintaining the accuracy of every claim it processes and submits. Each of the individuals responsible for entering charges and codes is expected to monitor compliance with applicable billing rules. Any false, inaccurate, or questionable claims should be reported immediately to the employee's supervisor, the Chief Executive Officer or the Chief Financial Officer. False billing is a serious offense. Medicaid rules prohibit knowingly and willfully making or causing to be made any false statement or representation of the material fact in an application for benefits or

payment. It is also unlawful to conceal or fail to disclose the occurrence of an event affecting the right to payment with the intent to secure payment that is not due. Examples of false claims include knowingly:

1. Claiming reimbursement for services that have not been rendered
2. Filing duplicate claims
3. Including inappropriate or inaccurate costs on cost reports to be submitted under the Medicaid program.
4. Billing for services or items that are not medically necessary
5. Failing to provide medically necessary services or items
6. Billing excessive charges

With respect to the submission of claims to the Medicaid program, it is Senior Resources' policy that claims must: (1) be accurate and timely submitted, (2) be only for items or services that (a) are medically necessary, (b) fall within the coverage guidelines contained in applicable laws, rules and regulations, and (c) are documented in the clients record. Prior to submitting a claim for payment, it is necessary to verify that all documentation for services reflected on the claim, such as services orders and prior approvals, are available and matched to the billing/claim. Claims may only be submitted when appropriate documentation supports the claim and only when such documentation is maintained and available for audit and review.

With regard to the filing of cost reports, it is Senior Resources' policy that all Medicaid cost reports must be prepared utilizing generally accepted accounting principles based upon documents and reports that are maintained in Senior Resources' day to day business. Cost reports must document only those costs that Senior Resources' employees and/or agents believe in good faith are allowable. Employees and agents must provide accurate and complete documentation and reports in connection with the preparation of cost reports.

SAFEGUARDS: The federal False Claims Act includes a "qui tam," or whistleblower provision to report misconduct involving false claims. The qui tam provision allows any private person (Qui Tam Relater) with actual knowledge of allegedly false claims to file a lawsuit on behalf of the United States government.

The federal government has the opportunity to intervene in the lawsuit and assume primary responsibility for prosecuting, dismissing or settling the action. If the federal government decides to intervene, the private person (Qui Tam Relater) who initiated the action may be eligible for a portion of the proceeds of the action or settlement of the claim. If the federal government does not proceed with the action, the Qui Tam Relater may continue with the lawsuit or settle the claim and he or she may receive a portion of the proceeds of the action or settlement. The Qui Tam Relater may also receive an amount for reasonable expenses, including reasonable attorney fees and costs incurred in connection with bringing the lawsuit.

Violations of the federal false claims act can result in penalties of not less than \$5,500.00 and not more than \$11,000.00 per claim, plus three times the amount of damages that the government sustains.

Michigan Medicaid False Claims Act

Any person (Qui Tam Relater) may bring a civil action on behalf of the State of Michigan to recover losses that the State suffered from a person violating the Michigan Medicaid False Claims Act, and the Michigan Attorney General is to be notified and has an opportunity to appear and intervene in the action brought on behalf of the State of Michigan. If the Michigan Attorney General intervenes, in addition to the person (Qui Tam Relater) receiving his or her expenses, costs and reasonable attorney fees, the person may also receive a portion of the monetary proceeds resulting from the action or any settlement. If the Michigan Attorney General does not intervene, the Qui Tam Relater will receive a portion of the monetary proceeds.

Whistleblower Protection Laws

In addition to Senior Resources' Whistleblowing policy, both the federal and state laws protect individuals who investigate or report possible False Claims made by their employer against discharge or discrimination in employment because of such investigation. Employees who are discriminated against based on whistleblower

activities may sue in court for damages. Under either the federal or state law, any employer who violates the whistleblower protection law is liable to the employee for (1) reinstatement of the employee's position without loss of seniority, (2) two times the amount of lost back pay, (3) interest and compensation for any special damages, and such other relief necessary to make the employee whole.

Detection of Potential Fraud or Abuse

Senior Resources combats Medicaid fraud, waste and abuse by investigating complaints, raising awareness of anti-fraud initiatives, and assuring compliance with state and federal laws. A quality measures are also used to detect and prevent potential fraud, waste or abuse that includes the following:

- Proactive review of claims and other types of data
- Recommending and implementing claims processing safeguards
- Conducting employee education on fraud and abuse prevention, recognition and reporting
- Encourage and promote the reporting of fraud or abuse by employees and contractors

Types Of Fraud Prosecuted Under The FCA and MFCA:

- Billing for goods or services that were not delivered or rendered
- Submitting false service records or samples in order to show better-than-actual performance
- Performing inappropriate or unnecessary services without documented medical need
- Providing inappropriate or unnecessary medical equipment
- Billing in order to increase revenue instead of billing to reflect actual work performed
- Up-coding, or inflating bills by using HCPC billing codes that suggest a more expensive service or treatment
- Double billing, or charging more than once for the same service or goods
- Ordering a service or recommending a type of treatment regimen in order to earn kickbacks from hospital, labs or in-home service agencies
- Billing for unapproved services or at levels greater than approved
- Forging signatures when such signatures are required for reimbursement from Medicare or Medicaid
- Billing for work or tests that were not performed
- Phantom employees and doctored time/activity slips: charging for workers that were not actually on the job, or billing for made-up hours in order to maximize reimbursements
- Falsification of any report or document used to record the cost of utilization of services
- A grant recipient charging grantor for costs not related to the program

NOTICE/INFORMATION: Senior Resources of West Michigan prohibits the actions listed above, and any other action (or in action) that results in fraud, waste, or abuse of public resources, and shall provide all employees, contractors and agents with a copy of this policy to inform them about the about federal and state false claim laws. Any employee who discovers an error or inaccuracy in any claim for payment for health care services or in any cost report that has been submitted or will be submitted should alert his or her supervisor, the Chief Executive Officer or the Chief Financial Officer.

This policy shall be included in the employee Human Resources Policies and referred to in the Employee Handbook as well as distributed to all contractors and agents as required by the Deficit Reduction Act of 2005. Please visit the following websites to review the provisions of the Acts:

Federal False Claims Act : http://www.justice.gov/civil/docs_forms/C-FRAUDS_FCA_Primer.pdf

Michigan's The Whistleblowers' Protection

Act: [http://www.legislature.mi.gov/\(S\(sd0gkwnskdhods0xmjpb55\)\)/mileg.aspx?page=GetObject&objectname=mcl-Act-469-of-1980](http://www.legislature.mi.gov/(S(sd0gkwnskdhods0xmjpb55))/mileg.aspx?page=GetObject&objectname=mcl-Act-469-of-1980)

Michigan's The Medicaid False Claim Act:

<http://legislature.mi.gov/doc.aspx?mcl-act-72-of-1977>

RESPONSE/REPORTING

To the extent that Senior Resources of West Michigan becomes aware or suspects fraud or abuse, it is obligated to respond in accordance with Federal and State regulations.

To report Medicaid Fraud:

http://www.michigan.gov/mdch/0,1607,7-132-2945_42542_42543_42546_42551-220188--,00.html

ENFORCEMENT: The Board of Directors, Chief Executive Officer, management, and supervisors are responsible for enforcing this policy. All **employees, volunteers, contractors, and members** will be given a copy of this policy and requested to sign an attestation of compliance. Senior Resources reserves the right to modify or amend this policy at any time as it may deem necessary.

REFERENCES:

[HR.1.11 –Whistleblower Policy](#)

[HR.1.10 – Employee Complaint Policy](#)

31 U.S.C. §3729 et seq., “False Claims Act” <https://www.law.cornell.edu/uscode/text/31/3729>

M.C.L. 400.601 et seq., “Medicaid False Claim

Act” <http://www.legislature.mi.gov/%28S%284taavgy5eo01or1bg2evyayd%29%29/mileg.aspx?page=GetObject&objectname=mcl-Act-72-of-1977>