

ICES

EMPLOYEE HANDBOOK



- **WE DO LIFE... TOGETHER**
(WDLT)
- **GRAND CARE COMPANIONS**
(GCC)

UPDATED

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Revised as of 1/1/23

SECTION 1

INTRODUCTION

- **Welcome from Chet Doheny**
- **Mission Statement & Core Values**
- **Company Overviews**

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WELCOME FROM CHET DOHENY

*"It's my pleasure to welcome you to ICES, Inc., We do Life Together (WDLT) and Grand Care Companions (GCC); known collectively as 'The Company.'" We're an **energetic** and **creative** group, **dedicated** to **high standards of excellence and quality**. We value each and every one of our employees, and we hope that you find your time here rewarding and satisfying.*

*This introduction will give you an insight to our history, purpose, and goals. Please read it carefully so that you can better understand exactly who we are and what we do. It is my belief that we are a very **special** place, made so much more special by the **hard work** and **dedication** of our employees.*

*In 1998 this company was founded around a very basic principle: **to make a difference in the lives of people living with disabilities**. With this concept in mind, I took this idea born in my dining room and created an organization that serves a multitude of individuals and employs nearly five hundred staff members.*

*At WDLT and GCC we embrace **individuality** as a critical component of providing support to people with disabilities. We recognize that all people have the desire to **grow, learn, and take risks** at their own pace, and deserve to be viewed as unique individuals. We strive to provide **permanence** and **consistency** in their home life, as well as in their interpersonal relationships, and adhere to teaching individuals to become **self-reliant, interdependent** with others, and promote **good decision making skills**.*

*We are committed to obtaining these goals through a pledge to **quality, high ethical standards, and innovative**, unique responses to **equally unique individuals**. We are committed to a holistic approach to care, recognizing the needs and rights of the individuals and providing a variety of clinical and therapeutic services to address those needs.*

*Meeting our commitments and achieving goals begins with **you**! We want our employees to put the clients first. That's why we, the management, make our employees a priority. We know that **we are only as good as you are**. We know that only **happy and relaxed** employees can provide the **quality** and **good-natured** service that our clientele and customers deserve. So please, take all the paid time off you've earned, alert your manager to any problems in your work area, and communicate any ideas you might have for making this company a better place for **everyone**!"*

-Chet Doheny, CEO and Founder of ICES, Inc.

MISSION STATEMENT AND CORE VALUES

MISSION

‘WE DO LIFE... TOGETHER’

At ICES, Inc., we strive for excellence every day to support Individuals with intellectual disabilities and Autism Spectrum Disorder to reach their full potential.

CORE VALUES

We promise our Individuals:

- Empowerment to live their best lives
- Respect and Dignity while hearing their voices
- To honor their cultural differences and diversity

We promise our parents, caregivers, and guardians:

- Inclusion, Representation, and Open Communication
- Understanding, Patience, and Empathy
- Physical, Mental, and Emotional Safety

We promise each other:

- Fair and equal access to opportunity
- Individual accountability
- Honesty, Integrity, and Mutual Respect
- Exceptional Teamwork
- Humility and Kindness

CORE ATTRIBUTES

- | | |
|------------------|-------------|
| • Empowered | • Integrity |
| • Respect | • Humility |
| • Dignity | • Kindness |
| • Inclusion | • Patience |
| • Accountability | • Empathy |
| • Honesty | |

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AN OVERVIEW OF OUR COMPANIES

WE DO LIFE... TOGETHER, A DIVISION OF ICES, INCORPORATED

We Do Life... Together (WDLT) is a human services company serving individuals with cognitive disorders, mental illness, and those on the Autism Spectrum since 1998. Our caring human service professionals focus on the individual's personal strengths in order to make the most of valuable community resources while promoting the respect and dignity of all. We serve individuals in private residences, public schools, respite facilities, emergency placements, community work sites, training centers, supervised living arrangements, and our own state-licensed group homes.

GRAND CARE COMPANIONS

The mission of Grand Care Companions (GCC) is to provide an exceptional personal care service and surround its clients with a uniquely customized support system. When a client decides to bring a Grand Care Companions caregiver into their loved one's life, they are ensuring the highest quality of care and safety. The key to our dedicated approach is our incredibly high standards set for all of our employees. Our caregivers provide care to the elderly, individuals with disabilities, and those who are looking for Alzheimer's and Dementia Care. At Grand Care Companions we are devoted to making life easier.



*Throughout this employee handbook ICES, Inc., We Do Life... Together, and Grand Care Companions, LLC are collectively referred to as "The Company."

SECTION 2

ZERO TOLERANCE

- **Equal Employment Opportunity**
- **Sexual Harassment**
- **Workplace Harassment**
- **Workplace Violence**
- **Drugs & Alcohol**

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

POLICY SCOPE

We have zero tolerance for discrimination at ICES, Inc, and our subsidiaries.

POLICY AND POLICY DEFINITIONS

We are committed to equality in the workplace for all our job candidates, employees, contractors/suppliers/vendors, and visitors. **This includes but is not limited to the following practices/**

processes:

- Hiring
- Training
- Evaluating performance
- Administering compensation and benefits
- Terminating employees
- Contractor/supplier/vendor selection

PROTECTED CLASSES

We provide the same opportunities to everyone without discrimination.

Protected characteristics include but are not limited to:

- Race
- Protected veteran status
- Any other characteristic protected by law

COMPLAINT PROCEDURE

Everyone must comply with this policy.

If you see or suspect that our EEO policies are being violated, you must notify Human Resources and file a complaint utilizing the procedure as outlined in our complaint procedure policy.

We will investigate all EEO complaints quickly and as discreetly possible to protect victims from any additional harm.

DISCIPLINARY CONSEQUENCES

We have zero tolerance for discrimination. Those found to have violated this policy will be terminated.

SEXUAL HARASSMENT

POLICY SCOPE

This policy applies to all employees, contractors, suppliers and vendors and visitors to agency property.

POLICY AND POLICY DEFINITIONS

All employees deserve a workplace free of sexual harassment. Sexual harassment is also against the law. The agency is committed to ensuring a workplace free from sexual harassment and will not tolerate such acts.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. Sexual harassment may exist on a continuum of behavior. For instance, one example of sexual harassment may be that of an employee showing offensive pictures to another employee.

Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in an employee's working conditions or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of an employee.

WHERE SEXUAL HARASSMENT HAPPENS

Sexual harassment is not limited to the physical workplace itself. It can occur while traveling for business or at employer-sponsored events.

Calls, texts, emails, and social media usage by employees can constitute sexual harassment,

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even if they occur away from the workplace premises or not during work hours.

SEXUAL HARASSMENT TRAINING

All employees are required to attend sexual harassment prevention training in accordance with the State of Connecticut requirements within six (6) months of hire.

All managers and those with oversight of other employees are required to attend sexual harassment prevention training in accordance with the State of Connecticut requirements within six (6) months of assuming a managerial/oversight position at our agency.

REPORTING SEXUAL HARASSMENT

The agency encourages all employees to promptly report any occurrences of observed or suspected sexual harassment to a manager or Human Resources.

Employees are required to cooperate in any investigation concerning a complaint of sexual harassment.

MANAGER RESPONSIBILITIES

Managers who receive a complaint or information about actual or suspected sexual harassment, observe what may be sexually harassing behavior or suspect that sexual harassment is occurring, are required to report it to Human Resources, as soon as possible.

Managers are subject to disciplinary action, up to and including termination of employment, for failing to report sexual harassment or otherwise knowingly allowing sexual harassment to continue.

DISCIPLINARY CONSEQUENCES

Employees who are found to have violated this policy will be subject to disciplinary action, up to and including termination of employment. Non-employees who violate this policy, may be reported and/or barred from the premises. Persons violating this policy may also be subject to legal consequences.

RETALIATION PROHIBITED

The agency prohibits any employee from retaliating in any way against anyone who has raised a concern about sexual harassment.

Any employee who retaliates against another person involved in a sexual harassment complaint or investigation will be subjected to disciplinary action, up to and including termination. Ksdfgsdj,fg

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WORKPLACE HARASSMENT

POLICY SCOPE

This policy applies to all employees, contractors, suppliers and vendors as well as visitors to agency property.

POLICY AND POLICY DEFINITIONS

The agency intends to provide a work environment that is pleasant, professional and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, gender identity, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

Workplace harassment can take many forms. Harassment may include, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail or text jokes or statements, pranks, intimidation, physical assaults or contact, or threats of violence. Harassment may also take the form of other activity including derogatory statements not directed to the targeted individual but taking place within the individual's hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

EVERYONE'S RESPONSIBILITY (EMPLOYEES AND MANAGERS)

We cannot correct workplace harassment if we are not made aware of it. If you feel as though you are experiencing workplace harassment or have witnessed harassment by another employee or by a contractor, supplier, vendor or visitor to agency property, you should promptly report the issue to either your manager or a member of Human Resources.

Employees are required to cooperate in any investigation concerning a complaint of workplace harassment.

ADDITIONAL MANAGER RESPONSIBILITIES

Any manager who observes or suspects harassment in the workplace must notify a member of Human Resources as soon as possible, regardless of the perceived severity of the incident.

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Managers may be subject to disciplinary action, up to and including termination of employment, for failing to report harassment or otherwise knowingly allowing harassment to continue in the workplace.

REPORTS OF HARASSMENT

The agency takes all reports of harassment seriously. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed.

DISCIPLINARY CONSEQUENCES

Employees who are found to have violated this policy will be subject to disciplinary action, up to and including termination of employment. Non-employees who violate this policy, may be reported to their superior and/or barred from the premises. Persons violating this policy may also be subject to legal consequences.

RETALIATION PROHIBITED

The agency prohibits any employee from retaliating in any way against anyone who has raised a concern about harassment.

Any employee who retaliates against another person involved in a harassment complaint or investigation will be subjected to disciplinary action, up to and including termination.

WORKPLACE VIOLENCE

POLICY SCOPE

This policy applies to all employees; contractors, suppliers, and vendors; visitors to agency property; and those to whom we provide care and services.

POLICY AND POLICY DEFINITIONS

All employees and those persons in our care deserve a safe and violence-free environment. Therefore, the agency will not tolerate any physical act of violence or threat to harm a person or property (the agency's or personal).

Acts of violence may include, but are not limited to:

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- Intimidating or bullying another person
- Using abusive language
- Physically assaulting another person
- Threatening physical violence toward another person
- Use or threatened use of a weapon
- Destruction of agency or personal property

This policy prohibits any person from bringing a weapon on to agency property, in an agency vehicle or to an agency event.

EMPLOYEE RESPONSIBILITIES

All employees are responsible for helping to keep our workplace free from acts of violence. Any employee who witnesses an act of violence or becomes aware of a potential act of violence, whether by another employee, contractor, supplier, vendor, visitor or person to whom we provide care and services is responsible for promptly reporting the act or potential act of violence to Human Resources. All employees are also required to fully participate in any investigation concerning an act of violence or potential act of violence.

Employees are required to attend workplace violence prevention training and training concerning mandated reporting of abuse and neglect, as directed by their supervisors.

ADDITIONAL MANAGER RESPONSIBILITIES

While it is up to everyone to make our agency a safe place free of violence, **managers have additional responsibilities to assist in preventing workplace violence, including but not limited to:**

- Ensuring that employees under their direction understand our workplace violence policy
- Taking all reported incidents of workplace violence seriously and reporting to Human Resources as soon as possible
- Assisting with investigations, as needed
- Being aware of situations that have the potential to produce violent behavior and promptly addressing them with all concerned parties
- Encouraging employees who show signs of stress, anger or are perceived to have the potential to engage in violent acts to seek assistance from Human Resources or another source, as appropriate; and
- Ensuring employees attend required workplace violence prevention and mandated reporter training sessions.

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THE AGENCY'S RESPONSIBILITY

The agency takes all reports of workplace violence or potential workplace violence seriously.

The agency will promptly investigate all legitimate complaints of workplace violence. While the agency will attempt to protect the identity of the complainant and the target of the act of violence, confidentiality cannot be guaranteed as it may be necessary to disclose a person's identity in order to conduct a thorough investigation.

PERSONAL PROPERTY SEARCH

To maintain a safe and secure workplace, the agency reserves the right to inspect personal belongings that are brought onto agency property or to agency events, with or without prior notice or consent.

DISCIPLINARY CONSEQUENCES

Employees who are found to have violated this policy will be subject to disciplinary action, up to and including termination of employment. Non-employees who violate this policy, may be reported to their manager and/or barred from the premises. Persons violating this policy may also be subject to legal consequences.

DRUGS AND ALCOHOL USE

POLICY SCOPE

We have zero tolerance for the use, possession, or sale of illegal drugs as defined by the company while on company premises, at company events, on company time, and/or while in company vehicles.

POLICY AND POLICY DEFINITIONS

All employees are strictly forbidden to use, possess, or be under the influence of illegal drugs at any time on company premises, at company events, on company time, and/or while in company vehicles.

Illegal drugs are defined as the abuse of over-the-counter medication, prescription medications not taken in accordance with a prescription given to the employee, marijuana (medical use or not), alcohol, and/or substances that cannot legally be manufactured, bought, or sold in the United States.

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The terms “illegal drug(s)” and “drugs and/or alcohol” are used interchangeably in this policy.

All job applicants, employees, and contractors/suppliers/vendors must abide by this policy.

POLICY ELEMENTS

While on company property, at company events, on company time, and/or in company vehicles, **we explicitly prohibit:**

- Possession, use or being under the influence of illegal drugs
- Selling, buying, transferring, or distributing drugs or drug paraphernalia
- Abusing prescription drugs or over-the-counter medications
- Using marijuana (medical use or not)

We reserve the right to alter your job duties and/or send you home from a work shift if we suspect you are under the influence of illegal drugs. In addition, if you are suspected of impairment while at work, you may be required to be drug and/or alcohol tested.

DRUG AND/OR ALCOHOL TESTING

The Company will conduct drug and/or alcohol testing under any of the following circumstances:

- **Random Testing:** Employees can be selected at random for drug and/or alcohol testing at any interval determined by the Company
- **Reasonable Suspicion Testing:** The Company can ask an employee to submit to a drug and/or alcohol test at any time it feels the employee may be under the influence of drugs or alcohol, including, but not limited to, **the following:**
 - Evidence of drugs or alcohol on or about the employee’s person or in the employee’s vicinity
 - Unusual conduct on the employee’s part that suggests impairment or influence of drugs or alcohol
 - Negative performance patterns, or excessive and unexplained absenteeism or tardiness
- **Post-Accident Testing:** Employees involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. “Involved in an on-the-job accident or injury” means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way

If an employee refuses to be drugs and/or alcohol tested under this policy, the employee may be subject to appropriate disciplinary action, up to and including termination.

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SEARCH OF PERSONAL BELONGINGS

The Company reserves the right to search employee personal belongings if it is suspected an employee is in possession of illegal drugs, alcohol, or other controlled substances while on company premises, at a company event, on company time, and/or in company vehicles.

PHYSICIAN PRESCRIBED SUBSTANCES

Prescription and over the counter drugs are allowed when taken in standard dosage and/or according to a physician's prescription.

Any employee taking prescribed or over-the-counter medications is responsible for consulting the prescribing physician and/or pharmacist to determine whether the medication may interfere with safe performance at his/her job.

If the use of a medication could compromise the safety of the employee, fellow employees, those under our care, and/or the public, it is the employee's responsibility to use appropriate personal procedures (e.g., call in sick, request a leave of absence, request change of duty, notify management) to avoid unsafe work practices.

DISCIPLINARY CONSEQUENCES

We are a drug-free workplace, and this is a zero-tolerance policy. Violations to this policy will result in disciplinary actions up to and including termination.

SECTION 3

EMPLOYMENT

- **Employment At Will**
- **Staff Development/Training**
- **Hours of Work**

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EMPLOYMENT AT WILL

Employment with our company is at will, meaning employment is for an indefinite period, and it is subject to termination by the employee or the employer, with or without cause, with or without notice, and at any time. Nothing in this policy or any other policy eliminates or modifies in any way, the at will employment status of our employees.

The at will employment status of an employee may be modified only in a written employment agreement which is signed by the CEO/Executive Director.

By signing the receipt of this handbook, employees acknowledge understanding their employment is at will, and that nothing in the handbook is intended to constitute a contract of employment, express or implied.

STAFF DEVELOPMENT/TRAINING

POLICY SCOPE

Employees must comply with Agency, Department of Developmental Services (DDS), and other oversight organizations training requirements, certifications, etc., within the defined timelines.

POLICY AND POLICY DEFINITIONS

The Company provides training and development to all employees based on their roles, job requirements, and/or industry licenses/designations, within the required timeframes.

Employees that fail to obtain or maintain required training credentials will not be able to work until they meet all requirements and will face disciplinary action up to and including termination.

Training can be delivered in several different methods including classroom, computer module (Relias), mentoring, team meetings, professional conferences, and seminars.

The terms “training(s)”, “certifications”, “development”, and/or “staff development” are used interchangeably in this policy.

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TRAINING EXPIRATION DATE RESPONSIBILITY

Employees are responsible to keep track of the required training and certifications needed for their job, including expiration dates and recertification timeframes/guidelines. No exceptions! Failure to maintain trainings and certifications will result in being unable to work until they meet all requirements and will result in disciplinary action including and up to termination.

EXPIRATION NOTIFICATION

To assist employees with maintaining their required trainings, several notifications with expiring trainings are sent to employees through Paycom prior to a training's expiration date. Training information can also be found in each employee's Paycom file, or the employee can contact their manager or our Corporate Trainer for more information at trainer@icesonline.org.

RECERTIFICATION/TRAINING TIME

When employees receive notification on a needed training, or have a training that is going to expire, they should contact their manager and our Corporate Trainer at trainer@icesonline.org to schedule training.

Recertification of training can begin within 90-days of an expiration date. It is the employee's responsibility to contact their manager or the Training Department at trainer@icesonline.org to arrange trainings.

Whenever possible, training classes should not interfere with an employee's work schedule. If there is a conflict with a training and an employee's work schedule, the employee must notify their manager prior to the training class at least 48-hours prior.

TRAINING NON-COMPLIANCE

Employees who fail to complete needed trainings/certifications/etc., as required, will be removed from the schedule, and will be placed on administrative leave (AL). In addition, employees are subject to performance management, up to and including termination of employment.

Once training non-compliant, employees have seven (7) days to complete any expired trainings, which may be paid or unpaid depending on the class. Failure to complete expired trainings after the seven (7) day period will result in termination of employment.

OUTSIDE SEMINARS/CONFERENCES

Requests for attendance to seminars and conferences must be submitted and approved by the COO.

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TRAINING CODE OF CONDUCT

All employees who attend any agency sponsored/conducted live training (including video/Zoom and/or outside trainings) are expected to behave professionally and adhere to the following code of conduct.

- **Be on time.** You are expected to be in class on time and ready to go **no later** than the start time of the class. Anyone arriving five (5) minutes after the start of the class will not be permitted to attend class for that day. You are also expected to return from breaks and lunch at the specified time. Anyone arriving later than 5 minutes of the specified time will not be allowed back into the classroom.
- **Complete all training.** It is our expectation that all training will be completed by the required deadline. If your training is not completed by the deadline, your employment at our agency will be impacted. If you need an extension and/or accommodation, please speak directly to the instructor or contact Human Resources at hr@icesonline.org.
- **Attendance.** You are required to attend the full length of all classes. If you miss any session during the week, including those you are not able to attend because you are late, your employment will be impacted.
- **Be professional.** You are expected to behave professionally. **This includes but is not limited to:**
 - Use appropriate language and have appropriate conversations
 - Uphold our dress code policy. Clothing should be clean, free of stains, tears, rips, etc.
 - Respect other trainees in the classroom
 - Other
- **Clean up your space.** You are expected to clean up after yourself and keep a clean area. Leave the area cleaner than you found it.
- **Attentiveness.** You are expected to be attentive and participate during classes. If you fall asleep during class, you will be asked to leave class, you will not receive credit for the session, and your employment with our agency will be impacted.
- **Speak up.** Do not be afraid to ask questions! This training is to provide you with the knowledge needed to perform your job. Make sure you understand things and have the information you need.
- **Be respectful.** You are expected to have common courtesy for your fellow coworkers. No degrading language or actions will be tolerated.
- **No mobile devices.** You are not allowed to use your mobile device during training sessions. **This includes but is not limited to:**

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- Social Media (Instagram, Facetime, Snapchat, etc.)
- Surfing the Web
- Sending/Receiving Text Messages
- Making/Receiving Phone Calls

REQUIRED TRAINING/CERTIFICATIONS

ALL EMPLOYEES

All employees must be trained according to agency, and other oversight organizations requirements as outlined below.

Training Topic	Position Required	Within 30-Days of Hire/ Prior to working	Training Method
HIPPA	All	X	Relias
Sexual Harassment	All	X	Live and Video
Human Rights and Neglect (HRAN)	All	X	Live
Paycom	All	X	Live / Checklist
Safe Driving	All	X	Live

MANAGER TRAINING

Any employee hired or promoted into a managerial position must have a Managerial Sexual Harassment training within six months of hire into a managerial position. The HR Department is responsible to arrange this training.

Additional manager training is required and will be conducted by each department director and/or their designee.

SPECIFIC JOB REQUIRED TRAININGS

In addition to the required trainings outlined above for all employees, many of the jobs at our Agency have additional training and/or certification requirements.

In addition to the breakdown by role below, employees should refer to their job description and/or their manager for the most current job training requirements.

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DIRECT CARE/DIRECT SUPPORT PROFESSIONAL

Any employee who works or may work in a DSP, direct care, and/or a role overseeing direct care, must be trained according to DDS, agency, and other oversight organizations requirements as outlined below.

Training Topic	Within 30-Days of Hire or Prior to Working	Annual Recert	Bi-Annual Recert	Training Delivery Method
ABA & HAB (Behavioral Analysis)	X		X	Relias
Abuse and Neglect	X	X		Relias
Agency and Program Policies and Procedures	X	X		Relias
Americans with Disabilities Act (ADA)	X	X		Relias
Boundaries	X	X		Live Training for Initial; Relias Annual
CPR/AED & Basic First Aid-Adult & Child	X		X	Live Training
DDS Fire Safety	X	X		Relias
DDS Pandemic Flu/Coop	X	X		Live Training for Initial; Relias Annual
DDS Safety Alerts / Advisories	X	X		Live Training for Initial; Relias Annual
Human Rights and Abuse and Neglect (HRAN)	X	X		Live Training
House Specific & Client Specific Review Form	X	X		Program Manager
House Specific Medical Concern Checklist	X	X		Program Manager
House Specific Fire Safety & Emergency Preparedness	X	X		Program Manager
House Specific RED BOOK / Emergency Relocation Plan	X	X		Program Manager
Individual Rights	X		X	Live Training for Initial; Relias Annual
Medication Certification (see below)		X Pass & Pour	X Recert	Live Training
Medical Awareness: Dysphagia / Diet Consistency / Safe Swallowing/ Basic Health Education / Basic First Aid / Seizures/ Seizure Protocol/Sign & Symptoms of Disease & Illness	X		X	Live Training

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Mental Health	X		X	Relias
OSHA / Infection Control	X	X		Relias
Planning and Provision of Service (IP)	X		X	Live Training for Initial; Relias Recert
Physical/Psychological Management Training (PMT)	X	X		Live Training
Water Safety	X	X		Live Training with Test on Relias

MEDICATION CERTIFICATION (MED-CERT)

MED-CERT REQUIREMENT

All DSP's who maintain a consistent schedule in our residential program or vocational program, and all Program Managers are required to become fully Med-Certified within six (6) months of hire. Full Med-Certification means completing the State DDS Med-Certification course, passing the Med-Certification Exam, receiving a valid DDS Med-Certification card, and completing an In-residence pass and pour with a Company RN.

ONE-TIME EXTENSION REQUEST

Employees may request a one-time two (2) month extension to obtain full med-certification.

Requests for an extension must be made in writing to the applicable Director of Residential or Vocational Services within six (6) months of hire. The Director will reply in writing within seven (7) calendar days from receipt of the request.

FAILURE TO GET MED-CERT/RECERTIFICATION

Employees who fail to obtain full med-certification or recertification within the required time frame will be demoted to Per-Diem status and the employee's position will be posted for internal and external applicants. Additionally, the employees payrate will decrease by \$.25/hr.

MED-CERTIFICATION COORDINATOR

The Company Med-Certification Coordinator is responsible to work with the employee and the employee's manager to arrange attendance at a med-certification course.

EMPLOYEE RESPONSIBILITIES

The employee is responsible to submit all requested paperwork and information to the Med-Certification Coordinator per the instructions given.

Attendance at all classes, practicums and tests are mandatory. Failure to attend any scheduled class,

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practicum and/or test will cause the employee to no longer continue with the med-certification process and subject to demotion to Per-Diem status, employee's position being posted, and/or a decrease in pay of \$.25/hr.

MED-CERT STIPEND/PAY INCREASE

Upon successfully becoming fully med-certified, employees will receive a stipend for an amount designated by Senior Management. Employees will allow be give the stipend for successfully completing the recertification process.

Additionally, when the employee becomes med-cert the employee's hourly rate will increase by \$.25/hr. There is no additional pay increase for recertification.

PASS & POUR REQUIREMENT

Current med-certified employees need to complete an in-residence pass and pour with an agency RN on an annual basis. Bi-annually employees need to pass a re-certification test and complete an in-residence pass and pour with a Company RN.

FAILURE TO MAINTAIN MED-CERTIFICATION

Failure to maintain med-certification at any point will lead to demotion to Per-Diem status, the employee's position being posted for internal and external applicants and a decrease in pay of \$.25/hr.

MED ERRORS

Employees who commit serious or repeated medication errors may lose med-certification privileges at the discretion of a Company RN. Loss of med-certification privileges will result in demotion to Per-Diem status, employee's position being posted and/or a decrease in pay of \$.25/hr.

GRAND CARE COMPANIONS (GCC)

PERSONAL CARE ASSISTANT (PCA)

Any employee who works or may work in a PCA role must be trained according to agency, and other oversight organizations requirements as outlined below.

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Training Topic	Within 30-Days of Hire/ Prior to working	Annual Recert	Training Method
OSHA / Infection Control	X	X	Relias

HOURS OF WORK

POLICY SCOPE

All employees work based on the needs of the business and those we serve during our agency operating hours which are Sunday, 12:00am – Saturday, 11:59pm.

POLICY AND POLICY DEFINITIONS

- **Essential Staff/Worker:**

Employees providing essential services at our agency, including but not limited to Direct Support Professionals (DSPs), Program Managers, etc., are deemed Essential Staff/Workers, and are required to work during business closures and are not allowed to leave their shift until their replacement arrives or they receive approval from a manager (either reporting manager or on-call manager).

- **Staffing Levels:**

Staffing levels for all departments are determined by business need and State of CT funding. All departments/programs operate with staffing levels that meet the needs of the business and ensure the health and safety needs of those we provide services.

- **Hourly Employee Time Records:**

Hourly (non-exempt) employees must accurately record all hours worked using the record keeping system (i.e., Paycom) in place for the employee's department. All time tracking policies must be adhered to, which are outlined in our Paycom Policy.

- **Salaried Employee Time Records:**

Salaried (exempt) employees record hours using the record keeping system (i.e., Paycom) at the discretion of their Program Director. Applicable time tracking policies must be adhered to, which are outlined in our Paycom Policy.

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- **Workweek:**

Our agency workweek is Sunday 12:00am – Saturday, 11:59pm.

- **Maximum Consecutive Worked Hours:**

No employee can work more than two (2) consecutive shifts and/or 16 consecutive hours.

After working two (2) consecutive shifts and/or 16 consecutive hours, an employee must be off work for a minimum of four (4) hours before starting a new work shift.

- **Maximum Weekly Worked Hours:**

No employee can work more than 56 hours during the work week without prior authorization from either the Executive Director, Vice President, Chief Operating Officer (COO), or their designee(s).

- **Weekly Required Work Hours:**

Employees are classified into several pay classes with specific weekly minimum required work hours requirements:

- **Pay Class 2** (Full-time, Hourly/Non-Exempt)

- * Work consistently 38-hours a week
 - * Paid overtime for any hours worked over 40-hours in a week

- **Pay Class 3** (Full-time, Salary /Exempt)

- * Work consistently 40-hours a week
 - * Not paid overtime for any hours worked over 40-hours in a week

- **Pay Class 6** (Part-time, Hourly/Non-Exempt)

- * Work consistently under 38-hours a week
 - * Paid overtime for any hours worked over 40-hours in a week

- **Pay Class 5** (Per diem (Seasonal), Hourly/Non-Exempt)

- * Offered open shifts based on the company's business needs
 - * No minimum hours guaranteed with a per diem (seasonal) position, at least one shift per 60-days must be worked to continue employment

- **Minimum Required Hours:**

Employees are expected to work the minimum weekly required hours for their assigned pay class.

Employees who work less than the minimum weekly required hours for their pay class, must supplement the non-work time with the use of accrued Paid-Time-Off (PTO). If an employee does not have adequate PTO to cover the required hour shortage, any required minimum weekly hours not worked will be unpaid. Any employee who fails to consistently work the

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minimum required hours for a pay class, will need to change pay classes to one aligning with their actual hours worked.

- **Scheduling:**

Employees are scheduled based on business need and required staffing levels. Employees are required to work their scheduled hours unless they have received manager or designee approval to do otherwise. Those that do not work their scheduled hours are subject to disciplinary action, up to and including termination.

In direct care positions, department managers can mandate a different schedule (either temporary or permanent) for an employee at any time when needed, with or without notice. Any direct care employee who refuses a mandated schedule change will be subject to disciplinary action up to and including termination.

- **Paycom:**

Paycom is our company Human Resources (HR)/Time and Attendance/Payroll system.

Employees are required to utilize Paycom as determined by the company to ensure accurate information is captured and retained according to all federal and state regulations, **including:**

- **Review Schedules** — Work schedules posted on a weekly basis for our DSP's and other roles as needed
- **Time Tracking** — Clock in /out for work shifts utilizing one of our approved devices
- **Allocations** — Complete respective allocations for work shifts upon clocking in and /or switching tasks (transfer)
- **Open Shifts (Job Boards)** — Open available shifts that employees can pick up

- **Working Remotely:**

Working at a remote worksite provides employees flexibility to work at home, on the road, or in a satellite location, for all or part of their workweek.

Our agency considers working remotely to be a viable work option when both the employee and job responsibilities are suitable. Not all jobs have remote work options. Working remotely is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with the Company.

Working remotely can be informal, such as working from home for a short-term project, or a formal, set schedule of working away from the office. Either an employee or a manager can suggest remote working as a possible arrangement.

Any remote work arrangement made will be on a trial basis for a set period and can be discontinued at any time at the request of either the employee or the Company. Every effort will be made to provide 30 days' notice of such change to accommodate commuting,

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childcare, and other issues that may arise from the termination of a remote work arrangement. There may be instances, however, when no notice is possible.

Employees requesting a formal remote work arrangement must be employed for a minimum of two (2) months and have a satisfactory performance record.

Before entering into any remote work agreement, the employee and manager, with the assistance of the Human Resources department, **will evaluate the following areas:**

- Employee suitability
- Job responsibilities
- Equipment needs
- Other as needed

If the employee and manager agree, a remote work agreement will be prepared and signed by all parties and submitted to either the CEO/Executive Director, Vice President, the COO, or their designee(s) for final approval.

Temporary remote work arrangements may be approved for circumstances such as inclement weather, special projects, or other emergency situations (i.e., COVID-19). These arrangements are approved by the area Director on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and Company and with the consent of the employee's health care provider, if appropriate.

All informal remote work arrangements are made on a case-by-case basis, focusing first on the business needs of the Company.

SECTION 4

COMPENSATION & BENEFITS

- **Paycom**
- **Company Holidays**
- **Paid Time Off (PTO)**

PAYCOM

POLICY SCOPE

Employees are required to use Paycom for employee information/records, payroll, time keeping, and communications.

POLICY AND POLICY DEFINITIONS

Paycom is our company HR / Time and Attendance / Payroll system.

As an employee of our company, employees are required to utilize Paycom as determined by the company to ensure accurate information is captured and retained according to all federal and state regulations.

Paycom is designed to empower employees to provide and to own their personal information while limiting manager intervention. Many tasks that formally had to be done by either a manager or system administrator in our old HR / Time and Attendance / Payroll system now must be completed by the employee. Not only does this allow the employee to manage and update their information as needed, but it also allows the employee to ensure information is accurate and entered timely.

EMPLOYEE PAYCOM ACCOUNT

Employees must set up and utilize a personal Paycom account which can be accessed through various means including company computers and tablets as well as a personal mobile device which is voluntary and not required nor reimbursed for usage fees. **This account must be used specifically to:**

- Change username to an email account and password upon hire
- Update and maintain personal information including phone number, email, banking information, tax withholdings, etc.
- Clock in /out for their work shifts utilizing one of our approved devices including dedicated tablets at all Company locations
- Complete their respective allocations for their work shift upon clocking into their shift and /or switching tasks (transfer) during their shift
- Complete and submit a Punch Change Request within 24 hours for any missed punches and / or allocation
- Review and approve weekly timecard and punches
- Request any Paid Time Off (PTO)
- Review and signoff (if required) to any documents or HR items stored or sent

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- Other items as determined and communicated

TIME AND ATTENDANCE TRACKING

Employees are required to track their time worked by clocking in /out or transferring assignments in the Paycom system at their designated start / transfer / end time of their work shift. Company tablets and/or computers are available at all Company locations for time tracking purposes. In addition, in some instances, employees may use their personal devices to access Paycom and if approved, is completely voluntary and fees will not be reimbursed.

ALLOCATION ASSIGNMENTS

When employees clock into work or change assignments during their work shift (transfer) they are required to select the appropriate allocations for their work assignments. This is critical to ensure our Individuals / tasks are correctly staffed and recorded for future verification (process reviews, audits, etc.)

PUNCH CHANGE REQUESTS

If an employee forgets to clock in / out / transfer assignments, or forgets to complete their allocations as needed, they must submit a Punch Change Request through the Paycom system within 24-hours of the end of their work shift. The Punch Change Request form is routed through the system to the employee's manager for approval. Upon manager approval, the employee's timecard will be updated to reflect the requested change.

EMPLOYEE TIMECARD APPROVALS

Employees must approve their timecards at the end of each work week, which ends on Saturdays, 11:59pm. Timecards must be approved by employees no later than 10:00pm on Sunday's. Employees can approve their timecards for the 24-hour period prior and do not need to wait until Sunday. When an employee approves their timecard, they are confirming the hours and information contained in the timecard is accurate.

TIMECARDS MISSING INFORMATION / NOT GETTING PAID

When a timecard is missing information such as a clock in / out / transfer punch, the timecard cannot be submitted for payroll.

On Mondays of payroll weeks, timecards that are missing punches and do not have completed and approved Punch Change Requests, will be removed from the payroll, meaning employees will not be paid for any shift that is missing information in the upcoming payroll. We will pay the employee for

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all shifts that have all the required information and are approved.

We will retain the employee's punches and once the employee has updated their timecard with the missing information, we will submit the hours for payment. Employees will receive payment for their hours worked as soon as administratively possible, or in their next paycheck, whichever is sooner.

Example:

Date	Pay Code	IN	Allocation (tax)	OUT	IN	Allocation (tax)	OUT	Hours	Total Hours	Dollars	Exceptions (0 points)			
SUN (05/24)		12:00 AM	[Reside...	09:02 AM				9.00	9.00					
MON (05/25)	[HOLI Holiday]							8.00	8.00					
TUE (05/26)														
WED (05/27)														
THU (05/28)														
FRI (05/29)		12:15 AM	[Reside...	??				0.00	0.00					
SAT (05/30)		10:02 PM	[Reside...	12:00 AM				2.00	2.00					
Weekly Totals								19.00		\$0.00				

The employee in this example will only be paid for 19 hours for this week which includes hours worked on Sunday, 5/24, and Saturday, 5/30 as well as holiday pay for Monday, 5/25. They will not be paid for hours worked on Friday, May 29 because they did not clock out, did not submit a Punch Change Request and we do not know when their shift ended. Once the employee updates their missing punch, we will submit the missing hours to payroll to be paid as soon as administratively possible or in their next paycheck, whichever is sooner.

EMPLOYEE NOTIFICATION OF TIMECARDS MISSING INFORMATION

Employees are solely responsible to track their time worked by clocking in /out or transferring assignments in the Paycom system at their designated start / transfer / end time of their work shift. Employees must also approve their timecards on a weekly basis (no later than Sundays at 10:00pm for the week prior) to verify all information is complete and accurate. When this is done as directed, employees are paid timely without error. However, when a timecard is missing information such as a clock in / out / transfer punch, the timecard cannot be submitted for payroll.

We will notify an employee one-time (1) through the contact information provided by the employee in Paycom of missing timecard punches, no later than 10:00am on Monday. Any missing information must be updated no later than 12:00pm on Monday. Please note these timelines might change due to a shortened payroll processing schedule. Also please note that if the employee does not have accurate contact information in Paycom, we may not be able to contact the employee regarding missing information and removal of the punch from the current payroll.

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As noted above, all hours removed from a payroll will be paid once the employee updates their missing punch, as soon as administratively possible or in their next paycheck, whichever is sooner.

MANAGER ASSISTANCE / INTERVENTION

As noted above, Paycom empowers employees to own their information and it is up to the employee to make sure the information in Paycom is complete and accurate. Managers will no longer be updating information in the system and cannot assist you with making updates / changes.

DISCIPLINARY CONSEQUENCES

Employees that do utilize Paycom as required will be subject to disciplinary action including and up to termination. In addition, if an employee's timecard is not accurate and approved within the required timeframe, they may not be paid for all hours worked during the pay cycle.

COMPANY HOLIDAYS

ICES, Inc., and its subsidiaries is pleased to offer our full-time employees paid company holidays based on their status class.

- Non-Exempt Hourly Employees Class 1 - Four (4) company paid holidays including Thanksgiving, Christmas, New Year's Day, and Memorial Day
- Non-Exempt Hourly Employees Class 2 - Six (6) company paid holidays including Thanksgiving, Christmas, New Year's Day, Memorial Day, Fourth of July, and Labor Day
- Exempt Salary Class 3 - Six (6) company paid holidays including Thanksgiving, Christmas, New Year's Day, Memorial Day, Fourth of July, and Labor Day
- Non-Exempt Hourly Employees Class 7 - Six (6) company paid holidays including Thanksgiving, Christmas, New Year's Day, Memorial Day, Fourth of July, and Labor Day

Part-time and other employee classifications are not eligible for company paid holidays.

Regardless of status class, if the eligible paid company holiday falls on Saturday, it normally will be observed on the preceding Friday; if the eligible paid holiday falls on Sunday, it normally will be observed on the following Monday.

Employees must work their scheduled workdays before, after, and on the holiday to be paid for the

holiday, unless they are absent with prior permission from their manager.

Full-time employees are eligible for paid holidays after completing 60 days of employment.

PAID TIME OFF (PTO)

We recognize employees need time off from work for a variety of reasons, and therefore provide Paid Time Off (PTO) to both full-time and part-time employees. Per Diem and Temporary employees are not eligible for PTO.

- Full-time employees begin to accrue PTO on their date of hire and are eligible to take time off after completing 60 days of employment
- Part-time employees begin to accrue PTO on their date of hire and are eligible to take time off after completing they have worked a total of 680 hours.
- The PTO accrual rates for both part-time and full-time employees are stated below

PTO can be used for any time away from work during normal working hours. Employees may use this time at their discretion for vacation, self-illnesses, illness of a family member, or personal matters that must be handled during business hours. This applies to both full-time and part-time employees.

No more than two (2) weeks of PTO may be taken at one time without management approval.

PTO must be used in hour increments.

Whenever possible, scheduled PTO will be assigned in accordance with employee requests, however business operating requirements must be considered and will always remain a priority.

SCHEDULED PTO

PTO must always be scheduled in advance and approved by your manager. You are required to give at least one (1) weeks' notice for a leave that is foreseeable, if the leave is not foreseeable than you must give notice as soon as practical, but no shorter than 6-hours prior to a scheduled work shift.

If an employee would like to take time off and does not have PTO available, it will be up to the managers discretion and based on the employee's employment status class.

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UNSCHEDULED PTO (UPTO)

Time off requests made within 6-hours of a scheduled work shift will be treated as Unscheduled Paid Time Off (UPTO) if the employee has PTO hours available.

Each occurrence of UPTO will last the duration of the time the employee is out of the office.

Examples:

- An employee calls out sick the morning of their scheduled work shift and is out for three days. This will count as one (1) unscheduled occurrence.
- An employee calls out sick 6-hours before their scheduled work shift. They come to work the next day they are scheduled but call out the following day for another scheduled work shift. This will count as two (2) occurrences.

Three (3) UPTO occurrences within a six-month period will result in disciplinary action. *

If the employee calls out and does not have PTO available to use, the unscheduled occurrence will be unpaid based on the employee's employment status class. The employee will still be charged an unscheduled occurrence - regardless of PTO usage or not.

*While it is standard company policy for disciplinary action to begin after three (3) unscheduled instances, the process may begin sooner if the manager deems it is warranted.

CALLING OUT FOR THE SAME DAY(S)/TIME(S) AS DENIED PTO REQUEST

While we would like to grant all employees their PTO when they would like to take it, it is not always possible to do so based on business needs. PTO requests are approved based on business need and in the order they are received.

If an employee calls out on the same date and time that was originally requested and denied through our PTO approval process, regardless of how much notice they provide, disciplinary action will result including and up to termination. Please note that each day an employee does this will be treated as individual occurrences, even if they are back-to-back days. For example, if an employee requested to use PTO for their Monday and Tuesday work shifts but was denied due to too many other team members already off on these days, and the employee calls-out of work, regardless of how much notice they provide, they will receive occurrences for both days and disciplinary actions for both days including and up to termination.

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ACCRUED PTO AT TIME OF COMPANY SEPARATION

PTO that is accrued and not used will not be paid out to an employee should they leave the company.

SUBMITTING PTO REQUESTS

All PTO requests must be submitted by the employee through Paycom. Any request received outside Paycom will be denied.

Scheduled PTO requests must be submitted prior to the requested day(s) off.

Only Managers may submit and approve PTO requests (scheduled or unscheduled) or after the requested day(s). Employees are not able to backdate their own PTO requests.

FULL TIME EMPLOYEE PTO ACCRUAL

Full-time employees in any class will earn the following PTO allotment.

New Hire - 5 years of employment:

- PTO accrues at the rate of 4.00 hours per pay period up to a maximum of 104 hours per calendar year.

5-10 years of employment:

- PTO accrues at the rate of 5.54 hours per pay period up to a maximum of 144 hours per calendar year.

Over 10 years of employment:

- PTO accrues at the rate of 8.62 hours per pay period up to a maximum of 224 hours per calendar year.

Full-time employees may roll over a maximum of 64 hours of accrued and unused PTO to the following calendar year. Any accrued PTO over the allowed 64 carryover hours will be forfeited at the end of the calendar year.

PART-TIME EMPLOYEE PTO ACCRUAL

Part-time employees will begin to accrue PTO on their date of hire and are eligible to take time off after they have worked a total of 680 hours.

- PTO accrues at the rate of 1 hour for every 40 hours worked, up to a maximum of 40 hours per calendar year.
- Under state and Federal guidelines, part-time employees may only use up to 40 hours of PTO per

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calendar year.

Part-time employees may roll over a maximum of 40 hours of accrued and unused PTO to the following calendar year. Any accrued PTO over the allowed 40 carryover hours will be forfeited at the end of the calendar year.

CHANGE IN EMPLOYMENT STATUS AND PTO IMPLICATIONS

Full-Time to Part-Time Status Change:

Employees who change their status from full-time to part-time will immediately begin to accrue PTO at the part-time accrual rate of 1-hour for every 40-hours worked.

Any PTO that was accrued prior to the change in status will be included in the new PTO accruals (up to a maximum of 40 hours per year) and must be used in accordance with the requirements for all part-time employees.

Part-Time to Full-Time Status Change:

Employees who change their status from part-time to full-time will immediately begin to accrue PTO at the full-time accrual rate based on their years of service. Full-time PTO usage will follow the PTO and Employment Status policies.

Any PTO that was accrued prior to the change in status will be included in the new PTO accruals and must be used in accordance with the requirements for all full-time employees.

Full-Time or Part-Time to Per Diem or Substitute Status Change:

Employees (both full-time and part-time) who change to a Per Diem/substitute status will not accumulate PTO, and upon their change in status will lose whatever PTO they have accrued.

SECTION 5

GENERAL POLICIES & INFORMATION

- **Confidentiality**
- **Attendance**
- **Arrest and/or Conviction**
- **Mobile Devices**
- **Employee Personal Social
Media Usage**
- **Media Relations**

CONFIDENTIALITY

POLICY SCOPE

To establish the importance of confidentiality and discretion with respect to the disclosure of confidential information.

POLICY AND POLICY DEFINITIONS

Employees need to make sure they do not disclose or share confidential information.

“Confidential information” means any information that concerns ICES, Inc., its affiliates, and/or its employees, clients, or any information considered to be proprietary and treated as confidential, or that is under an obligation to keep confidential.

Such Information, regardless of how transmitted or maintained, includes but is not limited to:

- Employee Information: including former, existing, or potential employees’ information
- Client Information: including pricing, trade secrets, confidential knowledge, data, or other proprietary information relating to products, processes, know-how, designs, formulas, developmental or experimental work
- Statements / reports regarding ICES, Inc. and/or any affiliated entity’s financial condition
- Payments made to or expenses incurred by ICES, Inc., its affiliates, and/or any of its employees
- Discounts given by ICES, Inc., and/or its affiliates, to clients
- Business strategies, plans, proposals, marketing, or advertising plans
- Other information or materials marked as being confidential, whether constituting a trade secret or not, and whether proprietary or not, which is of value to ICES, Inc. and/or its affiliates

DISCIPLINARY CONSEQUENCES

Any violation of this policy may result in disciplinary action up to and including termination of employment. It should be noted that nothing in this policy should be construed as prohibiting discussions regarding wages between and among non-managerial personnel.

ATTENDANCE

POLICY SCOPE

Employee absences, tardiness, and leaving a scheduled work shift early has drastic impact on our ability to provide the services we are contracted to do and cause inefficient operation of the company.

POLICY AND POLICY DEFINITIONS

Punctual and regular attendance is an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time, and be prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Federal and State Family and Medical Leave Act (FMLA, CTFMLA), Connecticut Paid Sick Leave Law, leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA) or any other approved leave.

EXCUSED / UNEXCUSED ABSENCE DEFINITION

Absence is defined as an employee not reporting for work when scheduled. **The two types of absences are:**

1. **Excused Absence** – when an employee requests and is approved for paid-time-off (PTO) in advance of the absence. The request and PTO usage must follow our PTO policy
2. **Unexcused Absence** – when an employee is absent from work without having obtained approval prior to the absence. Please note, approval of the leave, after the fact, does not prevent the absence from being considered unscheduled

If applicable, employees may use any accrued PTO for excused and unexcused absences.

6-HOUR NOTIFICATION

If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her manager or the manager on-call no later than 6-hours before the employee's scheduled starting time. Notification less than 6-hours will result in disciplinary action including and up to termination.

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CALLING OUT FOR SCHEDULED SHIFTS / PICKING UP SHIFTS

If an employee calls out for a scheduled work shift, they are not permitted to pick up another work shift with-in 24-hours of the shift they called out. For example, if an employee calls out for their scheduled shift on Monday from 3:00pm – 12:00am, they cannot pick up another shift until after Tuesday, 3:00pm.

If the employee is already scheduled to work an additional shift within 24-hours of when they call-out, they should notify their manager or the person they are calling out to if they will be working that scheduled shift or missing that shift as well.

UNEXCUSED ABSENCE OCCURRENCE(S)

An unexcused absence counts as one occurrence for the purposes of discipline under this policy. An absence of multiple consecutive scheduled days due to the same illness, injury or other incident will be counted as one occurrence for purposes of this policy.

THREE (3) OR MORE CONSECUTIVE ABSENCES

Employees with three (3) or more consecutive days of absences because of illness or injury may be asked to give proof of physician's care and a fitness for duty release prior to returning to work.

EXCESSIVE ABSENTEEISM

Excessive absenteeism is not tolerated and will be handled through disciplinary action including an up to termination.

Excessive absenteeism is defined as two (2) or more occurrences of unexcused absences in a six (6) month period. An absence of multiple consecutive scheduled days due to the same illness, injury or other incident will be counted as one occurrence. Occurrences are counted in a rolling six (6) month period and expire six (6) months from the date of each occurrence.

NO CALL / NO SHOW

A no call/no show is defined as an employee not reporting to work, a training, and/or a meeting as scheduled, and not calling to report the absence.

The first instance of a no call/no show will result in disciplinary action. If an employee has already begun the progressive disciplinary process for attendance when a no call/no show occurs, the step process may be accelerated up to termination of employment.

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Extenuating circumstances may be considered when determining a level of discipline for a no call/no show. In these instances, Human Resources will be consulted.

Staff who are a no call/no show to a scheduled shift, are not allowed to use PTO for the missed hours.

JOB ABANDONMENT

Any employee who fails to report to work for a period of three or more consecutive scheduled days without notifying his or her manager or the on-call manager (no call/no show) will be considered to have abandoned their job and voluntarily terminated employment.

TARDINESS / LATE-TO-WORK

Employees are expected to report to and to be ready to work at their scheduled start time. When employees are late, it impacts not only the employee they are relieving from shift, but also those we provide services to.

If an employee cannot report to work on-time, as scheduled, they must notify their manager, or the on-call manager, no later than 5 (five) minutes after their scheduled start time. This notification does not excuse the tardiness but simply notifies the manager or the on-call manager so they can find coverage as needed.

Employees who are tardy/late-to-work on a regular basis defined as, two (2) or more occurrences in a three (3) month period, will face disciplinary action up to and including termination. Occurrences are counted in a rolling three (3) month period and expire three (3) months from the date of each occurrence.

LEAVING SCHEDULED SHIFTS EARLY

Employees are expected to work their entire scheduled shifts. When employees leave early, it impacts not only the Individuals we serve, but also other team members who need to cover missed hours.

Employees who must leave work before the end of their scheduled shift must notify a manager or the on-call manager as soon as possible, preferably 6-Hours before the start of their work shift. Replacement coverage for the remainder of the work shift must be found for those providing direct care and/or in a Direct Support Professional (DSP) role before the employee can leave.

Employees who leave scheduled work shifts early on a regular basis as defined as, two (2) or more times in a three (3) month period, will face disciplinary action up to and including termination.

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Occurrences are counted in a rolling three (3) month period and expire three (3) months from the date of each occurrence.

DIRECT CARE AND / OR DIRECT SUPPORT PROFESSIONAL (DSP) STAFFING RATIOS

Employees providing direct care and/or are in a DSP role cannot leave their shift and drop staffing ratios unless approved by a manager or Director. This includes if staff relief is not on time. Leaving a shift without permission of a manager will result in disciplinary action up to and including termination.

MANAGERS' RESPONSIBILITIES

Managers are responsible for providing a schedule of starting and departure times for each staff member. In cases of schedule changes, it is up to the manager to ensure all shift changes are approved per company policy and communicated clearly with all staff members involved. Managers will determine compliance with this policy using timesheets located within Paycom, checking daily.

EMPLOYEE RESPONSIBILITIES

Besides coming to work as scheduled, arriving on time and working an entire shift, the employee has other obligations under this policy as well. If an employee has accepted to work additional shifts above and beyond their regular schedule, and either calls out, arrives late, or does not work the entire shift, they will be charged an occurrence as outlined in this policy.

Staff is required to notify a manager at least twelve (12) hours prior to the start of their shift to report any absence. Failure to provide the advanced notification will result in disciplinary action.

ARREST AND/OR CONVICTION

POLICY SCOPE

Employees that are arrested or convicted for a misdemeanor or felony while employed by the company must notify either Human Resources (HR), their manager, or the on-call manager outside of normal business hours, no later than 24 hours after the arrest or conviction.

POLICY AND POLICY DEFINITIONS

Employees that are arrested or convicted of a crime, whether the crime is related to the employee's position at our Agency, must report the arrest or conviction within 24 hours to either HR, their

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manager, or the on-call manager outside of normal business hours.

This includes any unlawful offense, including but not limited to:

- Major traffic violations (such as DUI/DWI, reckless or negligent driving, driving with an invalid license, or leaving the scene of an accident)
- Larceny
- Assaults, or any offense involving violence directed at others
- Any citation for violation of federal, state, or local ordinances or statutes that resulted in a fine, restitution, or incarceration

Guilty verdicts, guilty pleas, and pleas of no contest must be disclosed.

MANAGER RESPONSIBILITIES

If reported to a manager initially, the manager has one business day to report the arrest or conviction to Human Resources.

AFTER ARREST OR CONVICTION IS REPORTED

Disclosing an arrest or conviction does not automatically impact an employee's eligibility for employment.

Continued employment depends on a variety of factors, such as the nature and gravity of, and circumstances surrounding the arrest or conviction, including the employee's truthfulness and completeness in disclosing the information in a timely manner.

Please note, if an employee is convicted of a criminal offense while employed, the employee may be terminated and ineligible for rehire.

REQUIRED EMPLOYEE WRITTEN STATEMENT

Employees are required to explain the circumstances of their arrest or conviction as part of determining an employee's (continued) eligibility for employment.

Employees must provide a written explanation of the arrest or conviction within five (5) days from either the date of the arrest or conviction or from the date of initial interview if applying for a position at our Agency. **The written statement should include:**

- Details of the arrest or conviction
- Status of the arrest or conviction
- Steps taken to correct the issue (time-served, probation, etc.)

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- Reasons why we should employ at our agency
- Any additional pertinent information

Written statements and documentation should be submitted to HR at hr@icesonline.org. HR will provide all information regarding the arrest or conviction to the Executive Leadership Team for employment decision.

EXECUTIVE LEADERSHIP REVIEW TEAM

The Executive Leadership Team, comprised of the Executive Director and his designee(s), is responsible for all decisions related to employment after an arrest or conviction.

HR will provide all documentation and information related to an arrest or conviction within seven (7) days from the date of the incident or the interview for potential new hires.

All employment decisions made by the Executive Leadership Team will be communicated through HR to impacted (potential) employees.

UNPAID ADMINISTRATIVE LEAVE (AL)

Depending on the severity of the arrest or conviction, employees may be placed on unpaid Administrative Leave during the entire review period after an arrest or conviction, beginning from the notification of the arrest or conviction through the Executive Leadership Team Review decision.

The decision to place the employee on unpaid administrative leave will be determined case-by-case and will be made by the Executive Director or his designee(s). HR will communicate AL to employees.

DISCIPLINARY CONSEQUENCES

Employees may be disciplined up to and including termination for an arrest or conviction if the arrest or conviction is relevant to their job and makes the person unfit for the position.

Employees that fail to notify either HR, their manager or the on-call manager within 24 hours of an arrest or conviction will be subject to disciplinary action up to and including termination.

A manager who is made aware of an employee arrest or conviction and fails to disclose the information to Human Resources within one business day of notification may result in disciplinary action, up to and including termination of employment.

MOBILE DEVICE — PERSONALLY OWNED DEVICES

POLICY SCOPE

Personally owned mobile device usage while on company time should be limited, for approved business purposes, and only if the employee voluntarily opts to use their device.

POLICY AND POLICY DEFINITIONS

Use of a mobile device for personal reasons while on company time, on company property, at a company event, or in a company vehicle is not allowed. **This includes but is not limited to:**

- Making or receiving phone calls and/or texts
- Sending or receiving emails
- Viewing, commenting, and/or updating social media platforms (Facebook, Instagram, TikTok, Snapchat, blogs, etc.)
- Playing games
- Watching videos and/or streaming services
- Listening to music, podcasts, and/or streaming services
- Surfing the internet
- Recording video and/or taking pictures

This policy applies to devices including but not limited to laptops, notebook computers, tablets/iPads, portable gaming devices, Smartphones (i.e. iPhone, Android), E-readers, wearable devices (Apple Watch, etc.), and other portable media devices.

Employees can voluntarily use their personally owned mobile device for approved business purposes if usage does not interfere with safely completing job responsibilities.

Employees will not be reimbursed for any usage or data overage fees for voluntary usage of personally owned mobile devices. Employees are encouraged to leverage company owned tools for business purposes to limit any costs, fees, or burdens placed on personally owned devices.

All employees, and contractors/suppliers/vendors must abide by this policy.

PERSONAL USAGE

Personal usage of personally owned mobile devices is prohibited while on company time, at company

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locations (including group homes), at company events, and/or in company vehicles.

An exception will be granted in extenuating circumstances with manager knowledge/ approval prior to usage and for a specified time. Managers cannot grant unlimited usage of personal mobile devices for personal reasons.

APPROVED BUSINESS PURPOSES

All employee and job responsibilities can be completed utilizing company owned and paid for devices.

Employees can voluntarily use their personally owned mobile device for approved business purposes if the usage is not excessive and does not interfere with the ability to perform job duties safely.

Approved business purposes include but is not limited to:

- Accessing/utilizing our HR/Payroll/Time Tracking systems (Paycom, etc.)
- Communicating needed information with team members (managers, other employees, etc.)
- Accessing/utilizing our system to update Individuals records (Therap, etc.)
- Updating/inputting information on company required documents/forms

VOLUNTARY USAGE

All employee and job responsibilities can be completed utilizing company owned and paid for devices.

Employees can voluntarily use their personal mobile device for approved business purposes with the understanding that they will not be refunded for any service or data fees charged and they will not be provided any benefits/discounts/rewards from our company plans/ vendors. In addition, the company will not reimburse the employee for lost or damaged personal devices.

Voluntary use of personal mobile devices must be for approved business purposes only and should not interfere with completing job duties.

Company resources cannot be utilized to support personally owned devices including internet/Wi-Fi services, technical support resources, chargers/power cords, etc.

TECH HELP/ SUPPORT

Personally owned mobile devices are not supported by our Tech Department. Employees should leverage their mobile service carrier or supplier of their device for help/support.

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SECURITY/ PASSCODE/ PASSWORD REQUIREMENTS

When utilizing a personal mobile device for approved business purposes, all security/passcode/ password requirements must be adhered to on the device. Required operating system updates must be completed timely. Any personal device used must meet the minimum technical standards, including operating system/firmware as defined by our Tech Department.

If an employee's personal mobile device that has access to company software or tools is lost or stolen, the employee must notify their manager as soon as possible to limit the threat of a security breach. Managers should notify our Tech Department.

EMPLOYEES PLACED ON LEAVE

If an employee is placed on leave for any reason, access to company owned software and/or tools may be suspended or limited.

MOBILE DEVICE USAGE IN COMPANY VEHICLES

Mobile device usage is never permitted while driving a company vehicle regardless of any situation or purpose. In an emergency, a moving vehicle should be safely stopped and pulled out of harm's way before mobile device usage.

Employees riding in company vehicles must limit their personal mobile device usage to approved business purposes only and usage should not interfere with safely performing job duties.

ILLEGAL/ INAPPROPRIATE CONTENT

Viewing illegal or inappropriate content on any personally owned device is strictly prohibited while on company time, company property, at a company event, or in a company vehicle and will result in disciplinary action up to and including termination.

COMPANY INTERNET/ WI-FI SERVICES

Personal mobile devices should not be connected to company owned or managed internet/ Wi-Fi services including services provided at our company locations including our group homes.

Only company owned devices that assist in the management of our group homes, or our Individuals approved mobile devices should be connected to company owned or managed internet Wi-Fi services. Passwords for these services should not be shared.

LOST/ DAMAGED PERSONAL MOBILE DEVICES

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Personally owned mobile devices should be safely put away while working. The company is not responsible for either the loss of or the damage to personal devices that are brought into the workplace.

DISCIPLINARY CONSEQUENCES

We retain the right to monitor employees for excessive or inappropriate use of their mobile devices. Employees will face disciplinary action up to and including termination for violations of this policy.

MOBILE DEVICE — COMPANY-OWNED DEVICES

POLICY SCOPE

Company owned mobile devices are provided to employees whose job functions require accessibility and portability.

POLICY AND POLICY DESCRIPTION

The company provides mobile devices to employees that need to be able to work in multiple locations and/or need to be readily accessible to meet their job requirements.

Mobile devices include but are not limited to laptops, notebook computers, tablets/iPads, portable gaming devices, Smartphones (i.e. iPhone, Android), E-readers, wearable devices (i.e. Apple Watch), and other portable media devices.

Use of company owned mobile devices should be primarily for business purposes. Personal use of company owned devices is allowed if usage is not deemed excessive, does not interfere with safely completing job requirements, is not done while on company time, does not result in additional fees or services charged to the company, and/or does not increase security threats to the company.

Employees who are provided company owned mobile devices must follow all company guidelines and policies related to the device and its usage. All company devices must be maintained in good working order and any lost/stolen devices must be reported to the employee's direct manager as soon as possible.

All employees, and contractors/suppliers/vendors that are provided company owned mobile

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devices must abide by this policy.

BUSINESS USAGE

Company owned mobile devices provided to employees should be used primarily used for business purposes. **Approved business purposes include but is not limited to:**

- Accessing/utilizing our HR/Payroll/Time Tracking systems (Paycom, etc.)
- Communicating needed information with team members (managers, other employees, etc.)
- Accessing/utilizing our system to update Individuals records (Therap, etc.)
- Updating/inputting information on company required documents/forms
- Completing required job responsibilities

PERSONAL USAGE

Personal use of company owned devices is allowed if usage is not deemed excessive, does not interfere with safely completing job requirements, is not done while on company time, does not result in additional fees or services charged to the company, and/or does not increase security threats to the company.

Employees that choose to use company owned devices for personal use should not expect privacy regarding personal content/information. All content, whether business or personal, on any company owned device is owned by the company and can be viewed/used by the company as needed.

Employees are required to follow all company policies and requirements when using company equipment for personal use, including but not limited to the types of content allowed to be viewed/ downloaded/ uploaded/ stored.

COMPANY PROPERTY

All mobile devices that are purchased by the company are deemed company property unless otherwise noted. The company reserves the right to search and/or take back company owned equipment at any time.

The company will upgrade mobile devices given to employees when it makes business/ fiscal sense. We do not upgrade equipment to the latest version, etc. without business need.

DATA/ INFORMATION PRIVACY

Any data/information stored on company owned devices is owned by the company, including any personal information/content employees may decide to store on the device. This includes but is not

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limited to pictures, video, texts, emails, etc.

The company reserves the right to search or monitor company owned equipment at any time, with or without employee knowledge.

DISTRIBUTION OF COMPANY OWNED DEVICES

Not all jobs/roles require company owned mobile devices. The company will provide company owned mobile devices to employees solely based on job duties and role. Any mobile device the company provides to employees will have any associated fees/costs paid for by the company.

Employees that voluntarily decide to use their personally owned devices for approved business purposes will not be reimbursed any data/service/usage fees and will not be provided any benefits/discounts/rewards from our company plans/vendors.

MAINTAINING/ RETURNING COMPANY OWNED DEVICES

Employees must maintain any devices they are given in good working order and must return devices to the company if any of the following apply:

- Upon request
- Change to a position that does not require company owned mobile devices
- Termination
- Placed on-leave status

When returning company owned devices, employees should return everything they were given with the device (accessory items) including but not limited to chargers, protective cases/covers, bags, keyboards, mouse, etc.

If equipment is not returned in good working order or is missing accessory items given to the employee, they may be charged a replacement fee. Replacement fees are determined by current selling prices of similar devices, model, features, etc.

LOST/ STOLEN DEVICES

Employees must notify their direct manager as soon as possible if a company owned mobile device is lost or stolen. Managers should notify the Tech Department as soon as possible to limit security breach threats.

If it is deemed that the employee was irresponsible and/or contributed to company owned devices being lost or stolen, the employee may be charged a replacement fee. Replacement fees are

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determined by current selling prices of similar devices, model, features, etc.

SECURITY/ PASSCODE/ PASSWORD REQUIREMENTS

All logons and passcodes/passwords on mobile devices and apps/software/programs installed on company owned devices must be shared with the Tech Department or company designees as needed.

All security and password requirements must be adhered to on company owned devices. Required operating system updates must be completed timely.

EMPLOYEES PLACED ON LEAVE

If an employee is placed on leave for any reason, company owned equipment including mobile devices must be returned to Human Resources or to their designee. Devices will be returned to the employee when they are returned to an active working status.

MOBILE DEVICE USAGE IN COMPANY VEHICLES

Mobile device usage is never permitted while driving a company vehicle regardless of any situation or purpose. In an emergency, a moving vehicle should be safely stopped and pulled out of harm's way before mobile device usage.

ILLEGAL/ INAPPROPRIATE CONTENT

Viewing illegal or inappropriate content on any company owned device is strictly prohibited and will result in disciplinary action up to and including termination.

COMPANY INTERNET/ WI-FI SERVICES

Only company owned devices that assist in the management of our group homes, or our Individuals approved mobile devices should be connected to company owned or managed internet Wi-Fi services. Passwords for these services should not be shared.

DISCIPLINARY CONSEQUENCES

We retain the right to monitor employees for excessive or inappropriate use of company owned mobile devices. Employees will face disciplinary action up to and including termination for violations of this policy.

EMPLOYEE PERSONAL SOCIAL MEDIA USAGE

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POLICY SCOPE

Employees are prohibited from posting information, commentary, content, images, etc. regarding our company, our business partners/ vendors, our employees (prior, current, and potential), and those we serve on their personal social media platforms.

POLICY AND POLICY DEFINITIONS

Employees must use their best judgement when utilizing social platforms and need to be aware anything they post online may affect their image, the company's image, and could be public information for a long time.

The terms "social media platforms" and "social media" include all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether associated or affiliated with ICES, Inc., as well as any other form of electronic communication.

The term "media" includes all representatives of news creators / distributors including but not limited to print, TV, blogs, and online forums.

COMPANY RESOURCES

Company resources including cell phones, computers, etc. are not to be used during work hours to look at, post, or engage with social media platforms.

MEDIA INQUIRES

Even without mentioning our company, our employees, or those we serve on an employees' personal social media account, media or press attention may be generated.

Media / press inquiries must be immediately referred to our dedicated media email and/or phone number:

Email: media@icesonline.org

Phone Number: 203.723.4133 ext. 134

DISCIPLINARY CONSEQUENCES

Failure to comply with our Employee Social Media Usage policy can result in disciplinary action including and up to termination.

MEDIA RELATIONS

POLICY SCOPE

Information disseminated to outside parties including media sources, clients (current and future), employees (prior, current, and future), family members/guardians, etc., must be approved by designated company representative(s), accurate, and consistent.

POLICY AND POLICY DEFINITIONS

It is the company's responsibility to provide accurate and consistent information to avoid any misunderstanding, misinterpretation, or confusion, especially in emergency situations. All media inquiries are to be handled by the CEO/Executive Director or designee(s), regardless of who the media representative is, whom he or she represents, or how innocent the request.

The terms "media" and "press" include all representatives of news creators / distributors including but not limited to print, TV, blogs, and online forums.

The terms "social media platforms" and "social media" include all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether associated or affiliated with ICES, Inc., as well as any other form of electronic communication.

MEDIA/PRESS INQUIRIES

The CEO/Executive Director or designated person(s) are the only ones authorized to disseminate company information on behalf of the company and those we serve to the media, including all social

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media platforms.

Company communications and information **includes but is not limited to:**

- Written (memos, emails, policies, etc.)
- Verbal
- Recorded (video or voice)

All press releases and/or other promotional/marketing materials are to be approved by the CEO/ Executive Director or designee(s) prior to dissemination.

WHAT TO DO IF YOU ARE ASKED FOR INFORMATION

If you are contacted by a media representative for comment on behalf of the company or those we serve, you are not permitted to provide any information – even if you know the answer.

YOU ARE NOT PERMITTED TO ACT AS A COMPANY SPOKESPERSON EVER.

Media/press inquiries must be immediately referred to our dedicated media email and/or phone number:

Email:



media@icesonline.org

Phone Number: 203.723.4133 ext. 134

MEDIA CONTACT CARDS

PHONE 203-723-4133

WEB wdlt.org

EMAIL contact@wdlt.org

SECTION 6

SAFETY

- **Company Vehicle Usage And Driver**
- **COVID-19**

COMPANY VEHICLE & SAFE DRIVER

POLICY SCOPE

This policy ensures the safety of employees that drive and those that are transported in company vehicles or personal vehicles approved for business use.

POLICY DEFINITIONS

All guidelines and provisions in this policy are applicable to company-owned vehicles as well as employee-owned vehicles used for approved business purposes.

The term "vehicle," includes but is not limited to cars, vans, trucks, etc.

The term "driver" refers to employees with a valid and current Driver's License who are authorized to drive vehicles in accordance with state motor vehicle regulations / limitations.

The term "company business", "business use", "approved business purposes", and "business purposes" is defined as driving at the direction, or for the benefit, of the company. It does not include normal commuting to and from work unless otherwise noted.

The company retains the right to amend or terminate this policy at any time.

POLICY OVERVIEW

The company provides vehicles for appropriate business use as well as reimburses employees for approved usage of their personal vehicle for business purposes.

Company vehicles are to be driven by authorized employees for approved business purposes only, except in case of repair by a licensed mechanic or other authorized driver. Only authorized passengers can ride in company vehicles and / or personal vehicles while being used for company business.

Company vehicles are outfitted with GPS devices which capture information including but not limited to locations driven to, driving habits, and speed which is monitored consistently and utilized as needed.

It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. Drivers are responsible for the security of company vehicles assigned to them. Vehicle engines must be shut off, ignition keys removed, and vehicle doors locked

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whenever the vehicle is left unattended.

Adherence to all applicable state motor vehicle regulations as well as agency and other regulatory agency policies / guidelines is required always.

DRIVER REQUIREMENTS

To drive company vehicles or personal vehicles for approved business purposes, **employees must:**

- Have a valid and current Driver's license
- Complete a motor vehicle record screening at time of hire as well as needed throughout employment
- Drive in a safe and responsible manner
- Maintain a good driving record

In addition, employees that drive their personal vehicle for approved company usage must also have, maintain, and provide evidence of current auto insurance with the State of CT minimum coverage requirements. State of CT Minimum coverage limits can be found at [State of CT Min Auto Insurance Coverage](#)

MOTOR VEHICLE RECORD VERIFICATION

Motor Vehicle Records are obtained on all employees during our hiring process and as needed afterwards. A driving record that fails to meet the criteria stated in this policy or is considered in violation of the intent of this policy, will result in the loss of the privilege to drive a company vehicle or a personal vehicle for business purposes.

Human Resources is responsible for requesting and reviewing motor vehicle records, including accidents, moving violations, etc., to determine if an employee's driving record indicates a pattern of unsafe or irresponsible driving. Criteria that may indicate an unacceptable record includes, but is not limited to:

- Three (3) or more moving violations in a 12-month period. Violations include any ticket, charge, or any law enforcement as well as independent evidence of violations deemed relevant
- Three (3) or more chargeable accidents within a 12-month period. Chargeable means that the driver is determined to be the primary cause of the accident through speeding, distracted driving, etc.
- Any combination of three (3) or more accidents and/or moving violations

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LICENSED DRIVERS

Anyone driving a company vehicle or personal vehicle for approved business purposes must have a valid and current driver's license.

Employees who have their driver's license revoked or suspended are not permitted to drive company vehicles or a personal vehicle for approved business use. In addition, if the employee is driving a company vehicle or personal vehicle approved for business use at the time of revocation or suspension, they must immediately discontinue operation of the vehicle. If there is another employee eligible to drive the vehicle back to our location, they should do so. If not,

the employee's immediate manager or on-call manager must be contacted to arrange for the vehicle to be returned to our location.

In the event of a driver's license revocation or suspension, the employee must contact their immediate manager or the on-call manager as soon as possible, but no later than the end of their work shift, or prior to the start of their next work shift if they are not working. In addition, the employee must notify the Human Resources Department by 9 a.m. EST the next business day.

PERSONAL VEHICLE USAGE

An employee's personal vehicle can be used for business purposes if the usage is pre-approved by the employee's department head. All guidelines and requirements of this policy apply to employee personal vehicle usage.

Employees that drive their personal vehicle for approved company usage must have, maintain, and provide evidence of current auto insurance with the State of CT minimum coverage requirements. State of CT Minimum coverage limits can be found at [State of CT Min Auto Insurance Coverage](#)

Employees will be reimbursed the Internal Revenue Service (IRS) standard mileage rate for any approved personal vehicle usage driven on behalf of the company. Employees must submit the required reimbursement form and documentation as needed within seven (7) calendar days from the date of vehicle usage for one-off trips and at least monthly for employees that are permitted to drive their personal vehicle regularly for business use. Once the reimbursement has been approved by the employee's department head, the reimbursement will be paid in the employee's payroll check, during a normal pay week.

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DRIVING COMPANY VEHICLES

Company vehicles should be driven for approved purposes only by authorized drivers.

Company vehicles are outfitted with GPS devices which capture information including but not limited to locations driven to, driving habits, and speed which is monitored consistently and utilized as needed.

Employees are given a key fob when hired which must be used when driving company vehicles. Employees are not to share or give their key fob to anyone else and will be held responsible if their key fob is lost.

PARKING COMPANY VEHICLES

Company vehicles must be backed into parking spots (both company and non-company owned properties / establishments) whenever possible, avoiding the need to back out of a parking spot when leaving a location.

Company vehicles should not be parked on the street unless designated street parking is available.

All traffic laws and signage must be adhered to when parking company vehicles and personal vehicles while used for business purposes.

FUELING COMPANY CARS, GAS CARD USAGE, AND FUEL REWARDS PROGRAM

Company gas cards are provided to fuel company/approved vehicles and are located either in the vehicle itself, on a person, and/or in a designated spot at our locations. Company gas cards are only to be used to purchase fuel unless otherwise specified. Unleaded fuel (87-grade) must always be used when fueling company cars unless otherwise approved by management. Company vehicles should always have more than half-a-tank of gas in them, in case of an emergency and to ensure the most efficient operation.

Employees are issued an individual gas pin upon hire which is required to be entered at the gas station when purchasing fuel. Gas pins should never be shared with anyone, including other employees, and employees will be held responsible if found to be sharing their personal gas pin.

When using a company gas card, employees must utilize our preferred gas stations and any fuel discount programs (including fuel rewards program) the company is eligible to receive.

Failure to adhere to these provisions so will result in disciplinary action up to and including

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termination.

MOTOR VEHICLE ACCIDENTS

While we try to prevent accidents by enforcing safe driving techniques, we understand that accidents do happen.

Reporting an Accident

All accidents that occur with company vehicles or personal vehicles approved for business usage, regardless of severity or fault, must be reported to the police at the scene and time of incident.

In addition, the employee's immediate manager or the on-call manager must be notified as soon as possible, but no later than the end of their work shift.

An Agency incident report needs to be completed as soon as possible, but no later than the end of the employee's work shift unless extenuating circumstances exist. In that case, the Agency incident report must be completed by the employee's manager or the on-call manager.

Individuals involved in Accident

If an Individual is in the vehicle at the time of the accident, regardless of severity of the accident, medical treatment / evaluation is required. They must be brought to a medical clinic, hospital emergency room or personal physician.

Employee Injuries

Employees that are injured in an accident while working should seek medical attention as soon as possible either through our company medical provider, Medcor, or through emergency services if warranted. Any employee injuries sustained through the accident must be reported to Human Resources (HR) as soon as possible, but no later than the end of the employee's work shift unless extenuating circumstances exist. In that case, the employee's manager or the on-call manager must contact HR.

Information to record at Accident Scene

Employees should make every effort to report all information accurately and with as much detail as possible. Pictures of the scene, vehicles involved including damage, etc. should be taken whenever possible. **Make sure to document:**

- Date, time, and location of accident
- Names, addresses, phone numbers / email addresses of drivers and passengers in all vehicles involved in the accident

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- Names, addresses, phone numbers / email addresses of any witnesses
- Names and work location / addresses of any emergency personnel
- Driver's license information for any drivers involved in the accident
- Auto insurance information for all vehicles involved in the accident including carrier, policy information
- Make and model of other vehicles involved in the accident
- Information regarding weather conditions, the overall road conditions, etc.

If another driver involved in the accident or emergency personnel request information, please provide whatever information is needed including but not limited to your driver's license information, insurance information, immediate managers contact information and / or our main company contact information.

What not to do if you are in an Accident

- Do not discuss the accident while you are on the scene with anyone other than the police
- Do not accept any responsibility for the accident
- Do not argue or be defensive with anyone
- Do not "run from the scene of an accident". Not pulling over and stopping when involved in an accident will result in termination
- Do not forget to report the accident. Failure to report an accident will result in disciplinary action including and up to termination

TICKET VIOLATIONS AND OTHER INFRACTIONS

Employees that drive company vehicles or personal vehicles approved for business use are expected to follow all rules of the road, safety precautions and motor vehicle laws / regulations.

Employees that receive any ticket violations and other infractions while operating a company vehicle, or while driving a personal vehicle on company business, must report the incident to their immediate manager or the on-call manager as soon as possible, but no later than the end of the employee's work shift.

Ticket violations and other infractions received while operating a company vehicle or personal vehicle approved for company business must be provided to the employee's immediate manager with a copy sent to Human Resources no later than the next business day it is received.

Driver retraining may be required for employees that are issued a ticket violation and other

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infractions while operating a company vehicle or personal vehicle approved for business use.

Company driving privileges may be revoked depending on offense committed and disciplinary action up to and including termination may be taken against any employee that is issued a ticket violation and other infractions while operating a company vehicle or personal vehicle approved for business use.

SPEEDING

Employees found speeding (14MPH and under over the posted speed limit) will be issued a Coaching and Retraining for their first offense. Employees who continue to be found speeding after their first offense may lose driving privileges and will be disciplined up to and including termination.

Employees found excessively speeding (15MPH or more over posted speed limit or anything 80MPH and over) will be issued a final warning and will be removed from the schedule until they complete driver retraining. Additional violations will result in termination.

DISTRACTED DRIVING

Employees need to take all precautions to limit distractions while driving (in motion or stopped in traffic) on company business and/or company time **including but not limited to:**

- Cellphones, either handheld or handsfree, cannot be used
- Calls cannot be answered and must be directed to voicemail
- Reading or responding text messages is prohibited
- Facebook Live, Facetime, Snapchat, TikTok, Zoom or any other video/photo type communication is prohibited
- Internet usage is prohibited
- Use of earphones/headphones are prohibited when driving
- Music can only be played at acceptable low level

IMPAIRED DRIVING

No employee is permitted to operate a company vehicle or a personal vehicle for approved business purposes when his/her ability to do so safely has been impaired. Impaired driving of any kind will not be tolerated and will result in termination. **This includes but is not limited to:**

- Illness, fatigue, or injury
- Prescription medication or over-the-counter medications that is causing the employee to have an adverse reaction
- Illegal drugs and / or intoxicant substances including alcohol

SAFE DRIVING HABITS

Safe driving habits should be followed every time an employee drives a company vehicle or personal vehicle approved for business purposes.

- Seatbelts must be worn by all drivers and passengers
- Head lights must be used 2-hours before sunset until 2-hours after sunrise, during inclement weather, or at any time 500-feet ahead of the vehicle cannot be clearly seen
- Safe following distance must be always maintained. Drivers should keep a two second interval between their vehicle and the vehicle immediately ahead. During slippery road conditions, the following distance should be increased to at least four seconds
- Drivers must yield the right of way at all traffic control signals and signs requiring them to do so. Drivers should also be prepared to yield for safety's sake at any time
- Pedestrians and bicycles in the roadway always have the right of way
- Obey posted speed limits. In adverse driving conditions, reduce speed to a safe operating speed consistent with the conditions of the road, weather, lighting, and/or volume of traffic
- Radar Detectors are strictly prohibited in company Vehicles. Drivers are to drive at the speed of traffic but not to exceed the posted speed limit
- Turn signals must be used to show what direction you are heading, while entering traffic, and with every turn or lane change
- When passing or changing lanes, view the entire vehicle in your rearview mirror before pulling into the lane
- At intersections, be alert of other vehicles, pedestrians, and bicyclists. Never speed through an intersection with a caution light and look both ways for oncoming traffic before proceeding through an intersection
- When waiting to make left turns, keep your wheels facing straight ahead so that if you are rear-ended, your vehicle will not be pushed into oncoming traffic
- When stopping behind another vehicle, leave enough space so you can see the rear wheels of the car in front which will give you enough room to go around the vehicle if necessary and may prevent your vehicle from being pushed into the car in front of you if you are rear-ended

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COVID-19

POLICY SCOPE

To minimize the risk and spread of Covid-19, we will take a consistent and aggressive approach to manage possible exposure and confirmed Covid-19 cases.

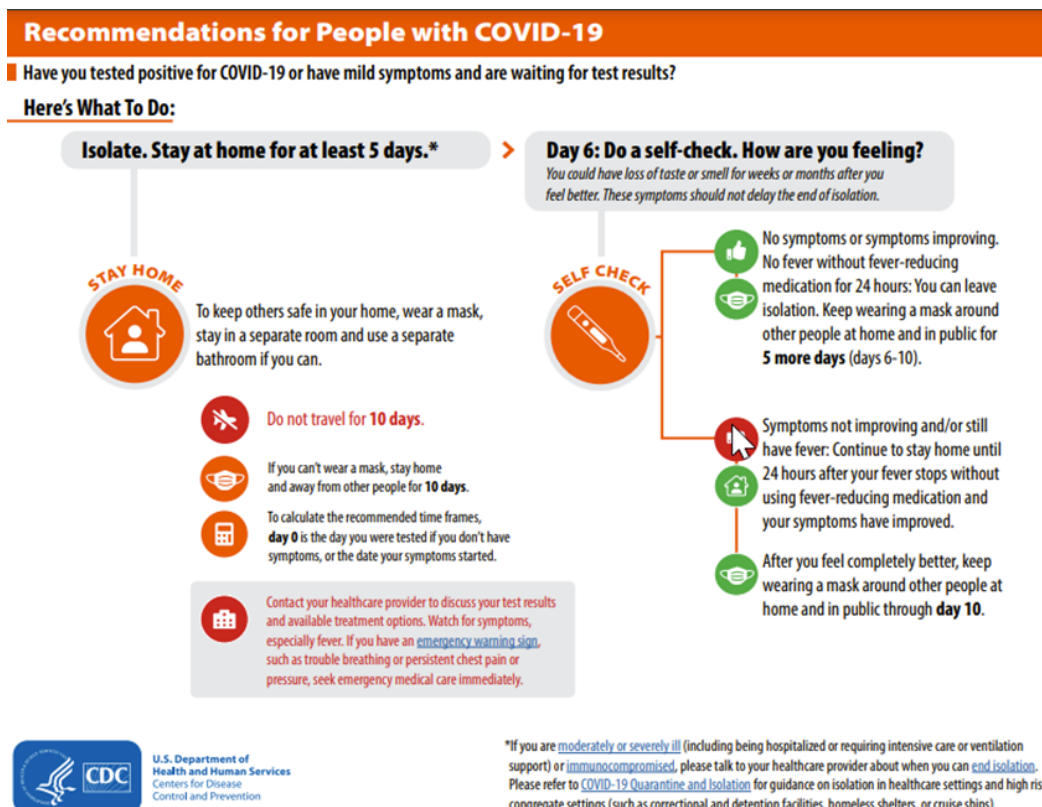
POLICY AND POLICY DEFINITIONS

When an employee has a possible exposure to a Covid-19 confirmed infected person or is symptomatic themselves, we adhere to the following:

- If an employee believes they have been exposed to a Covid-19 confirmed infected person or is symptomatic themselves, they must contact our Covid Hotline, answered by our Human Resources (HR) team, to determine next steps.

Covid Hotline — (203) 819-8814

- Utilizing CDC guidelines, HR determines if an employee should be placed on self-quarantine, leave of absence, or continue working as scheduled. The following CDC guidelines issued on May 18, 2022 will be used to determine employee status.



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- If an employee must self-quarantine, the employee must follow all self-quarantine guidelines as established by the Center for Disease Control (CDC) which include staying home, separating themselves from others, and monitoring their health. We understand that employees have outside commitments but to limit the spread of Covid-19, it is imperative that employees follow self-quarantine guidelines.
- HR determines if Covid-19 testing is required. If testing is required, you must wait 72-hours from the last known exposure to a COVID positive person before testing. Test results must be provided to HR once received but no later than five (5) days from last known exposure. Testing is generally free, but the Agency will not be responsible for any costs associated with the testing.
- Self-quarantine/leave of absence timelines will be determined case-by-case and are based on an employee's vaccination status, possible exposure, symptoms, and/or test results.
- Employees who are required to self-quarantine/leave and test will not be paid. However, employees can take paid-time-off (PTO) in accordance with our company policy, take unpaid time or be laid-off.
- Any employee placed on self-quarantine/leave must respond to any company attempts to contact the employee (phone calls, texts, emails, etc.) within 1 business day. If an employee fails to respond to company attempts to contact, their employment status may be impacted.
- Employees required to get a Covid-19 test, test results must be provided to HR within one (1) business day of receipt. HR is the only department that can clear employees to return to work.
- Employees placed on self-quarantine / leave are required to return to work on the date determined by HR. If the employee does not feel comfortable returning to work on the date HR determines is safe, they can take PTO time in accordance with our Paid-Time-Off Policy, take unpaid time or be laid-off. The employee can request or be placed on a Leave of Absence in accordance with Company policies.

MASK MANDATE UPDATE

The Center for Disease Control (CDC) and the State of Connecticut have recently updated their guidance and direction regarding mask requirements those that are fully COVID-19 vaccinated. For those that are fully vaccinated, mask wearing is no longer required for both outdoor and indoor activities unless a place of business requires it. Masks are required however in health care and long-term care facilities, schools, and daycare settings.

Based on this direction, **masks will continue to be required while working or at any of our group homes, regardless of if you are vaccinated or not.** Any employee not properly wearing their mask

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while working or at one of our facilities could face disciplinary action including and up to termination.

Any questions should be directed to either your manager or Human Resources at **hr@icesonline.org**.

For additional information on the updated mask guidance for fully vaccinated people from the CDC please visit:

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

SECTION 7

PROGRAM SPECIFIC

- **We Do Life... Together
(WDLT)**
- **Grand Care Companions
(GCC)**