

NORTH CENTRAL MISSOURI
MENTAL HEALTH CENTER

PERSONNEL HANDBOOK

1st EDITION
MAY 1990

Last Revised April 25, 2017

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I. Introduction

Welcome to North Central Missouri Mental Health Center. You are an important member of our community mental health center team, whatever your position and responsibility may be. Each member is essential to the quality, accessibility and delivery of services for the many clients we care for each year.

The personnel of North Central Missouri Mental Health Center (NCMMHC) require few rules, but certain fundamental policies are necessary in the conduct of any organization. A thorough understanding of this handbook will acquaint you with this agency, its rules and regulations, and the benefits accrued to you.

Your close observation of these policies will be of mutual benefit to us all. Please consider these as friendly guidelines for everyone employed by North Central Missouri Mental Health Center.

You will be asked for your signature after you receive this handbook, so be sure to read the handbook and be aware of the rules, regulations and policies of this agency. Though considered a part of North Central Missouri Mental Health Center's Policy and Procedure Manual, this handbook does not create a contract of employment.

Please ask for clarification of policies that do not seem clear to you.

Lori Irvine

Lori Irvine, M.A., L.C.S.W.
Executive Director

II. Payroll Policies

Employees shall be paid on a bi-weekly basis. Non-exempt (hourly) employees' time will be calculated from the ECR for each two week period. The ECR Attestation will serve as confirmation that all hours worked are accounted for and no changes should be made after the attestation is signed. Non-exempt employees and their direct supervisor must attest to the specific pay period. Part-time employees without access to the ECR shall complete a paper timesheet, which will also be signed by the employee and their supervisor. Employees will be given an annual payroll schedule, which includes the time period for payroll, the date the attestation/timesheet will be due, and the date pay will be issued. Attestations/timesheets are due by 8:00 am on the date specified.

Direct deposit of payroll is required by the agency. Direct deposit in up to two (2) separate accounts is available. Direct deposit enrollment or change forms are available from the Accounting Assistant.

Mileage

Travel pay at the agency's current mileage reimbursement rate shall be paid, as funds are available, to employees who are required to use his/her personal vehicle for approved agency business. Mileage shall be calculated from the employee's home or base office, whichever is closer to the destination.

All mileage should be recorded on an expense sheet. Payment for travel expenses will be made on a bi-monthly basis – at the middle of the month and at the end of the month. Approved expense sheets must be submitted, along with an approved check request, to the accounting department by 10:00 am on the 25th day of the month to be included in end-of-month checks, and by 10:00 am on the 10th of the month to be included with mid-month checks. Supporting documents shall be attached to the expense sheet. The expense sheet must be approved by the employee's supervisor and the Executive Director, and must be submitted within 90 days of incurrence in order to receive payment. In addition, end-of-fiscal-year expenses must be submitted by July 25th in order to receive reimbursement.

Early Distribution of Paychecks

The agency will not release any paychecks prior to the regular payroll schedule except in cases of emergency or unusual circumstances. Early release of paycheck requires both Chief Financial Officer and Executive Director approval.

Advance Payment of Wages

Advance payment of wages will not be approved except under extreme circumstances. Approval by the Chief Financial Officer and Executive Director is required. The employee will present his/her time sheet showing hours worked to date along with an approved request. Pay advance will not exceed sixty percent (60%) of the earnings to the date of advance.

Payroll Disruption

If the agency experiences computer failure or if a disaster occurs which would cause disruption of the payroll schedule, the agency will attempt to process and distribute the payroll within 72 hours of the affected payday. In case of further delay, the agency will pay all employees by handwritten check less applicable taxes and deductions.

Lost Expense Check

If an employee loses an issued expense check, the agency will replace the check only after the employee signs a document declaring the loss of the check. The fee the bank charges to stop payment on the lost check will be deducted from the replacement check that is issued to the employee. In the event the lost expense comes through the bank and the endorsement is identified as that of the employee, the employee will reimburse the agency the full amount within 24 hours.

Holiday

If the normal payday falls on an agency-recognized holiday, payroll will be processed one workday prior to the regularly scheduled date.

Terminated Employees

An employee who resigns or is terminated will receive his/her normal wages for current hours worked, and if employed one (1) year or longer by NCMHHC, may receive any accrued vacation time. This amount will be issued at the first regular pay period in the month following the last day of work for employees who resign; it will be issued on the last day of work for employees who are terminated.

If the terminating employee has unpaid obligations to the agency, the obligations will be deducted from the final pay. If the obligation exceeds the required minimum wage, arrangements will be made between the terminating employee and the agency to repay the outstanding obligations.

Credit Information

A minimum of four (4) working days notice is required to have the payroll office fill in salary data for credit and other agencies. The request for information must be in writing and must be signed by the employee. After completion, the fiscal office will mail the form to the agency requesting the data.

Unemployment Insurance Claims and Partial Unemployment Insurance Claims

Employees who are initiating partial claims or are already on partial unemployment should file by calling the toll-free service number of 1-800-320-2519 or by logging on to <https://www.ui.labor.mo.gov/som/>. The Executive Assistant may also provide information to persons applying for unemployment insurance claims.

III. Employment Policies

It is the policy of NCMMHC to provide equal opportunities and not discriminate among applicants for employment or employees in terms of compensation, terms, conditions and privileges of employment because of race, color, religion, national origin, gender, impairment status, age, or disabled or Vietnam-era veterans. Reasonable accommodations shall be made for impaired persons who are applicants and employees capable of performing the essential qualifications of his/her position. This facility shall not limit, segregate, or classify applicants and employees so as to tend to, or to deprive, any applicant or employee of employment opportunity or adversely affect the employment opportunity of such persons. Persons hired are selected from all applicants on the basis of past work history, availability, personal background, professionalism, occupational qualifications, education, and willingness to work.

Introductory Period

The first six (6) months of a new employee's employment is considered an introductory period, subject to extension at the discretion of the Executive Director.

Extension of the introductory period is limited to a maximum of one six (6) month period. A review of the employee's progress will be made at the end of the introductory period by his/her supervisor. All re-hired employees shall be on introductory period basis during the first six (6) months of employment, subject to extension or waiver at the discretion of the Executive Director.

The employee may terminate or be terminated without two weeks notification during this period (as well as after the introductory period has ended) if his/her work is not satisfactory or the employee does not want to continue working. All employees are considered to be employed "at-will"; this handbook does not create a contract of employment. This agency reserves the right to terminate employees, during the introductory period or otherwise, for reasons not stated in this handbook or for no reason at all.

It is NCMMHC's policy to:

- Maintain safe working conditions;
- Provide adequate compensation for services rendered;
- Give employees opportunity for achievement;
- Place employees in the work best suited to his/her abilities;
- Give each employee the right to discuss with his/her supervisor, or with administration, any matters of grievance or any suggestions;

Encourage thrift and effective work performance;
Cooperate in social and other recreational activities;
Keep employees informed about policies and plans that affect his/her work;
Carry on daily work in a spirit of friendliness and cooperation; and
Preserve the dignity of the individual.

Employee Obligations

The job performance and personal conduct of each employee reflects directly and indirectly upon the reputation of this agency. Therefore, it is important that each member of the staff adheres to established policies and ethical behavior at all times. In addition to the practice of sound judgment and conscientious discharge of duties, the following guidelines are set forth to maintain the standards of the agency:

1. Outside activities must be acceptable and compatible with an employee's identity with the agency. This includes the prohibition of business ventures, business and personal investments and outside employment that would create a conflict of interest. Employees may not work for organizations that duplicate services offered by NCMMHC within the nine county service area while employed at NCMMHC.
2. Employees must not accept gifts from or give gifts to clients or suppliers. Employees must not accept bequests from clients nor borrow from clients or suppliers.
3. Integrity is a requirement for continued employment. Theft, embezzlement, misapplication of funds, false entries in any book, report or statement with intent to defraud, and falsification of expense accounts or hours worked could be cause for immediate dismissal and possible prosecution.
4. It is the legal responsibility of each employee to report to the proper authorities any knowledge that a crime has been committed. Not reporting this could place an employee as an accessory after the fact.
5. Strict compliance with laws and regulations is necessary. Non-compliance can result in adversity, both for the individual and the agency.
6. A client's confidential information must not be divulged to third parties except with proper authority from the client, or prior legal process or regulation. HIPAA regulations will be strictly followed. The discussion of client information on any social media (such as unencrypted e-mail, texting, blogging, Facebook, MySpace, Twitter,

- chat rooms, or any other like media) is strictly prohibited.
7. An employee is not to discuss or enter into agreements with competitors concerning prices of services or other competitive policies or practices.
 8. Disclosure of agency financial information or any other confidential or proprietary information or policies is to be made only by an authorized spokesperson.
 9. The agency's physical properties, information and influence are not to be used for the private advantage of any employee or other person. This includes correspondence under or entertainment of the agency's name.

Health Screenings

Employees in the PSR program who have frequent, regularly scheduled (at least once a week) and direct contact with clients shall have a contagious disease screening upon hire and annually thereafter. A tuberculin (TB) skin test (or chest X-ray if the employee cannot take a skin test) is required with a physician's statement indicating the employee is disease-free. A new employee in the PSR program is required to have a TB screening and a physician's statement at his/her own expense within 30 days of hire date with NCMMHC.

Though physicals for employees are not required, the agency does encourage its employees to look after their health and to have regular checkups with their physician, being aware of tests and procedures the agency's insurance does and does not cover.

Employment of Relatives

New persons wishing to work at NCMMHC who have relatives already employed by the agency are not eligible for employment without special authorization from the Executive Director.

IV. Employee Classification

Personnel shall be selected for employment on the basis of his/her application, qualifications, experience, references, and the interview. Personnel shall meet local, state and federal requirements for his/her profession, and receive an acceptable background check, in accordance with 9 CSR 10-5.190. Background checks shall be initiated for employees and volunteers within two (2) working days of beginning employment. Certain criminal convictions, pending charges, and negative actions (per the Department of Mental Health disqualification list) automatically disqualify a person from having unsupervised access to vulnerable adults, juveniles, and children. An employee shall be terminated and a volunteer shall be prohibited from serving as a volunteer if the person's background check reveals a result included in the disqualification standards created by the Department of Mental Health. The disqualification list is not exhaustive and other crimes may be considered unacceptable by the agency. Each employee shall be assigned to a supervisor.

Exempt employees must be paid the same amount of pay per workweek regardless of the number of hours they work. Exempt employees have a guaranteed weekly salary and are not eligible for overtime. Examples of exempt employees at this agency include Executive Director, Chief Financial Officer, Clinical Director, CPRC Director, Children and Youth Services Director, therapists/counselors, ACI/intake staff, Team Leaders, and Executive Assistant.

Non-exempt employees must be appropriately compensated for all hours physically worked over 40 hours in a workweek. Non-exempt employees can be salaried or hourly, and must keep a record of all time worked. Examples of non-exempt employees at this agency include community support specialists and support staff. (See more on overtime and flex time in Section VI.)

Full-time employees are scheduled to work 2080 hours per year based on a 40-hour workweek. A minimum of 25 billable units per week is required for all clinical staff. A minimum of 25 billable units per week is required for all community support specialists. Full-time classification means full vacation benefits, health insurance, paid holidays, and sick leave benefits. Full-time personnel are eligible for all full-time benefits after the appropriate waiting periods are met.

Part-time employees are employees who work less than 40 hours per week. Part-time employees do not accrue benefits. Part-time employees shall be reimbursed pro rata for hours worked. Temporary employees are employees

hired for a job that has definite limitations on how long the job will last (normally 90 days or less). No benefits accrue to an employee who is considered temporary.

Job Descriptions

Written job descriptions for each position within the agency are available from the Executive Assistant. Descriptions include duties, qualifications, exempt/non-exempt status, supervisor and positions supervised. A copy of the job description shall be given to each new employee, and a copy of the job description will be placed in the employee's personnel file.

Job descriptions that are updated or changed will be given to the affected employee(s) and a signed copy of the new job description placed in the appropriate personnel file(s).

Supervisors

Supervisors are designated at the time of employment and will be identified in the employment letter and on the table of organization. A copy of the table of organization will be provided at the time of employment. Any change in supervisor shall be provided in writing to the employee.

V. Employee Resignation or Termination of Services

Resignation

To resign in good standing, an employee must submit his/her notice in writing ten (10) working days in advance. Waiver of this notice may be given by the Executive Director under unusual circumstances. Resignation without written notice or waiver by any employee shall be grounds for forfeiture of accrued vacation time. Vacation time cannot be considered as notice of termination of employment.

Termination

The agency will give any employee who is terminated ten (10) working days notice unless the employee is terminated for a major offense or the notice is waived. The agency will give as much written notice as possible prior to layoffs which may occur due to reduced work load or major changes in agency services or programs.

All employees who resign or are terminated are required to have an exit interview with the Executive Assistant. All agency property such as keys, laptops and accessories, appointment books and/or First Aid kits must be returned. An exit interview form must be completed and signed by the employee. Any turnover trends identified through the exit interview will be shared with the department director and the Executive Director. Transfer or waiver of insurance options forms will also be discussed at the exit interview. Insurance coverage provided by the agency will continue through the end of the month in which the employee is terminated. (See "Continuation of Health Insurance".)

VI. Compensation

Regular Hours

Non-exempt employees: Compensation is based on a 40-hour workweek, which runs Sunday through Saturday. All work performed up to 40 hours in a single week will be paid at the straight-time hourly rate. All non-exempt employees are required to turn in approved documentation of hours worked (ECR attestation or a paper timesheet) by the dates listed on the annual payroll schedule, which includes the time period for payroll, the date the attestation/timesheet is due, and the date pay will be issued.

Exempt employees: Compensation is based on a 40-hour workweek. All work performed up to 40 hours in a single week will be paid at the straight-time hourly rate. Exempt staff is required to turn in approved documentation of hours worked (ECR schedule, attestation, or a monthly time sheet) to the accounting department by the 5th day of the following month.

Overtime Hours

Overtime hours are actual hours worked in excess of 40 hours in a single workweek (Sunday through Saturday). Non-exempt employees must have prior approval from their direct supervisor before working any overtime hours. For non-exempt employees, work performed in excess of 40 hours in a single workweek will be compensated in one of the following ways:

1. The employee may take hour-for-hour flex time if the time off is taken within the same workweek; or
2. The employee will be paid at one-and-one-half (1½) hours per hour of overtime.

Non-exempt employees are expected to take flex time for any overtime hours worked within the workweek it is earned unless specific prior arrangements have been made with his/her supervisor. The employee's ECR schedule shall reflect both the date on which the flex time was earned, and the date on which the flex time was taken.

Exempt personnel is not eligible for overtime pay. Overtime for non-exempt personnel is not paid for the following:

Vacation time

Sick leave or leave of absence

Holiday time off

FMLA

Flex time for exempt employees must be used by the end of the month in which it was earned. The employee's ECR schedule shall reflect both the date on which the flex time was earned, and the date on which the flex time was taken.

Employee Performance Evaluation

Any employee who has been employed by the agency one (1) year or more shall receive an annual evaluation by his/her immediate supervisor.

Re-hires and new employees on introductory period status shall be evaluated on job performance after the first six (6) months of employment by his/her direct supervisor and/or the Executive Director.

The Executive Director and/or President of the Board of Directors may extend the six (6) month introductory period upon completion of the evaluation.

Supervisors will review with each employee his/her job performance. The Executive Director will review and sign all evaluations and is responsible for conducting the evaluations of management personnel.

Supervisors shall provide monthly feedback to supervisees with regard to quantity and quality of work performance.

The Executive Director's evaluation is conducted by the Board of Directors.

VII. Holidays

North Central Missouri Mental Health Center observes ten (10) paid holidays per calendar year:

- New Year's Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day OR Floating Holiday
- Thanksgiving Day and the Friday after
- Christmas Eve – close at NOON (only when December 24th falls on a Monday through Friday)
- Christmas Day

The agency's offices will be closed on all of the above holidays, with the exception of Columbus Day. Employees may take Columbus Day or use it as a personal or floating holiday at any other time during the calendar year or in combination with another holiday. The employee must inform his/her immediate supervisor and the Chief Financial Officer prior to taking the substitute holiday. In the event the floating holiday has been taken and the employee resigns before the actual (Columbus Day) holiday occurs, that holiday will be converted to a vacation day and deducted from accrued vacation time.

Full-time employees will receive a regular day's pay for the holiday. New non-exempt full-time employees, including re-hires, must be employed at least 30 days preceding the holiday to be eligible for holiday pay.

Holidays may not be accumulated as additional vacation time.

VIII. Leaves

Family and Medical Leave Act (see DOL Form WH-1420 “Employee Rights and Responsibilities Under the Family and Medical Leave Act” at the back of this Handbook)

In accordance with the Family Medical Leave Act (FMLA), NCMMHC provides up to 12 weeks of unpaid leave to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition; or when an employee requires medical leave because s/he is unable to work because of a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider. Eligible employees are also entitled to up to 12 weeks of leave for any “qualifying exigency” (yet to be defined by the U.S. Department of Labor) arising out of the fact that a spouse, son, daughter, or parent of the employee is on active duty or has been notified of an impending call to active duty status, in support of a contingency operation. In addition, an eligible employee who is the spouse, son, daughter, parent, or next-of-kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty while on active duty is entitled to up to 26 weeks of leave to care for the service member. The military caregiver leave is available during a single 12-month period during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

To be eligible for FMLA benefits, an employee must:

1. have worked for NCMMHC for a total of 12 months*; AND
2. have worked at least 1,250 hours over the previous 12 months*

For purposes of FMLA eligibility, 1,250 hours will be calculated as the rolling 12-month period measured backward from the date an employee first uses FMLA leave.

**The Uniformed Services Employment and Reemployment Rights Act (USERRA) requires that a person reemployed under its provisions be given credit for any months and hours of service he or she would have been employed but for the military service in determining eligibility for Family and Medical Leave Act (FMLA) leave.*

Eligible employees shall make requests in writing for family leave to their supervisors and the Executive Assistant at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. Upon

notification of an FMLA request, NCMMHC will provide the requesting employee all applicable forms and discuss procedures, certification requirements, etc.

In the event the employee does not provide advance written notice for FMLA leave, NCMMHC will allow an employee no more than three (3) days commencing from the first day the employee does not report to work to submit the required FMLA notice. In the event notice is not given within three (3) days, the agency will assume the employee has abandoned his/her duties and termination of employment is automatic. If written notice is given subsequently and within three (3) days, FMLA leave, if granted, will be considered effective the first day the employee did not report to work.

EX: Employee does not report to work June 1st due to a car accident and submits a request for FMLA leave June 3rd. Employee qualifies for leave and leave is granted with an effective date of June 1st.

Employees requesting family leave related to a serious health condition of a child, spouse, parent or self will be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required. Medical certification must be submitted to the Executive Assistant no later than 15 days from the request.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12-month rolling period. (The 12-month period is measured backward from the date an employee first uses FMLA leave.) Any combination of family leave and medical leave may not exceed this maximum limit. An employee will be required to use available paid sick and/or vacation leave concurrently with FMLA leave; this means an employee will receive paid leave (if available) and the leave will also be considered protected FMLA leave and counted against the FMLA leave entitlement.

Married couples who are both employed with NCMMHC may be restricted to a combined total of 12 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child, or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be continued while an eligible employee is on approved FMLA leave. Employees who normally pay a portion of the premiums for health

and other benefits will be required to continue payments during the period of FMLA leave. Premium payment arrangements will be coordinated with the Accounting Assistant prior to leave and will coincide with regular payroll deductions.

Employees have a 30-day grace period in which to make premium payments in full. If payment is not made within this 30-day period, group health insurance will be cancelled for the employee and any of his/her dependents on the plan. In such instance, NCMMHC will notify the employee by mail 15 days before coverage is to cease, advising that coverage will be cancelled by a specified date.

If health coverage is terminated for non-payment, coverage will again be provided by NCMMHC upon the employee's return to work and in accordance with the applicable plans. Employees who do not return to work will be asked to repay the agency's premium contribution paid while the employee was on leave.

So an employee's return to work can be properly scheduled, an employee on FMLA leave is requested to provide NCMMHC with at least two (2) weeks advance notice of the date the employee intends to return to work. When FMLA leaves ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date and without further notice of the reason for the delay, NCMMHC will assume that the employee has resigned.

Paid leave, holidays and sick leave do not accrue during any period of a leave of absence; however, benefits accrued prior to the start of FMLA leave will remain intact.

Leave of Absence

All full-time and part-time employees who have worked continuously for one (1) year are eligible to apply for an unpaid leave of absence for personal reasons. A completed "Leave of Absence Request" form must be completed, submitted to and approved at the discretion of the employee's supervisor(s) and the Executive Director. A leave of absence is available only after an employee's accrued vacation leave has been exhausted. The employee must complete a "Leave of Absence Request" form within at least three (3) working days of depletion of

other available leave. The employee shall provide 30 days advance notice when the leave is foreseeable.

Leaves of absence will be without pay and an adjustment of the anniversary date for benefits will be made for any leaves over 30 days in duration. Benefits will not accrue and bonuses may not be given during a leave of absence; however, benefits accrued prior to the start of a leave of absence will remain intact. Employees on leave of absence will be responsible for health insurance premiums after 21 working days of continuous leave.

The agency does not guarantee that the position will remain open in an employee's absence. A leave of absence request must indicate an anticipated return-to-work date; an employee may be terminated for failure to return to work at the expiration of his/her leave.

The maximum period of time for a leave of absence is 12 weeks. Leave of absence requests are limited to a total of 12 weeks during any 12-month period. Each 12-month period is measured backward from the date an employee's leave of absence begins.

Bereavement Leave

Full-time employees will be granted up to a maximum of three (3) days leave with pay if a death occurs within his/her immediate family. Bereavement pay must be taken in the same increment as the employee would have been scheduled to work. Bereavement pay may be paid beginning with the day of the death through the day after the funeral, up to the maximum benefit. Requests exceeding three (3) days shall be vacation time or leave without pay. Immediate family is defined as:

spouse	grandparents
child	son-in-law or daughter-in-law
step-child	siblings-in-law
parent or step-parent	mother-in-law or father-in-law
brother/half/step-brother	grandchildren
sister/half/step-sister	partner or significant other

The agency will grant up to four (4) hours leave time for an employee of the agency to attend the funeral or memorial services of another employee (colleague). Any time above that will be vacation time or time off without pay.

Maternity Leave

A normal pregnancy is not considered an illness; however, accumulated sick leave may be used for this purpose by any pregnant employee. An employee's pregnancy must be reported to the supervisor as soon as possible.

The employee's physician must furnish the agency with a statement covering the following:

- Anticipated date of delivery
- Length of time the employee may work without endangering her health

The employee will be permitted to continue working as long as her physician certifies it will not be injurious to her health. When she requests a return to duty following maternity leave, she must obtain a written statement from her physician concerning her physical and mental health status.

Sick Leave

Sick leave shall accumulate at the rate of ten (10) hours per month of employment for full-time employees, accumulative up to a maximum of 60 working days. An employee must be in pay status a minimum of 12 working days in the month before sick leave benefits are credited. "Pay status" is considered to be physically on the job at least one-half of a working day. Vacation time and sick leave time are not considered pay status and do not count toward the minimum 12 working days required each month to accrue vacation or sick leave hours. Employees may use accumulated sick leave to care for immediate family members who are living in the employee's household.

Employees must contact his/her supervisor or the Executive Director directly for sick leave, and should report daily if possible. Sick leave shall be used in no less than one-hour increments. An employee shall never report to work with a communicable disease that would seriously jeopardize the health of others. Any employee who utilizes three (3) consecutive working days of sick leave is required to have a written doctor's explanation to return to work.

Situations may arise in which the Management Team may offer employees the opportunity to donate accrued sick leave or vacation hours to another employee in need. The amount donated shall not exceed the donating employee's total monthly accrual.

Upon separation by resignation, termination or retirement, sick leave may not be

used during the last two (2) weeks of employment.

Workers' Compensation

Each employee shall be covered by Workers' Compensation regardless of classification. For accidents on the job, the agency's Workers' Compensation policy covers all workers. An incident report must be completed within 24 hours of the injury. Workers' Compensation coverage begins after five (5) days of continuous absence from the job for work-related incidents. Medical bills for these incidents are also paid from the first day. The agency may elect to pay your medical bills for work-related injuries instead of turning them in to the insurer if the bills are not inpatient-related and appear to be minor charges.

If an employee is absent from work due to an accident/injury that is covered by Workers' Compensation, the employee may choose whether to use his/her accumulated sick leave or to use Workers' Compensation benefits during the time s/he must be gone from work due to the work-related injury. An employee may use either the accumulated sick leave or Workers' Compensation, but not both. SEE ALSO: "Workers' Compensation" under "Supplemental Benefits".

Jury Duty

Employees will be excused from work for the time necessary when s/he is called for jury service or to serve as a subpoenaed witness in a court of law. When an employee is required to report for jury duty, the agency pays him/her for the hours s/he would normally be scheduled to work, and the employee is to return to the agency the money s/he receives from the court for those days. Travel allowances and other expenses are not taken into account. This will cover only the hours the employee would have been scheduled to work. This would also include any time required to report for an interview or examination for jury duty, even if s/he is not selected.

The agency only requires that this not involve any voluntary jury duty, and that the agency is given as much prior notice of the summons as possible and with evidence of the jury pay received. If jury duty does not require an employee to be absent for the remainder of the day, s/he would be expected to report for work for the remainder of the workday. Any questions should be discussed with his/her supervisor.

Military Absences

Military Service – In compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA), the agency ensures re-employment

rights to employees who enter active duty in the armed services. Failure to report back to work within 30 days of his/her military discharge will be regarded as a voluntary resignation.

Reserve Military Duty – If an employee has an obligation to fulfill two (2) weeks active duty in the military reserves, this leave is treated as all other leaves of absence, which are granted without pay but all benefits will remain intact. Exception to this is if an employee wishes to apply vacation time to reserve time. If s/he has accrued two weeks vacation time and wishes to use vacation pay while on reserve duty, s/he may do so and s/he will receive vacation pay.

IX. Vacation

Employees may utilize accrued vacation hours after his/her introductory period is completed, but must be in pay status a minimum of 12 working days in the month before vacation hours are credited. "Pay status" is considered to be physically on the job at least one-half of a working day. Vacation time and sick leave time are not considered pay status and do not count toward the minimum 12 working days required each month to accrue vacation or sick leave hours. Vacation and sick leave time shall be used in no less than one-hour increments.

ALL FULL-TIME EMPLOYEES

- 1st and 2nd year of consecutive employment – 10 hours per month to a maximum of 240 hours (6 weeks)
- 3rd and 4th year of consecutive employment – 12 hours per month to a maximum of 288 hours (7.2 weeks)
- 5th through 10th year of consecutive employment – 14 hours per month to a maximum of 336 hours (8.4 weeks)
- Over 10 years of consecutive employment – 16 hours per month to a maximum of 384 hours (9.6 weeks)

Vacation hours in excess of maximum accrued allowance shall not be credited and the employee will not be reimbursed for these vacation hours. Upon separation by resignation, termination or retirement, accrued vacation time after one (1) year employment may be compensated at the employee's pro-rated daily/hourly salary at the first regular pay period in the month following the last day of work. Note the above chart requires consecutive employment. Once employment is terminated, accrued benefits are lost. All vacation requests must be submitted via ECR or in writing to the employee's immediate supervisor and approved and presented to the Executive Director for final approval.

Situations may arise in which the Management Team may offer employees the opportunity to donate accrued vacation hours or sick leave to another employee in need. The amount donated shall not exceed the donating employee's total monthly accrual.

X. Continuing Education, Seminars and Workshops

All employees shall be recommended to participate in up to 40 hours of continuing education/workshops each year on agency time and expense as the budget permits. This agency will support continuing education applicable to staff job descriptions.

Inservice education/training may be conducted on or off the premises and may involve all or part of the staff at a given time. Inservices may be conducted by staff or persons outside the agency. Staff inservices shall be provided each month as time is available. All inservice/staff meetings shall be recorded and maintained on each individual employee's quarterly Continuing Education Log.

Employees attending in-house inservice programs and required agency programs will be paid his/her wages at regular rates if off duty. Employees on duty will arrange his/her schedule so s/he may attend inservices or required programs. All out-of-agency seminars and workshops must be approved by the supervisor and the Executive Director.

Out-of-state seminars or workshops will not be approved except for those personnel who are unable to obtain continuing education in his/her field within the State. This is when the education is required to maintain the employee's license/certification. Requests must be in advance to the Executive Director for approval.

Expenses paid by the agency may include:

- Salary while at the seminar or workshop

- Seminar fee

- Meals at reasonable cost (\$40 daily maximum; drinks and entertainment are excluded; reimbursed only if staff member is outside the nine-county service area; receipt required)

- Lodging expense at reasonable cost (lodging paid only if training is more than 120 miles from the employee's home or base office, whichever is closer; lodging arrangements must be made by the Executive Assistant; receipt required)

- Mileage at the agency's current mileage reimbursement rate from the employee's home or base office, whichever is closer to the destination

XI. Injuries or Accidents on the Job

If an employee is hurt or becomes sick while on the job, s/he shall report immediately to his/her supervisor. An incident report should be completed in all instances of injury or accident. If the employee's condition is serious, request transportation to the nearest emergency care center and report as quickly as possible to his/her supervisor. If the condition is not serious, report to his/her supervisor.

If an accident is discovered or witnessed by an employee, give whatever first aid assistance possible and summon help.

All accidents and on-the-job injuries must be recorded no matter how minor. These are recorded on an Internal Incident Report form, which is available in the Executive Assistant's office. These reports are sent to the Executive Director's office as soon as they are completed.

XII. Statutory Deductions

According to statute, deductions are made for certain employee taxes. Some of the taxes are matched by the agency.

FICA – Social Security

The employee's portion of FICA is deducted from the gross earnings of each paycheck. The agency also pays or matches the employee's deduction as a contribution to the employee's retirement.

Federal Income Tax

Missouri Income Tax

The agency is required to withhold income taxes from each employee's pay at the rates indicated on the W-4 form, which each person is required to complete when s/he begins employment. In the absence of a valid W-4 form, the agency must withhold at the highest possible rate, that of a single person with no dependents. Any employee who is exempt from income tax withholding must file a new W-4 form by February 15th of each year with the Accounting Assistant.

Any employee who has changes in deductions or tax status must also file a new W-4 with the Accounting Assistant.

XIII. Supplemental Benefits

Medical and Dental Plan (full-time employees)

Full-time employees are eligible for coverage on the first day of the next month following completion of 60 days of employment. The application must be completed at the time employment begins. The agency pays, based on the annual budget, toward the single premium for a full-time employee; the employee is responsible for the balance (if any) of the premium. If family coverage is desired, the payroll deduction for the family portion will begin the month of the effective date. Payroll deductions for the medical and dental plan will be made each pay period for family coverage. A summary of all agency benefits can be found at www.ncmmhcbenefits.info.

The agency's medical plan is administered by Blue Cross Blue Shield of Kansas City, and the group number is 37038000. The address is PO Box 419169, Kansas City, MO 64141-6169, and the website is www.mybluekc.com. The representative is Kim Romi, Account Coordinator with the Bukaty Agency in Leawood, Kansas at 913-345-0440, email address kromi@bukaty.com.

Certain pre-existing conditions may not be covered for one (1) year for new applicants if the employee has not had continuing insurance within a 30-day period before the policy at this agency takes effect.

The Accounting Assistant will tell you the cost and you will be given information outlining the benefits of the agency's medical and dental plans.

The agency's dental plan is administered by Delta Dental, and the group number is 1951-1313. The address is PO Box 8690, St. Louis, MO 63126, and the website is www.deltadentalmo.com. The representative is Kim Romi, Account Coordinator with the Bukaty Agency in Leawood, Kansas at 913-345-0440.

Group Life Insurance (full-time employees)

Full-time employees are eligible for life insurance on the first day of the next month following completion of 60 days of employment, paid by the agency. Full-time employees are given one (1) \$30,000 policy. Assurant is the carrier of the agency's group life insurance policy.

Accidental Death and Dismemberment (AD&D) and Loss of Sight

As a supplement to the life insurance policy, a \$30,000 AD&D policy is included

with each life insurance policy for full-time employees.

Workers' Compensation

All employees are covered by Workers' Compensation through the agency regardless of full-time or part-time status. This coverage is based on a percentage of payroll gross earnings and employee classification, i.e., professional, clerical, etc. and is paid by the agency. It is the policy of NCMMHC that employees have the option to take either sick leave/vacation time or Workers' Compensation pay, but not both, for a qualifying injury.

Individual Retirement Account (IRA)

An IRA policy is available to employees employed at least one (1) year or who earned at least \$5000 in the previous calendar year. Deductions are set up by a payroll deduction indicated by the employee on an enrollment form. The Accounting Assistant will contact the agent if the employee is interested. The agent will fill out the necessary paperwork. The IRA is available through Edward Jones or an investment company of the employee's choosing.

Continuation of Health Insurance (COBRA)

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under NCMMHC health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at NCMMHC group rates. NCMMHC provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under NCMMHC health insurance plan. The notice contains important information about the employee's rights and obligations.

Other rules defining COBRA, periods of coverage, etc., are defined in the health plan Certificate of Coverage.

XIV. Other Information

Agency Property

Because of the requirements of their position/job, some employees may be issued laptops, Internet access devices, cell phones and/or other types of business equipment while working for NCMMHC. These items are considered agency property and should be handled with care to avoid theft, damage and misuse. Agency property shall not be used for personal benefit or borrowed, used or given away regardless of its condition. Knowledge of any suspected or actual loss, theft, damage or destruction of agency property should be reported to the Executive Assistant. In the event agency property is stolen or damaged while in possession of an employee, he/she may be responsible for replacement of the item at his/her personal expense. Likewise, all agency property shall be returned to the Executive Assistant should the employment relationship end or the duties of the employee be changed. Failure to do so may result in deductions from an employee's final paycheck for the replacement cost of the item.

When using agency-issued vehicles or property, employees are expected to exercise care, perform required maintenance, and follow all safety and operational guidelines. When operating an agency vehicle, employees are expected to drive courteously and safely. Fines resulting from traffic or parking violations when using an agency vehicle are the responsibility of the employee driving the vehicle. Traffic tickets and accidents involving agency vehicles must be reported to the Executive Assistant.

Please notify the Executive Assistant if any equipment or vehicles appear to be damaged, defective or in need of repair. Unsafe or unauthorized use of agency property and vehicles may result in discipline or termination, depending upon the severity of the circumstances.

Agency Fleet Vehicles

A. DRIVERS LICENSES AND SAFETY

1. All authorized employees who drive agency Fleet vehicles will be required to maintain a current valid driver's license with a satisfactory driving record. The agency reserves the right to determine what constitutes a satisfactory driving record. Records will be checked upon employment and/or commencement of driving privileges, and at regular intervals thereafter. Should an employee's driving record become unsatisfactory, thus preventing the employee from performing his or her job safely and

effectively, the employee may be subject to termination. Should the driving record of a spouse be deemed unsatisfactory, driving privileges may be revoked or otherwise restricted.

All employees and spouses are required to operate vehicles in a safe and lawful manner at all times. Employees are required to immediately report all violations, convictions, accidents or incidents that occur in either an agency or personal vehicle, while on agency time, to his or her supervisor. Failure to report any violation, conviction, accident or incident will subject an employee to disciplinary action up to and including termination.

Employees with marginal driving records, as determined by management, may be required to take a defensive driving course after normal working hours. The employee will be required to pay the cost of the course, unless prohibited by state laws. Typically, such a course will be required after an employee's second chargeable accident in a three-year period.

In the event that an employee's or spouse's license is suspended, revoked, expired or invalidated for any reason, the employee is required to notify his or her manager immediately in writing. Failure to do so will subject the employee to disciplinary action, up to and including termination.

2. Any employee where there is a clear determination or acknowledgement of guilt (e.g. admission, conviction plea of no contest, etc.) of a DUI or DWI will lose personal use of an Enterprise vehicle for one year and will be subject to disciplinary action up to and including termination.
3. The agency is dedicated to safety and, therefore, requires all employees to **wear seat belts** when traveling in agency vehicles or personal vehicles being used for agency business. Obviously, it is hoped all employees do so when driving personally as well.
4. Safety must be the primary concern when operating an agency vehicle. Driver distractions can contribute to hazardous driving. Depending on the situation, distractions can include: eating, drinking, talking to a passenger, changing the radio station, talking on a cellular phone, or using a PDA. Since it is impossible to anticipate everything that could create a distraction while operating a vehicle, it is important to use common sense to minimize potentially distracting activities.

Over the past few years, some states have specifically addressed cellular phone use while operating a vehicle. When driving in one of these states, agency policy requires that you understand and follow these laws. In addition, the following should be put into practice:

- Avoid unnecessary calls.
 - Avoid calls when driving in heavy traffic or hazardous weather conditions.
 - Become familiar with the cellular phone and its features such as voice commands, speed dial and redial.
 - When available, use a hands-free device such as Bluetooth, speakerphones or hard-mounted kits.
 - Position the wireless phone within easy reach.
 - Keep calls as brief as possible.
 - Pre-program common phone numbers to avoid having to look up phone numbers.
 - Whenever possible, place calls when not moving or before pulling into traffic.
 - Avoid stressful or emotional conversations.
 - Do not check emails, text messages or take notes.
5. The use of radar detectors in agency vehicles is strictly prohibited.
 6. It is critical that the agency leads in the areas of automobile safety. Not only is safety significant in controlling premium costs and losses, but most important in protecting our most valuable asset, you and every other employee.

B. EMPLOYEES UNDER 21 YEARS OF AGE.

1. Employees under the age of 21 may operate an agency vehicle as long as they have a CLEAR driving record.

C. EMPLOYEE ACCIDENT - LOSS POLICY.

Definitions

Business Use	The use of an agency-owned or personally-owned vehicle for agency business.
Personal Use	The use of an agency-owned vehicle for personal use other than commute use, whether through the Personal Use

Option or if provided in the course of employment according to policy.

- Comprehensive Loss Any loss other than collision.
- Chargeable Collision Any collision for which the agency is unable to determine conclusively that another party was at fault.
- Unauthorized Use Any use of an agency-owned vehicle, except as defined in Business and Personal Use.
- Substantial Negligence Any use of a vehicle which, as determined by management, could be reasonably expected to result in a loss.

D. UNASSIGNED (POOL) VEHICLE POLICY

- E. Pool vehicles are to be used for business use only and not to be taken home for commute or personal use privileges.

F. ASSIGNED VEHICLE POLICY

Employees given the option of driving an assigned vehicle for Personal Use must sign up for a minimum of six months. The agency determines type, options, equipment, and cycling for assigned vehicles. These vehicles are available for any general agency use, and other than factory vehicles, will be used as rentals during occasional shortages.

An annual calculation will be required to determine the value of the benefit that has been received by the employee (see worksheet for calculation of the benefit). The benefit will vary based on the percentage of personal versus business use and the fair market value of the automobile. If audited by the IRS, it is the responsibility of the employee to substantiate the percentage of business use.

The estimated monthly benefit in excess of the amount payroll deducted for an employee will be included monthly as additional compensation. The annual benefit calculation will be reduced by the monthly amounts payroll deducted and the estimated monthly benefit amounts included in compensation, to determine the year-end compensation true up.

The money collected under this plan will be credited against the expense account of the assigned car.

1. PERSONAL USE - Calculated taxable fringe benefit – imputed monthly – less \$___/month deduction –.

Spouses, provided they are at least 21 years of age, meet the driver requirements, and comply with the requirements of Section I of this policy, may use vehicles during non-working hours. Children or other drivers are not permitted. The agency reserves the right to discontinue an employee’s personal use for excess personal miles, poor driving record, or other reasons deemed necessary by the agency. Motor Vehicle Reports (MVRs) will be run on employees and spouses under this program, and will be approved by the agency before personal use may commence.

With the employee’s request and the approval of the agency, an employee may keep the car, if needed, during vacation, sick leave, or during an extended leave of absence. Unless approved in advance by the agency, employees with Optional Personal Use are not authorized to use their assigned car to tow other vehicles or trailers.

Personal Use Contribution

The \$200 monthly employee contribution for personal use (PUC) is subject to an adjustment based on market value fuel costs. Market value fuel costs (MVFC) are determined by taking the average pump for each payroll deduction period. The table below outlines how the monthly payroll deduction will be affected based on a range of market value fuel prices.

The \$200 monthly PUC is also subject to the amount of personal miles driven annually. If employee wishes to purchase more than an average of 7,000 personal use miles per year, their PUC can be increased monthly in order to buy those additional miles at increments of 2,000 personal miles annually. It will be increased at a rate that is roughly equivalent to 20 cents per mile.

SAMPLE Personal Use Contribution Table

(Assuming 7,000 annual personal miles for an intermediate sedan vehicle)

Intermediate Sedan

PUC	\$200.00	\$200.00	\$210.00	\$220.00	\$230.00	\$240.00	\$250.00
MVFC	<\$1.50	\$1.51- \$2.00	\$2.01- \$2.50	\$2.51- \$3.00	\$3.01- \$3.50	\$3.51- \$4.00	>\$4.01

G. LIABILITY PROTECTION

Automobile liability protection will be afforded to employees who are involved in an accident as described below through the agency's Automobile Protection Program. The amount of such protection is dependent on the use (business or personal) of a vehicle. Protection described below does not apply to any unauthorized driver or unauthorized use of an agency-owned vehicle.

Business Use – Use of an agency-owned or personally-owned vehicle for agency business.

If an employee drives an agency-owned vehicle (including rental, assigned and factory), a non-owned vehicle or personal vehicle and the use is for agency business, the agency's Automobile Protection Program will respond to third party automobile liability claims regardless of the amount of the claim. Subject to applicable state laws, employees who are injured in an accident will be covered by the agency's workers' compensation policy. Uninsured motorist (UM), underinsured motorist (UIM) will be provided up to \$50,000 per person / \$100,000 per accident unless such protection is provided by any other policy. Personal injury protection (PIP) or no-fault coverage will be provided in accordance with the applicable State laws at the State minimum limits unless such protection is provided by any other policy.

Personal Use - Use of an agency-owned vehicle to and from work (including commute use), and other authorized personal use whether through the Personal Use Option or if provided in the course of employment.

1. If an employee or spouse who is authorized for optional personal use drives an agency-owned vehicle or a temporary substitute, the agency's Automobile Protection Program will respond up to \$1,000,000 combined single limit for third-party bodily injury and property damage claims. Uninsured motorist (UM), underinsured motorist (UIM) will be provided up to \$50,000 per person / \$100,000 per accident unless such protection is provided by any other policy. Personal injury protection (PIP) or no-fault coverage will be provided in accordance with the applicable State laws at the State minimum limits unless such protection is provided by any other policy.
2. If an agency-owned vehicle is driven for personal use without authorization or is used in violation of agency policy the employee is subject to disciplinary action up to and including termination. Any liability costs incurred by the

agency are to be reimbursed by the employee.

3. Authorization for optional personal use requires a completed and approved Personal Use Option Request Form, available from the Executive Assistant.
4. It is recommended that you evaluate whether the protection outlined in 1 through 3 above is adequate for your personal needs and inquire with your insurance company or agent to determine what additional coverage (i.e., personal umbrella policy) you or your family may need. The cost for any additional insurance you obtain will be at your expense.

A “temporary substitute” is defined as a vehicle used in place of an agency-owned vehicle because the agency-owned vehicle has been withdrawn from normal use due to breakdown, repair, servicing, loss or destruction.

A “non-owned” vehicle is defined as a vehicle not owned by or furnished for the regular use of either the agency or employee, other than a temporary substitute automobile.

Email & Internet Policy

NCMMHC and its employees desire to strike an equitable balance between an employee’s right to privacy, and agency interests such as trade secret protection and prevention of system abuse. This Email/Internet policy is intended to provide each employee of NCMMHC with the guidelines and procedures associated with the use of the agency’s Email/Internet system (“the system”). This policy is applicable and binding on all employees, contractors, vendors, partners, associates, and all others accessing and/or using the system through on-site or remote terminals.

The Email/Internet systems, and all data transmitted or received through the systems, are the exclusive property of NCMMHC. The system is to be used solely for agency-related business, and is not to be used for personal business.

NCMMHC reserves the right to monitor, intercept and/or review all data transmitted, received or downloaded over the system. Employees are hereby given notice that NCMMHC will exercise this right periodically, without prior notice and without the prior consent of the employee. The employer’s interests in monitoring and intercepting data include but are not limited to: protection of agency proprietary and classified data; managing the use of NCMMHC computer

system; preventing the transmission or receipt of inappropriate materials by employees; and/or assisting the employee in the management of electronic data during periods of absence. The employee should not interpret the use of password protection as creating a right or expectation of privacy for the employee. Employees should understand that to protect everyone involved, employees have no right or expectation of privacy with regards to the receipt, transmission or storage of data on NCMMHC Email/Internet system.

This policy depends upon the ethical conduct of all employees. Although NCMMHC will periodically monitor system use, each employee is encouraged to monitor use of the system, ensuring they meet the highest standards of professional conduct. All communications over the system should be business related, professional, and representative of the high ethical standards of NCMMHC. Employees should remember that the system is a public forum, and employees should only access those sites, or communicate to third parties, with whom the employee would be willing to leave a business card or other form of identification.

Employees are not permitted to transmit or receive, or retain from the system, communications that:

- Contain obscene, profane, abusive or threatening language or graphical representations.
- May be construed as discriminatory, harassing or offensive by reference to race, national origin, gender, religion, age, disability, sexual orientation, or other legally protected criteria.
- Contain references to any sexual acts, sexual relationships, or personal relationships.
- Further any illegal activity.
- Contain agency proprietary or classified information, without prior approval of NCMMHC.
- Reveal client/client sensitive information without the prior consent of the client.
- Are used to solicit or approach others for commercial ventures, religious or political causes, outside agencies, or other non-job related solicitations without permission from NCMMHC.

Unauthorized or inappropriate use of the agency's Email/Internet system may result in discipline or termination, depending upon the severity of the circumstances.

Personnel Data Changes

It is the responsibility of each employee to promptly notify the agency of any changes in personnel data. Personal mailing addresses, telephone numbers, marital status, change in name, emergency contacts, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Executive Assistant. Reporting deliberately false information can be grounds for discipline, up to and including termination.

Access to Personnel Files

NCMMHC maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance evaluations and salary increases, and other employment records.

Personnel files are the property of the agency, and access to the information they contain is restricted. Personnel files shall be accessible only to the Executive Director, Executive Assistant, President of the Board of Directors, Auditors, State or Federal Examiners, or employees designated by the Executive Director.

Distribution or Solicitation

The agency's distribution and solicitation policy is to prevent disruption in the operation of the agency, to prevent disturbances or inconvenience to clients, and control litter problems that could result if the distribution of written materials was unregulated.

Persons not employed by this agency may not solicit business on agency property. Charitable organizations or other agencies may leave literature in the administrative office to be placed in designated areas. Sales persons may not solicit business from employees or clients on agency property.

Employees may not hold raffles or sell anything on agency premises without prior approval by the Executive Director. Approval is also required to distribute advertising material or printed matter. Solicitations for contributions, sale of merchandise, circulation of petitions, solicitation for membership in clubs or organizations, and all other forms of solicitation by employees are prohibited during his/her working hours. Meal times are not considered working hours.

Lost and Found

All found articles should be turned over immediately to the Executive Assistant.

To recover any lost articles, please check with the Executive Assistant. If lost articles are not in the Executive Assistant's office, leave a description of the lost item(s) and request for it to be posted. Check back with the Executive Assistant for follow-up information.

Parking

All offices have designated areas for employee parking.

Personal Vehicle and Property

Damage or theft to an employee's personal property or vehicle while on agency property or while performing agency business is not the responsibility of NCMMHC. Law enforcement authorities should be called as appropriate to report a crime or accident.

Accident deductibles, tickets, violations, etc. incurred by employees while using a personal privately-owned vehicle for agency business are the responsibility of the driver. In the case of an accident, the driver/vehicle's personal auto liability policy will be the primary coverage until the policy limits are exhausted; the agency's auto insurance shall cover the excess if necessary. Employees are required to carry (at minimum) liability insurance on personal vehicles; employees are encouraged to carry their own collision and comprehensive physical damage coverage. Employees bear the expense of any personal auto policy premiums and deductibles. Employees driving their personal vehicles for agency business or to agency events are entirely dependent upon their personal insurance.

Personal Appearance

NCMMHC employees represent the agency to a wide audience on a daily basis. For this reason, discretion in style of dress is essential to ensure that a positive image of NCMMHC is portrayed to every individual encountered on agency business and to the efficient operation of NCMMHC as a whole. All employees are expected to be neatly dressed, well groomed, and to avoid extremes in dress and practice good hygiene at all times. Employees should look to their supervisors for answers concerning appropriate dress. If it is necessary to request that an employee change clothing, they will be expected to make up the time that they are away from work. Dress should be appropriate to the position held by the employee. Employees shall not wear shorts above the knee or offensive slogan t-shirts. Blue jeans may be worn by office staff on "Casual Friday" only.

Retirement

An employee may continue working after the standard Social Security retirement age dependent upon the employee's ability to continue performing his/her job function according to his/her job description and maintenance of an acceptable work standard.

Tobacco Use

NCMMHC is a smoke-free and tobacco-free environment agency-wide. All offices, including outreach facilities and agency vehicles, are smoke and tobacco-free. Smoking (including electronic smoking devices) and use of smokeless tobacco must be done outside buildings and vehicles.

Telephones

Good telephone habits give people the feeling that we are interested in serving them. Speak in a courteous and friendly manner (to colleagues as well as outside callers).

When using the telephone, answer promptly, give accurate, courteous, and conscientious answers, transfer calls, and hang up carefully. Employees are requested not to abuse the agency telephones for private calls.

Employees should not make personal long distance calls. If personal long distance calls are made and charged to the agency, the employee making the call must pay for these calls. Personal incoming calls shall be kept at a minimum.

Transfer and Promotion

From time to time, various positions become available within the agency. It is the policy of NCMMHC to fill positions from within the agency whenever possible. Any openings available will be posted on employee information bulletin boards. Staff may also be informed verbally, by memo, or through staff minutes.

Qualified staff is encouraged to apply for any existing vacancy, and may do so by submitting a letter of intent to apply for a position opening or a newly created position. In case of newly created positions, staff may be required to comply with regular application procedures. Application for transfer to another program within the agency should be made through the appropriate supervisor. Each request will be given consideration based upon qualifications and the requirements of the program with the open position.

Inclement Weather

It is the policy of NCMMHC to maintain available and accessible services during periods of inclement weather only when provision of these services does not pose an imminent threat to life and limb of staff. All staff members are expected to exercise good judgment in making individual decisions regarding travel or exposure to the elements during severe weather.

If an employee is unable to get to work because of inclement weather, his/her supervisor shall be notified. The employee may take a vacation day, make up the hours or be docked for the time off, depending on exemption status. If the employee chooses to make up the hours lost due to inclement weather, the hours lost must be made up within the same workweek. Time off due to inclement weather is not a paid benefit.

When severe weather occurs or threatens during normal working hours, contact the Executive Director or designee to inform him/her of weather conditions and a decision whether to close offices or reduce services. When the Executive Director makes the decision to close offices, notification will be given to all offices, and employees should seek safe shelter. When the decision is made to reduce services, affected employees shall be notified. If the Executive Director makes the decision to close agency offices, the time the offices are closed is paid time for all employees.

When severe weather occurs outside of normal working hours so as to make highway travel impossible or extremely life threatening, employees should:

- Tune in to the local radio stations for reports of school cancellations or office closures.

- Call the Trenton office for instructions if in doubt.

- Report to the service center nearest your place of residence if road or street conditions permit.

- Remain in safe shelter unless it is clearly possible to reach a service center without risk.

CODE OF ETHICS

NCMMHC identifies, develops and documents its required ethical practices and values. NCMMHC has an Ethics Task Force process to follow-up, investigate and address all allegations of violations of ethical conduct and allegations of infringements of the rights of the persons served. The ethics violation complaint will be given to the Executive Director, who will decide which department director to work with regarding the composition of the Task Force. The Task Force will investigate the ethics complaint and copy its report, with recommendations for follow-up, to the Executive Director.

Each employee is encouraged to subscribe and adhere to the following Code of Ethics:

1. The employee shall conduct himself or herself in a manner that is in the best interest of the public health, safety or welfare of clients served by the agency;
2. The employee shall be able to justify all services rendered to clients as necessary for diagnostic or therapeutic purposes;
3. The employee shall practice only within the competency areas for which s/he is qualified;
4. The employee shall report to his/her supervisor or Executive Director known or suspected violations of the laws and regulations governing the practice of professional counselors;
5. The employee shall neither accept nor give commissions, rebates, or other forms of remuneration from referral of clients for professional services;
6. The employee shall ensure clients are aware of fees and billing arrangements before rendering services;
7. The employee shall keep confidential his/her counseling relationships with clients, with the following exceptions:
 - a. When the client constitutes a danger to him/herself or to others; or
 - b. When the professional counselor is under court order to disclose information; or
 - c. As required by law.
8. The employee shall disclose counseling records to others only with the expressed written consent of the client per State/Federal regulations;
9. The employee shall ensure the welfare of clients is in no way compromised in any experimentation or research involving those clients;
10. The employee shall avoid dual relationships with clients that might

CODE OF ETHICS (continued)

- compromise the client's well-being or impair the counselor's objectivity and professional judgment including, but not limited to, counseling close friends or relatives and engaging in sexual intimacies with a client;
11. The employee shall engage in no social or personal relationships, including sexual intimacies, with a former client for 24 months (two years) after termination of services;
 12. The employee shall avoid using relationships with clients to promote, for personal gain or the profit of an agency, commercial enterprises of any kind;
 13. The staff shall adhere to a strict policy of non-discrimination because of disability, race, ethnicity, religion, age, gender, sexual orientation, national ancestry, and other protected classes including persons served, and will work toward the prevention and elimination of such discrimination in rendering service and overall employment practices;
 14. The employee shall respect the basic human rights of the client, including the client's right to make his/her own decision, even to reject help unless a court order stipulates otherwise;
 15. The employee shall recognize the fact that professional practices require professional education, and further, shall hold themselves responsible for his/her personal growth and continuing education and training;
 16. The employee shall adhere to a strict policy of professional respect for the views, actions and findings of colleagues and members of other professions and programs and shall always use appropriate practices to express disagreement in judgment on these matters;
 17. The employee shall respect program policies and cooperate with management functions; and
 18. The employee shall abstain from the non-medical use of any mood-altering chemicals while on the job.

I HAVE READ AND WILL ABIDE BY THIS CODE. I UNDERSTAND FAILURE TO ADHERE TO THIS CODE MAY RESULT IN MY TERMINATION.

Signature

Date

Employer Signature

Date

XV. Disaster Plans

The authorized person in charge at each office location shall be responsible for contacting the appropriate authorities in case of a disaster (fire department, police department, etc.)

The escape routes shall be designated on the disaster plan and assembly point(s) shall be identified.

All new staff will be required to become familiar with the disaster plan and procedures during his/her orientation process.

All staff will be required to participate in practice drills regarding disaster plans at least twice annually.

SEE: Policy and Procedure Manual for disaster plans for each outreach office.
Emergency disaster plans are posted in each office.

Bomb Threats

All bomb threats will be taken seriously and considered factual until investigated.

Staff should remain calm and courteous and gather as much information as possible, keeping the caller on the line as long as possible, while signaling another staff person to notify the Executive Director or designee. The Executive Director or designee will notify the police and quietly alert all supervisors regarding evacuation.

If a bomb is discovered, staff shall not disturb it. Law enforcement and the Executive Director shall be notified immediately. The danger area containing the bomb shall be identified, secured and vacated. All electronic equipment such as cell phones, wireless laptops/tablets, radios, etc. shall be turned off to prevent the possibility that a signal could trigger an explosion.

In case of a bomb threat, the agency will be vacated, without waiting to determine the reality of the threat, in the following order:

Children
Other Clients
Staff

No one will be admitted or returned to the building until bomb disposal personnel

have determined the building is safe for occupancy.

Biohazard or Chemical Threats

In case of a concern about a potential exposure to a chemical or other airborne hazard, immediately notify the Executive Director or designee and local officials. Local officials may advise to “shelter-in-place” and “seal the room”. To shelter in place and seal the room:

- Close and lock all windows and exterior doors

- Turn off all fans, heating and air conditioning systems

- Go to an interior room that is above-ground level and without windows (in the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements even if the windows are closed)

Local officials will tell you when you can leave the room in which you are sheltering.

XVI. Layoffs

Layoffs may occur when the agency must reduce personnel due to operational reasons or other economic reasons.

Temporary Layoffs

In the event the agency must reduce the number of personnel or the number of hours worked by personnel due to client census or other operational reasons for a specified number of days or hours, it is considered a temporary layoff. This is time off without pay but will not affect accrual of benefits. Taking such time off, personnel shall be permitted to use accumulated vacation time if s/he so chooses. If the employee returns to work, it will be at a comparable level prior to layoff. Temporary layoffs shall not exceed 30 days. A Change of Status letter will be written by the Executive Director when a temporary layoff is designated and again when temporary layoff is ended.

Permanent Layoffs

A permanent layoff is a layoff anticipated by the agency to be more than 30 days and will be treated as a termination. Advance written notification will be given to employees in writing according to termination policies. Any vacation accruals will be due permanent layoff personnel in accordance with termination policies. Employees are eligible to apply for unemployment benefits according to guidelines set by state agencies responsible for unemployment. No guarantee of position will be maintained by the agency. If re-hired after permanent layoff, terminating employees will be considered a "new hire" with benefits, salaries and procedures applying according to "new hire" status.

XVII. Sexual/Other Unlawful Harassment and Workplace Violence

Sexual/Other Unlawful Harassment

NCMMHC is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's gender, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. The following is a partial list of sexual harassment examples:

1. Unwanted sexual advances, physical or verbal, including propositions, touching, assaulting, or impeding or blocking movements.
2. Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
3. Verbal conduct that include making or using derogatory comments, epithets, slurs, or jokes.
4. Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes or invitations.
5. Offering employment benefits in exchange for sexual favors, or making or threatening reprisals after a negative response to sexual advances.

If an employee experiences or witnesses sexual or other unlawful harassment in the workplace, it should be reported immediately to his/her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Executive Assistant. An employee can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, an employee's confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosures. The reporting employee will be informed when the investigation is completed.

Any supervisor who becomes aware of possible sexual or other unlawful harassment must immediately advise the Executive Assistant so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Workplace Violence

Workplace violence is defined as any threat, threatening behavior, or violent act or attempt against an employee that creates an environment that negatively affects the employee, or employee performance, either physically or psychologically. Workplace violence will not be tolerated.

Indicators of workplace violence include, but are not limited to:

- Disturbance outside of the agency building
- An individual with a weapon
- Force is used to enter the building
- Attempted entry through locked doors, windows or roof
- Shots or violence heard or seen outside the agency
- Any threats or suspicious activity in the parking lot, against the agency, the building or any of its occupants
- Restraining order violations
- Disturbance in the agency building: Angry voices, threats, display or use of weapons, physical force, screams for help
- Vehicle tampering
- Hostage situation
- Threatening phone calls, written or drawn materials including electronic media

If the situation is verbal threats without physical threats or weapons present, attempt to notify a supervisor to handle the incident. If the threatening situation is verbal and you believe the situation is deteriorating and may lead to physical violence, or if the incident involves physical force to property or person, call 911 and notify the Executive Director or designee.

NCMMHC has adopted a “No Weapons” policy for all program sites and vehicles. Employees and clients who are engaged in agency activities shall observe the “No Weapons” regulation in any off-site location where agency activities may take place.

XVIII. Grievance Procedure

Employee Grievance Procedure

North Central Missouri Mental Health Center is committed to providing the best possible working conditions for all agency employees, thereby helping to maintain good employee relations and assuring equal treatment of all employees. Part of this commitment is encouraging an open and frank atmosphere in which any issue, concern or question can be addressed and discussed. Employees should be aware of the communication channels available and how to use them when questions or concerns arise. This procedure is designed to ensure prompt and fair handling of employee concerns, complaints, misunderstandings and grievances.

1. The agency encourages informal resolution of concerns and complaints. If there is a work-related concern, complaint, misunderstanding, or grievance, employees should discuss the matter first with their immediate supervisor. This should be done as soon as possible but no later than ten (10) working days from the date the concern arose. Supervisors will exert great effort to informally resolve any work-related questions or concerns. They have the responsibility and authority to listen, evaluate, investigate and respond objectively. It is both the employee's and the supervisor's responsibility to make sure that a sincere effort is made to settle the issue at this step. If the employee feels the issue is not resolved as a result of this discussion, or such a discussion is not appropriate under the circumstances, proceed to Step 3.
2. If an employee is uncomfortable discussing an issue with their immediate supervisor, or reasonably believes that his/her immediate supervisor should not be present during the first step of the resolution process, or that the matter cannot be brought to the attention of the immediate supervisor directly, the employee should contact the Executive Assistant/Human Resources for assistance. The Executive Assistant shall be contacted and informed if the employee's concern or grievance moves beyond the immediate supervisor's intervention.
3. If the employee feels the concern was not resolved in informal discussion with his/her supervisor, s/he will have three (3) working days from the date of the informal discussion to prepare and submit a formal written complaint for review by and request an appointment with the Department Director (if applicable). From the date of this request, the Department Director will

have ten (10) working days to both meet with the employee and submit his/her response in writing to all concerned parties.

4. If the employee feels that s/he has not obtained a satisfactory solution from the Department Director, s/he will have three (3) working days to forward his/her formal written complaint to and request an appointment with the Clinical Director (if applicable). From the date of this request, the Clinical Director will have ten (10) working days to both meet with the employee and submit his/her response in writing to all concerned parties.
5. If the employee feels that s/he has not obtained a satisfactory solution from the Clinical Director, s/he will have three (3) working days to forward his/her formal written complaint to and request an appointment with the Executive Director. From the date of this request, the Executive Director will have ten (10) working days to both meet with the employee and submit his/her response in writing to all concerned parties. The decision of the Executive Director will be final.

The Executive Assistant is responsible for assuring each concern or grievance is handled equitably and fairly. Therefore, at any time, s/he may be called upon to facilitate the Fair Labor Standards Act and/or answer any questions regarding fair employment practices. The Executive Assistant can also supply individuals with any materials relating to the Fair Labor Standards Act. The Executive Assistant has the responsibility for communicating how any work-related issue will be resolved and confirming that any related follow-up actions are satisfactorily completed.

Matters will be dealt with in confidence whenever possible, but employees must realize complete confidentiality may not be possible in all circumstances.

No Management Penalties

Any employee who initiates this procedure and follows its steps will not be criticized, penalized or discriminated against, nor will documents relating to the use of this procedure be kept in the employee's permanent file.

XIX. Disciplinary Policies

Infractions of NCMMHC policies and procedures will generally be categorized as either minor or major offenses. All employees are considered to be employed "at-will"; this handbook does not create a contract of employment. This agency reserves the right to terminate employees, during the introductory period or otherwise, for reasons not stated in this handbook or for no reason at all.

A. Minor Offenses

Minor offenses will be handled under a progressive disciplinary procedure. Minor offenses will include, but are not limited to:

- Failure to follow instructions
- Safety rule violation
- Leaving the job without permission
- Gambling
- Profane or abusive language
- Excessive absenteeism or tardiness
- Failure to maintain acceptable work standards and/or levels
- Unauthorized, unsafe or inappropriate use of agency property or Email/Internet system (depending on severity, may be a major offense)

Progressive Disciplinary Procedures: The following steps will be followed for "minor" infractions of the agency's policies and procedures:

1. Employee is notified by supervisor of infraction.
2. Counseling session is set with a specific plan of action for employee.
3. An oral reprimand shall be given by immediate supervisor if initial infraction is not corrected.
4. Written warning. After Steps 1 through 3 have been initiated without correction, a written warning is to be generated and signed by the supervisor and the employee, dated, and "cc'd" to the Clinical Director and/or Executive Director. The written warning will include a plan of corrective action to be taken by the employee, as well as an expected date of completion. Once the corrective measures have been made, a written summary of the actions will be composed by the supervisor, signed and dated by the supervisor and the employee, and "cc'd" to the Clinical Director and/or Executive Director. Administrative suspension (time off with or without pay) may be implemented at the discretion of the

Management Team for reasons such as, but not limited to, concerns of client or employee safety, or to allow for information regarding a claim of breach of ethics or other policy infractions to be investigated.

5. Termination. After completion of Steps 1-4 without successful resolution to initial violation or repeated minor offenses, the employee will be terminated.

Each step in the process shall be documented in the employee's personnel file.

B. Major Offenses

Major offenses that are subject to disciplinary action and may result in immediate discharge include, but are not limited to, the following:

- Physical or mental abuse of clients
- Possession and/or use of intoxicating substances or other drugs while on duty
- Possession of a weapon
- Theft
- Sexual or other unlawful harassment
- Gross negligence
- Insubordination
- Unauthorized, unsafe or inappropriate use of agency property or Email/Internet system (depending on severity, may be a minor offense)
- Any serious crime
- Repeated violations of minor offenses

Detailed information regarding disciplinary policies is found in the Policy and Procedure Manual.

XX. Substance Use Policy

1. General Policy Statement

NCMMHC is committed to maintaining a drug-free work place. The use of illegal drugs or the misuse of legal drugs or alcohol is incompatible with the obligation of NCMMHC to provide a secure, safe and productive environment to its employees and clients. This policy will ensure each employee meets and maintains the required suitability standards for continued employment.

NCMMHC will not employ individuals who traffic in or use illegal drugs, including marijuana and illegally prescribed drugs, or misuse legal drugs or alcohol.

2. Scope of Policy

- a. Alcohol: NCMMHC policy forbids the use, sale, purchase, transfer or possession of alcohol on agency premises or in the performance of agency business or while using agency property. In addition, being under the influence of alcohol on agency premises is expressly prohibited. This prohibition does not apply to off-site agency social functions where the use of alcohol is governed by state or local law. Employees will be subject to discipline up to and including termination for any violation of this paragraph.
- b. Illegal Drugs: NCMMHC policy prohibits the use, sale, purchase, trafficking, transfer or possession of any amount of any illegal drug. In addition, being under the influence of any illegal drug on agency premises is expressly prohibited. Employees will be subject to discipline up to and including termination for any violation of this paragraph. In addition, off-site involvement with drugs, including conviction of drug-related offenses, which impacts agency reputation in any way prejudicial to the agency, may be the basis for termination.
- c. Legal Drugs: All legal non-prescription and prescription medications shall be properly and clearly labeled in accordance with Missouri statutes and shall be kept with the employee's personal possessions or under lock and key. Legal drugs may include over-the-counter drugs, vitamins, and herbs. Employees who are taking or are in the possession of any legally prescribed drugs listed below are to report such drug use or possession as soon as possible to his/her supervisor to determine job-related consequences. Use or possession of the following categories of prescription drugs must be reported: Psychotropic medicines, narcotics, sedatives, tranquilizers,

amphetamines, and any other mind-altering or hallucinogenic drug. Violation of this paragraph may subject the employee to discipline up to and including termination.

3. Responsibility of Employees

It is the individual responsibility of each employee and applicant for employment to understand and abide by this policy. Any questions about the application of the policy may be directed to an employee's supervisor.

An employee with a substance use problem must understand s/he is personally responsible for seeking evaluation and undertaking rehabilitation. NCMMHC encourages such employees to seek help. Any employee who is aware that s/he is dependent upon alcohol and/or drugs and who either voluntarily admits the dependency to his/her supervisor or voluntarily seeks treatment ordinarily will not be subject to discipline for the first instance of admitting the problem or seeking treatment. More specifically, employees who are forthcoming will not be disciplined for doing so; however, NCMMHC will not consider the employee's actions to be voluntary and forthcoming if prompted by an accident, investigation, arrest, or other incident. Moreover, employees who conceal substance use problems from supervisors or who fail to voluntarily seek help place his/her employment with NCMMHC in jeopardy.

Any employee who is convicted of any criminal drug statute must report this to NCMMHC in writing within five (5) working days of the conviction. A copy of this policy shall be provided to every NCMMHC employee, and each employee shall be required to sign and date a receipt form, which will then be made part of the employee's permanent personnel file.

4. Drug Testing

Current employees may be asked to submit to drug testing if s/he displays symptoms consistent with use and/or intoxication and/or if there is an impairment of job performance. Refusal to submit to drug testing will result in termination.

The purpose of the drug-testing program is to determine if the employee should be referred to treatment. Treatment will be paid under any applicable provisions of the agency or other medical plan in which the employee is enrolled, or by the employee. Refusal to enroll in or successfully complete such a program will be grounds for discharge. As part of the program, the employee must authorize NCMMHC to receive all relevant information regarding the employee's progress in the program. All information received will be handled in a sensitive and

confidential manner. Employees who successfully complete the program will be returned to work in accordance with the agency's normal return-to-work procedure 90 days following treatment if the position is still available. Outpatient therapy follow-up will be mandatory for one (1) year with required random drug/alcohol testing.

NORTH CENTRAL MISSOURI MENTAL HEALTH CENTER
SUBSTANCE USE POLICY

I have received and read the Substance Use Policy for North Central Missouri Mental Health Center and agree to abide by the rules and regulations outlined in that policy.

Employee Signature

Date

Employer Signature

Date

NORTH CENTRAL MISSOURI MENTAL HEALTH CENTER
PERSONNEL HANDBOOK

I have received the Personnel Handbook, 1st Edition May 1990, and last revised April 2017.

I have read the Handbook and I am aware of the rules, regulations and policies of this agency. I have received a copy of the U.S. Department of Labor's "Employee Rights and Responsibilities Under the Family and Medical Leave Act" as included in this Handbook. If I do not understand something, I will ask my supervisor, the Executive Assistant or the Clinical Director for clarification.

Employee Signature

Date

Employer Signature

Date