



PERSONNEL HANDBOOK

September 2016

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Section 1

INTRODUCTION

1-1 About CSS

Our number one priority at Community Support Systems (CSS) is to help people. That's why we are committed to seeking and developing the best employees we can. Only with the help of dedicated employees can CSS provide the best services for infants, children, adults and seniors with developmental disabilities.

At CSS you will be a part of a terrific group of employees who care deeply about what they do and the people for whom they provide services.

CSS strives to give employees a supportive work environment in which people can perform their very best.

1-2 General Information

Community Support Systems is a not-for-profit, tax-exempt corporation established under the statutes of the State of Illinois.

CSS provides programs and services to infants, children, adults and seniors with developmental disabilities and their families. Such programs and services fall under Employment, Residential, Family Support and Advocacy.

The contents of this handbook are presented as a matter of information only. While CSS believes wholeheartedly in the plans, policies and procedures described herein, they are not conditions of employment. CSS reserves the right to modify, revoke, suspend, terminate or change any or all plans, policies or procedures, in whole or in part, at any time, with or without notice. The language used in this hand-book is not intended to create, nor is it construed to constitute, a contract between CSS and any one of its employees.

We operate four group homes, three in Effingham and one in Teutopolis. We also provide residential support services to person living in their own homes and call that Scattered Site services. Our Developmental Training (DT) programs are located in Teutopolis at the DT Center on Harvester Street and in the workshop at the Admin Office on Main Street. Community Employment programs are ran out of the Admin office with staff in Teutopolis, Olney and Robinson. All children's programs are administrated from the Lincoln Land Building in Effingham with staff in Effingham, Olney, Carlinville, Hillsboro and Greenville.

1-3 Board of Directors

Community Support Systems' Board of Directors is the governing body, and as such is responsible for the establishment of personnel policies and procedures for CSS.

Though recommendations for new policies or revisions are always welcome, all recommendations must first be presented to the Personnel Committee for review before they can be acted upon by the Board. The Executive Director shall have primary responsibility for administering and resolving questions related to personnel policies and procedures.

Section 2 STATEMENTS

2-1 Mission Statement

Community Support Systems is committed to securing for all people with disabilities the opportunity to choose and realize their goals of where and how they live, learn, work, and play.

Community Support Systems is further committed to reducing the incidence and limiting the consequences of disabilities through education, research, advocacy, and the support of families, friends and community. Through the successful pursuit of quality and justice, CSS will provide leadership in the field of disabilities and develop necessary human and financial resources to attain its goals.

2-2 Philosophy Statement

Community Support Systems is committed to the philosophy that:

- There is dignity and worth in every human being;
- All persons are entitled to both opportunities and risks in the realization of their fullest potential;
- Training programs are maintained around the principles of normalization and the least restrictive alternatives;
- Treatment and training are built around positive approaches;
- Legal and civil rights are affirmed and advocated; and
- Proven systems of management, education research and training are followed.

2-3 Guiding Principles

Community Support Systems recognizes its role as being a leader in services to persons with disabilities. It is necessary for all staff and volunteers to work in partnership toward the betterment of persons with disabilities. To this end, the following guiding principles have been drafted as focusing points to provide a vision for the future. These statements should assist everyone involved with CSS to make decisions.

Community Support Systems believes that:

- Every person with a disability has the capacity to learn and grow
- Every person with a disability should work, learn and live in the least restrictive environment
- Every person with a disability should be provided integration in education, employment, recreation, and housing with the non-disabled population
- Calculated risks will provide opportunities for growth for persons with disabilities
- Consumers' interests come before other considerations
- Persons with disabilities should not have to be institutionalized or reside in nursing homes
- All rights of persons with disabilities should be fervently protected
- Up-to-date technology should be sought and provided to persons with disabilities

2-4 Management Philosophy

Management exists to support the process that delivers service and training to the recipients as they are involved in programs at Community Support Systems.

It is important that staff clearly understand the value of the organization and:

- Work as team members, communicate well, are able to benefit from consultation, and participate in group decision making processes
- Practice positive and humanistic methods and realize that the core of the CSS purpose and mission is the health and well-being of the consumers
- Recognize that outcomes are a focal point of their contribution and that challenges are welcomed experiences that will encourage growth in themselves and Community Support Systems
- Are highly motivated and actively involved with consumers, and demonstrate positive, active and progressive leadership
- Investigate current treatment technologies, developing their knowledge base and work skills

- Practice active listening skills and are willing to communicate at all levels of the organizational structure
- Accept responsibility
- Seek positive relationships inter-program and intra-program
- Negotiate openly, honestly and fairly with others and with Community Support Systems
- Are creative and innovative
- Value time for planning and thinking.

Community Support Systems management recognizes that the purpose of the agency will most effectively be realized when staff are motivated, challenged and supported.

CSS management seeks to:

- Motivate staff
- Set standards that will provide a challenge
- Encourage professional growth as a means of supporting CSS' services and training for consumers.

2-5 Core Values

People First: CSS believes that all people with developmental disabilities have strengths, abilities and inherent value; are equal before the law; and must be treated with dignity and respect. We represent, support and act on behalf of individuals and their families regardless of the level of disability. We believe in self-determination by empowering people with the supports needed to make informed decisions and choices.

Visionary Leadership: We lead with integrity, accountability, and by open, honest and timely communications. We work with individuals, organizations and coalitions in a collaborative fashion. There is valued partnership with families and staff leadership at all levels of the organization that provides mutual support for their respective goals.

Community Participation: CSS works toward and believes in the community imperative; that all people have the fundamental moral, civil and constitutional rights to live, learn, work, play, and worship in safe and healthy communities of their choosing.

Diversity: CSS values and insists upon diversity (including, but not limited to race, ethnicity, religion, age, geographic location, sexual orientation, gender, and level of disability) in its consumers, employees and leadership. We actively pursue and welcome diverse groups.

Integrity and Excellence: CSS conducts its business with integrity. We strive to reflect quality and excellence in all our work.

2-6 Direct Care Staff Code of Ethics

Person Centered Supports: As Direct Care Staff my first allegiance is to the person I support; all activities and functions I perform flow from this allegiance.

Promoting Physical and Emotional Well-Being: As Direct Care Staff I am responsible for supporting the emotional, physical and personal well-being of the individuals receiving support while being attentive and energetic in reducing their risk of harm.

Integrity and Responsibility: As Direct Care Staff I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals and the community.

Confidentiality: As Direct Care Staff I will safeguard and respect the confidentiality and privacy of the people I support.

Justice, Fairness and Equity: As Direct Care Staff I will promote and practice justice, fairness and equity for the people I support and the community as a whole. I will affirm the human and civil rights and responsibilities of the people I support.

Respect: As Direct Care Staff I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others to understand their value.

Relationships: As Direct Care Staff I will assist the people I support to develop and maintain relationships.

Self-Determination: As Direct Care Staff I will assist the people I support to direct the course of their own lives.

Advocacy: As Direct Care Staff I will advocate with the people I support for justice, inclusion and full community participation.

Section 3

PERSONNEL

3-1 Personnel Categories

Throughout this handbook you will find various terms relating to employment status. The following terms are used to describe employee status:

EMPLOYEES: All persons who receive wages/salary from CSS.

FULL-TIME STAFF: Employees who are normally scheduled to work forty (40) hours or more each week.

REGULAR PART-TIME STAFF: Employees who are normally scheduled to work at least thirty (30) hours, but less than forty (40) hours, per week.

PART-TIME STAFF: Employees who are regularly scheduled to work less than thirty (30) hours per week.

TEMPORARY/SUBSTITUTE STAFF: Employees whose service with CSS is intended to be for a limited duration, e.g., employees hired to perform services for a specially funded project or program.

EXEMPT STAFF: Employees who are exempt from the overtime provision of the Fair Labor Standards Act and who do not receive overtime pay for overtime work.

NON-EXEMPT STAFF: Employees who are not exempt from the overtime provision of the Fair Labor Standards Act and who receive overtime pay for overtime work. They are paid at an hourly rate.

CONTRACTUAL: Certain individuals may be retained to provide services as independent contractors. Such individuals are self-employed and are entitled to only those benefits specified in their contract with CSS.

3-2 Selection of Personnel

The Board of Directors will employ a professionally qualified Executive Director. Applicants for positions other than the Executive Director must submit a formal application to the Executive Director on an CSS standard application form. This application will be supplemented by additional information as deemed necessary. Qualified applicants will be invited for a personal interview to be conducted by the Executive Director or his/her designee.

A fingerprint Criminal Background Check, performed by the Illinois State Police, Bureau of Identification, will be required of all new staff.

All new staff, including those promoted or transferred, will be on probationary status during the first six-month period. This will be considered as an adjustment and evaluation period. During this time it is possible for CSS, and for the newly hired staff member, to evaluate the conditions of employment. Should either CSS or the newly hired staff member decide employment may be terminated without written reasons justifying such actions.

Employees of CSS are not hired for any specific term. Accordingly, their employment relationships with CSS are "at will" relationships. Employment "at will" means that employees are free to resign from their positions at any time, with or without cause, upon oral or written notice to their supervisor. Similarly, CSS may end the employment relationship with any employee or change an employee's status (for example, modify a position, promote or demote an employee, adjust compensation, etc), without cause,

for any reason or no reason, subject only to applicable laws (such as the laws against discrimination), upon oral or written notice to the employee. The decision to stay or to leave, whether it is the employee's decision or the decision of CSS, is in the sole discretion of the party making that decision.

CSS does not intend that anything in this Handbook constitute an employment contract or an offer of an employment contract, express or implied, or that this Handbook be in any way deemed by any person, including CSS or any employee to create any legally binding rights to continuing employment or to specific terms or conditions of employment.

No person(s) other than the Board of Directors can enter into an agreement for employment for a specified period of time, or make any agreement or representation contrary to this employment at will policy. Further, any such agreement must be in writing and signed by the Board President.

3-3 Affirmative Action Policy

It is the policy of Community Support Systems to provide equal opportunity in employment and promotion to current staff and applicants for employment. No person is to be discriminated against in employment because of race, religion, color, sex, age, national origin, disability or sexual preference. **(Policy #209)**

3-4 Probationary Period

Community Support Systems has a probationary period of six (6) months of continuous service for all new, rehired, voluntarily transferred or promoted employees. The probationary period may be extended to a maximum of three additional months at the discretion of CSS.

During this probationary period, staff qualifications are carefully evaluated and performance is monitored by the program supervisor. The probationary period also provides an opportunity to prove the ability to perform the duties of the position by the affected staff person.

The six month probationary period shall be included for the purposes of determining vacation, sick leave, and other fringe benefits for which the staff member is eligible.

3-5 Staff Specifications

Community Support Systems provides written job descriptions for all positions within the agency in order to provide a clear understanding of responsibilities and to provide a proper basis for establishing salaries and reviewing work performance. Job descriptions include classifications as defined in the CSS Exposure Control Plan.

A signed job description will be in each staff members' personnel file.

3-6 Employee Referral Bonus

In order to encourage the recruitment of "excellent" employees, the agency will pay a \$50.00 referral bonus to any existing employee who refers a person to CSS for employment and who is then hired by the agency. The referrer will receive an additional \$100.00 bonus after the referred employee has completed their six month evaluation and is no longer on probationary status.

3-7 Education & Experience

Education and work experience requirements shall be established for each position in accordance with standards established by state and national accrediting or licensing organizations and by recognized professional groups.

3-8 Health

All staff with job descriptions in Category I of the "Exposure Control Plan" will be offered the Hepatitis B vaccination within 10 days of employment.

Where applicable, each staff member will, upon employment and biannually thereafter, submit to CSS a complete record of physical examinations. A record of tubercular test, if required, will also be submitted upon employment and biannually thereafter.

All required testing and exams will be paid for by CSS, along with the Hepatitis vaccine, for at-risk employees. Any exposure "incident" follow-up testing will also be paid for by CSS.

All staff in Categories I & II will be trained in Blood Borne Pathogens safety upon being hired and at least annually thereafter.

3-9 Conference & Workshop Attendance

Community Support Systems recognizes that attendance at conferences, institutes, etc. and participation in webinars is a means through which staff develop their professional skills, and therefore continue to make an effective contribution to the agency.

Attendance by staff at such meetings will be approved by the Executive Director on a selective basis within the limits of funds budgeted for this purpose.

3-10 Personnel Records

The Executive Director of Community Support Systems will be responsible for developing and maintaining an adequate personnel record system. Such records will

contain complete information relative to the credentials and work performance of each employee. Personnel records will be confidential and available only to the employee and designated supervisory and administrative personnel. Personnel record keeping will also follow the guidelines established by federal law.

3-11 Staff Dress & Grooming

Community Support Systems staff are expected to be attired in a manner appropriate to the work situation and duty. Staff members are to consider themselves as role models for the persons being served.

To promote safety, ensure protection and prevent injury, all staff and volunteers will be required to wear appropriate footwear.

Staff should not wear dangling earrings or other jewelry which could easily be grabbed.

CSS assumes no responsibility for jewelry or damage to unnecessary attire.

3-12 Performance Evaluation

Community Support Systems is always interested in knowing if its staff members are satisfied in their job, if they are making satisfactory progress, and if they have constructive suggestions. Thus, periodic performance evaluations can be useful to give the staff member and their supervisor an opportunity to explore job related progress, to develop future performance goals and to discuss any work related problems.

Performance reviews are designed to evaluate the staff members performance, to reinforce open lines of communication, and to point out strong points as well as areas for improvement. During the performance review meeting the staff member is encouraged to comment openly and constructively.

Each CSS staff member will undergo a formalized performance review conducted periodically by their departmental supervisor. While the schedule may not be followed in all cases, it is CSS' goal to conduct such evaluations as follows:

- Prior to the end of the first three months of employment;
- Annually thereafter.

Further evaluations may be conducted on an ad hoc basis. Staff who are promoted or transferred will be subject to the performance review schedule as indicated above.

3-13 Professional Conduct

As part of a team involved in the education, training and support of persons with disabilities, each CSS staff member must conduct themselves in a manner that reflects

the highest standard of professionalism and ethical practice. Courtesy to parents and visitors, confidentiality of records and information, cooperation with fellow staff and other CSS personnel and a desire to consistently pursue what is best for consumers, are all attributes of a professional CSS staff member.

3-14 Public Affairs

Public Affairs is a management function that is directed by the Executive Director. The Executive Director, or his/her designee, will be the spokesperson or representative of the agency and provide or authorize all communications with the media or the public concerning the agency.

Any breach of this policy by an agency employee may entail serious discipline, up to and including immediate termination of employment. (Policy #133)

3-15 Confidentiality

CSS staff must abide by the Department of Human Services Confidentiality Act.

This Act, in summary, states that consumer information is confidential and is not to be released or shared with others without the express written permission of the consumer or guardian. (Policy #129)

3-16 Promotions

Community Support Systems Staff members will be kept advised of current job openings within the agency. When possible, promotions to positions of greater responsibility will be offered to qualified employees of the agency.

3-17 Safety

The safety of Community Support Systems consumers and staff members is extremely important. Staff are requested to make every effort to assume responsibility for their own safety, and the safety of those around them, by following instructions and rules intended to prevent accidents. Working conditions felt to be unsafe are to be reported to supervisors immediately. Staff should acquaint themselves with all exits, fire alarms and fire extinguisher locations near their work areas.

Staff are required to read and become familiar with all safety policies and procedures. These can be found in the CSS Policy and Procedure Manual.

3-18 Resignations

Community Support Systems staff are required to give written notice of resignation to the Executive Director at least two weeks in advance of their last day of employment.

Department heads and supervisory staff must give notice to the Executive Director at least one month in advance.

After notice of resignation, requests for vacation or sick time will not be approved. Leave time cannot be utilized to meet notice of resignation period.

3-19 Exit Interviews

Any Community Support Systems staff member who voluntarily terminates employment with the agency will undergo an exit interview with the Executive Director. This interview will be conducted on the staff member's last day of work, or as close to the last day of work as circumstances allow.

Section 4

COMPENSATION

4-1 Scheduled Hours

Full-time staff are scheduled to work 40 hours per week. Staff will not work more than five consecutive hours without taking an uninterrupted 30 minute lunch break (non-paid). Exceptions to this meal break policy and/or scheduled work hours need to be approved by the Executive Director. Exceptions include Rest Area, janitorial crews and residential scattered sites. Residential group homes are also exempt based on the Department of Labor's Residential/Companionship definition.

Work performed at times other than normally scheduled will not be considered in lieu of regular work time unless authorized by the department head and the Executive Director in advance.

No full-time employee may accept employment during regular work hours without approval of the Executive Director and the Board. The request will be presented in writing to the Executive Director.

4-2 Pay Schedule

Payroll is on a biweekly schedule, paid on Fridays. If a holiday falls on a payday, employees will be paid on the preceding work day. All employees will be paid via direct deposit where their pay will be deposited into the bank account specified by the employee. Employees have access to their payroll information through the Paylocity Employee Portal. No paper checks or paystubs will be distributed.

Terminating employees will receive their final pay on the pay day following their last pay period. Accumulated vacation time and any accumulated paid sick time (50% of their hourly rate for sick hours over 480) will be paid on this final check. Payment in lieu of vacation shall not be given except in cases of resignation or termination.

4-3 Overtime Compensation

Community Support Systems tries to avoid requiring overtime. However, occasions sometimes arise when a supervisor may require a staff member to work overtime.

No overtime is to be performed without prior approval of your supervisor. This approval is necessary in order to be paid. Time for which employees are paid that they do not actually work, such as vacation, holidays and sick days, will NOT be counted as time worked for the purpose of computing overtime pay.

"Non-Exempt" staff who work more than 40 hours in a given work week will be compensated at one and one-half times the rate of their regular hourly wage for each hour over 40.

When overtime occurs on a holiday, the employee will be paid time and a half their regular rate. They will also be paid their eight hours of holiday pay if they are full time. Part time staff receive double their regular rate.

"Exempt" employees are not subject to overtime compensation as described above.

4-4 Jury Duty

A staff member summoned for jury duty on a regular work day shall be excused for the required period of time. Staff may choose to receive full compensation from CSS in exchange for wages received from the court.

4-5 Other Compensation

All fees, honorariums, reimbursements or gifts received from services rendered on behalf of Community Support Systems will become the property of CSS. When such services are rendered on behalf of the staff member and on their own time, such compensation will be considered the property of the staff member.

4-6 Longevity Pay Increases

To reward staff for continued years of service to Community Support Systems, a longevity salary increase policy has been implemented as follows:

- After your first five (5) years of employment:
 - "Exempt" staff will earn a \$400 increase per year
 - "Non-Exempt" staff will earn a .20¢ increase per hour
- After each additional five (5) years of employment:
 - "Exempt" staff will earn a \$200 increase per year
 - "Non-Exempt" staff will earn a .10¢ increase per hour

Staff must have completed the required number of years to be eligible and will begin receiving the increase on the first pay day of the following month.

4-7 Use of Sick Leave with Workers Comp

In cases involving absences from work due to job-related accidents/injuries covered by workers compensation, in addition to receiving workers compensation, full-time staff members are given the choice to take 2.5 hours of sick/vacation leave per day, so long as absences do not exceed sick/vacation leave benefits already accrued by the staff member.

See pages 6-12 and 7-9 of this handbook for more information on Workers Compensation.

4-8 Tuition Reimbursement

Community Support Systems will pay 100% tuition and fees for classes REQUIRED for a staff person to continue in their present position. Mileage, meal expenses, books and other related expenses will also be reimbursed by CSS for required classes. Time spent attending these classes will be counted toward time worked or compensatory time.

Tuition and fees will be paid at 100% of fees for classes REQUESTED by the department and approved by the Executive Director. Mileage, meal expenses, books, and other related expenses will also be reimbursed by CSS for approved requested classes. Time spent attending these classes may be counted toward time worked or compensatory time at the discretion of the Executive Director. "REQUESTED" is defined as courses or classes which are not mandatory but which may provide a safer or more productive work environment.

CSS' reimbursement for expenses and time will be limited to four credits per semester.

Any employee may submit a request for partial reimbursement (50%) of a course fee to the Executive Director. Approval will be based on the advantage of the course to the agency and the availability of agency funds. If approved, reimbursement will be made at the completion of the course and will be dependent on a course grade of "B" or better.

4-9 Travel Reimbursement

Staff may be compensated for travel and other expenses incurred in the performance of Community Support Systems business that has been approved by their supervisor. Staff will be required to retain any and all receipts regarding said expenses. Any staff required to use their personal vehicles to travel on CSS business will be reimbursed at the current national allowance and rates.

These allowances change regularly. Staff will be kept informed of said changes.

Auto Mileage..... Follow IRS Mileage Rate
 Parking/TaxiActual Cost
 Lodging/Registration/ Fees/Etc.Actual Cost

Out of Town Per Diem Allowances:

Meals/Tips.....\$36.00 per day

Partial Out of Town Allowances:

Breakfast\$8.00

Lunch.....\$10.00

Dinner.....\$18.00

Any means of travel other than your own vehicle or an agency vehicle will be arranged through the Executive Director in advance.

Section 5

PROBLEM SOLVING PROCEDURES

5-1 Grievance Procedure

Occasionally a Community Support Systems staff member may have a problem or grievance which cannot be resolved through their immediate supervisor. If this occurs, the following formal problem solving procedure assures prompt and fair handling of the problem or grievance by CSS.

This problem solving procedure is designed to be fair, fast and available at no cost. If the time involved is reasonable, the procedure may take place during work hours with no loss of pay. For the purpose of this procedure, a “problem” or “grievance” is defined as any dispute or question concerning the Personnel Handbook in relation to a staff member's actions, i.e.; demotion, reprimand or suspension. Only present employees may avail themselves of the problem solving procedures.

Step One: A staff member having a problem or grievance will first present the grievance, in writing, to their immediate supervisor within ten working days of its occurrence or within 10 working days of when the staff member first learned of the problem.

Step Two: The supervisor will meet with the staff member within five working days of receiving the letter and attempt to resolve the problem.

Step Three: If the staff member is dissatisfied with the immediate supervisor’s resolution of the problem or grievance, the staff member may, within 10 working days after the supervisor’s decision, request, in writing, a discussion with the Executive Director. The Executive Director, or his/her designee, will meet with the staff member as soon as practical to discuss the problem or grievance. The Executive Director, or a designee, will provide a written answer to the staff member within 10 working days of this meeting.

Step Four: If the staff member is dissatisfied with the response from the Executive Director, or his/her designee, the staff member may, within five calendar days of receiving the Executive Director's answer, request, in writing, an appeal to the CSS Board President. A committee will be established and this committee will, as soon as is practical, review the written materials pertaining to the grievance and may, if it deems it necessary, meet with the staff member to solicit additional information. The committee will render a written decision as soon as is practical, but no later than 30 days after the committee's review. The decision of the committee will be reviewed by the Board of Directors in executive session. The decision of the Board of Directors is final.

At any time, if the staff member fails to process their grievance to the next higher step in the procedure within the time limits specified, CSS will consider the grievance to have been resolved by the previous step. The time limits for appealing a grievance to the next step, or for holding any meeting, may be extended by mutual agreement of the parties involved at the particular step.

5-2 Disciplinary Action

Common sense, good judgment and acceptable personal behavior are expected from all CSS staff. Violations of agency rules and performance standards are dealt with through CSS' normal disciplinary procedures. Under normal circumstances, CSS endorses a policy of progressive discipline in which it attempts to provide staff with notice of deficiencies and an opportunity to improve. However, depending on the circumstances, violations of laws or regulations may entail more serious discipline, up to and including immediate termination. A Verbal Warning may be given for minor infractions or performance problems.

Written Warning: Formal warning for repetition of previously noted actions or for various violations of agency policy.

Suspension: Time off without pay for failure to improve or for a serious violation of agency policy.

Termination: Involuntary termination of employment after the above steps have been exhausted or for serious violation of the law or an agency policy.

Following are EXAMPLES of conduct that will result in disciplinary action:

- Failure to follow CSS Policies and Procedures.
- Neglect of duty that does not directly threaten the well-being or safety of any consumer or staff member of Community Support Systems, e.g., failure to complete paper-work in a timely manner; engaging in personal leisure activities during work hours.
- Neglect of duty which directly threatens the well-being or safety of any consumer or staff member of Community Support Systems, e.g., sleeping while on duty; leaving consumers unsupervised or unattended.

- Insubordination, e.g., intentional failure to follow directions, instructions or assignments; intentional failure to cooperate in an accident investigation; intentional failure to follow consumer's behavior program.
- Violation of Community Support Systems' no solicitation/no distribution rules.
- Failure to conform to standards of appropriate dress or demeanor.
- Eating in prohibited areas.
- Tardiness or repeated absenteeism.
- Misuse of agency property and/or services, such as: a) using food and/or consumer supplies in any capacity other than agency business; b) taking agency equipment or other materials without expressed consent; c) claiming expenses for other than authorized agency business; d) abusing personal telephone privileges or failure to reimburse agency for long-distance telephone calls.
- Disregard for the health and safety of any consumer, visitor or fellow staff member.
- Unauthorized release of confidential information.
- Obtaining employment through misleading statements or falsified credentials.
- Physical or verbal assault of any visitor or other staff member.
- Destruction or defacement of an Community Support Systems consumer's, visitor's or staff member's property as a result of intentional misconduct or gross negligence.
- Theft of property from any CSS consumer, visitor or staff member.
- Possessing, using or being under the influence of alcohol or nonprescription drugs while on duty, lunch or breaks; refusal to cooperate with drug and alcohol testing.
- Possession of a weapon while on duty, when on agency property, or at agency functions.
- Falsifying or altering any CSS document, including time sheets.
- Conviction of a felony while in the employment of CSS.
- Sexual harassment or offensive conduct in the work place.

Zero Tolerance—Consumer abuse/neglect/exploitation in any form (physical, mental, verbal or sexual) will result in termination of employment. **(Policy #010)**

Section 6

FULL TIME BENEFITS

6-1 Paid Vacation

Requests: Vacation scheduling is subject to the approval of the appropriate departmental head and the Executive Director and will be granted in such a way as not to jeopardize effective functioning of agency programs. All vacation leaves will be requested via Paylocity Payroll Program at least three weeks in advance and approved by your supervisor. Requests for vacations lasting more than ten regular working days will be submitted at least six weeks in advance. Requests for one (or less) vacation day may be approved without three week advanced notice at the discretion of the Executive Director. Vacation is requested in one hour increments. If less than one hour is needed to complete a 40 hour work week, your supervisor may approve as little as one quarter hour of leave.

Accrument: Paid vacation is accrued on the basis of eight hours per month during the first five years of full-time employment. During the second five years of full-time employment paid vacation is accrued at the rate of 12 hours per month. After ten years of employment vacation time is accrued at a rate of 16 hours per month.

Accumulation: An employee earning eight hours of vacation leave per month can accumulate a maximum total of 192 hours, or 24 days, of vacation time. An employee earning 12 hours of vacation leave per month can accumulate a maximum total of 288 hours, or 36 days, of vacation time. An employee earning sixteen hours of vacation leave per month can accumulate a maximum total of 384 hours, or 48 days, of vacation time.

An employee on Family Medical Leave must be active for the month in order to earn vacation leave for that month. An employee on Family Medical Leave is considered active if he/she attends work at least 50% of their scheduled time.

Payment in lieu of vacation shall not be given except in cases of resignation or termination.

Full-time staff members on a non-paid leave of absence do not earn vacation days while on leave.

Though exceptions may be granted by the Executive Director, new staff members cannot use their accrued vacation leave during their six-month probationary period. If they terminate employment before their probationary period is complete, they will receive payment for all vacation days accumulated during their employment.

Holidays which occur during a regular staff member's vacation period will not be charged against vacation time.

6-2 Paid Sick Leave

Requests: Sick leave is requested in quarter (1/4) hour increments. Sick leave is requested via the online payroll system and requires the approval of your supervisor.

Accrument: Full-time staff earn sick leave at the rate of eight (8) hours per month of service and may accumulate a total of 960 hours (120 days).

Sick Leave will be granted for absences due to an illness, injury, medical appointment or death of the employee's child, stepchild, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent or stepparent.

The Executive Director or Board of Directors may require evidence to substantiate that sick leave days were used for the purposes described above.

Absences of three or more consecutive days may require the staff member to apply for Family Medical Leave. (Policy #202) For extended sick leave or Family Medical Leave (FML), CSS will follow all Family Medical Leave Act guidelines as provided in our Family Medical Leave Policy. (Policy #213) An employee on Family Medical Leave must be active for one month in order to earn sick leave for that month. An employee on Family Medical Leave is considered active if he/she attends work at least 50% of their scheduled time.

When on sick or Family Medical Leave, sick days must be used first, followed by vacation days. If all sick and vacation days have been exhausted, days absent will be non-paid. A staff member on a non-paid leave does not earn sick days while on leave.

Full-time staff will be compensated for sick leave accrued beyond the maximum accumulation of 960 hours at a monetary rate of 50% of their hourly wage. Compensation will occur with the last pay day of June each year. Terminating employees will be paid at 50% of their hourly rate for eligible excess sick hours. (Eligible excess sick hours for a terminating employee are any sick hours accumulated over 480 hours.)

6-3 Paid Holidays

Full-time staff will be granted the following holidays with pay:

New Year's Day	Independence Day	Thanksgiving Day
President's Day	Labor Day	Friday after Thanksgiving
Good Friday	Columbus Day	Christmas Day (Plus One Day)
Memorial Day	Veterans Day	

The additional holiday at Christmas will be scheduled by the Executive Director on a year-by-year basis, depending on the day of the week on which Christmas falls. Holidays which fall on a Saturday will be observed the preceding Friday. Holidays which fall on a Sunday will be observed on the following Monday. This is for staff who work a regular Monday through Friday work week. For non-traditionally scheduled staff, holidays will be observed on the actual day they occur.

If an employee works on the holidays listed above, they will be paid time and a half for all hours worked on the actual holiday. In addition, they will receive the eight hours of holiday pay at their regular rate. Holidays may be observed on alternate dates to accommodate residential and vocational programs. Alternative dates will be assigned by

the department head and approved by the Executive Director. If an employee does not work the holidays listed above, they will be paid for eight 8 hours of holiday pay at the regular rate.

To be eligible for a paid holiday, an employee must be actively employed on the workday immediately preceding and immediately following the holiday. To be considered as an active employee, he/she must attend work at least 50% of their scheduled work time, and be active for the 30 calendar days prior to the holiday.

6-4 Group Insurance

Full Time Staff are eligible to participate in Community Support Systems' group health, life, dental and vision insurance plans.

Our current health insurance provider is Blue Cross/Blue Shield of Illinois. Eligible staff members are covered on the first day of the month following the first 60 days of employment. The Payroll/Benefits Clerk will provide all applicants with a Health Insurance Enrollment Guide and Health Insurance Election Form. The identification card and claim forms will be sent to you by Blue Cross/Blue Shield of Illinois.

Further information concerning our insurance is described in the Health Insurance Enrollment Guide along with telephone numbers for "Prior Authorization". Instructions must be followed to avoid any reduction in benefits.

6-5 Dental Insurance

Community Support Systems offers dental insurance to full-time staff and pays 100% of the premium for the staff member. If a full-time staff member elects family dental coverage, this portion will be at their expense.

6-6 Vision Insurance

Community Support Systems offers vision insurance to full-time staff and pays 100% of the premium for the staff member. If a full-time staff member elects family vision coverage, this portion will be at their expense.

6-7 401 (k) Retirement Plan

Community Support Systems offers a retirement plan to eligible staff. Each year CSS will make a contribution to the 401 (k) retirement plan upon approval by the Board of Directors. To be eligible for participation in the plan, staff must:

1. Have completed one year of employment
2. Worked at least 1,000 hours

3. Must be 21 years of age

All CSS retirement contributions are subjected to a vesting schedule. The vesting schedule is as follows:

- 2 Years = 20%
- 3 Years = 40%
- 4 Years = 60%
- 5 Years = 80 %
- 6 Years = 100%

6-8 Matching Tax Deferred 401 (k) Program

Community Support Systems offers a Matching Tax Deferred Annuity Plan to full-time staff. To be eligible for participation in the plan staff must:

1. Contribute at least \$40.00 per month to the plan
2. Have completed one year as a full-time staff member and be 21 years of age
3. Maintain such employment status throughout participation in the program

CSS contributes the following to participants of the plan:

- At 1 year anniversary date \$40 per month
- At 5 year anniversary date \$45 per month
- At 10 year anniversary date \$50 per month
- At 15 year anniversary date \$60 per month
- At 20 year anniversary date \$70 per month

The agency will not contribute toward this plan while an employee is on a non-paid leave of absence from work.

Enrollment in the 401 (k) Plan Matching Tax Deferred Annuity is not automatic. When you become eligible and wish to participate, contact the Payroll/Benefits Clerk for current options.

6-9 Social Security & Medicare

All CSS employees are included in the federal Social Security and Medicare programs. Payments are made through payroll deductions with an equal (matching) amount paid on behalf of the employee by CSS.

6-10 Unemployment

All CSS employees are covered under the Illinois Unemployment Compensation Act. Unemployment compensation is paid by CSS with no payroll deductions from the employee.

6-11 Workers Compensation

Workers Compensation coverage is carried by Community Support Systems for all employees who may be injured at work. All injuries must be reported to the Safety Officer or supervisor immediately. The name, address and telephone number of the workers compensation carrier is posted on the bulletin board within your work place as well as at the Administration Office located at 618 West Main Street in Teutopolis, IL.

Section 7

PART TIME BENEFITS

7-1 Paid Personal Leave

Personal Leave scheduling is subject to the approval of the appropriate supervisor and the Executive Director and will be granted in such a way as not to jeopardize effective functioning of agency programs.

Part-time staff earn personal leave hours at the following rates:

Employed 0-5 years - 1 hour earned per 43.0 hours worked

Employed 6-10 years - 1 hour earned per 21.5 hours worked

Employed 11+ years - 1 hour earned per 14.5 hours worked

The formula used is based on earning six (6) days per year for the first five years of employment, 12 days per year for the second five years of employment and 18 days per year after ten years of employment.

Personal hours earned will be calculated from actual hours worked and will be credited to each employee's leave record each pay period. All personal hours shall be requested via Paylocity Payroll Program and approved by your supervisor. Personal leave is requested in one hour increments.

Part time staff will be paid for any unused accumulated personal hours upon termination at their current hourly rate. A part-time staff member promoted to full-time status will keep their accumulated personal hours earned while part-time. These will be converted to "Vacation" hours.

Hours worked as part-time will be counted toward full-time seniority. For every 2,080 hours of work as a part-time staff member, one year of full-time staff benefits will apply if and when the staff member accepts a full-time position with CSS, but only if

their employment has been continuous. Hours worked prior to January 1, 1995 will not apply.

7-2 Sick Leave

Part time staff do NOT earn “sick” leave hours but rather personal leave hours. If a staff person is unable to work due to an illness, injury, medical appointment or death of the employee’s child, stepchild, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grand parent or stepparent accumulated personal leave hours may be used.

The Executive Director or the Board of Directors may require evidence to substantiate that Personal Leave hours were used for the purposes described above.

Absences of three or more consecutive days may require the staff member to apply for Family Medical Leave. **(Policy #202)**

For extended sick leave or Family Medical Leave (FMLA), CSS will follow all Family Medical Leave Act Guidelines as provided in our Family Medical Leave Policy. **(Policy #213)**

7-3 Holiday Pay

Regular Part Time and Part Time staff members will be paid at double their hourly rate if they work on the following holidays:

New Year’s Day	Labor Day
Good Friday	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	

Holidays may be observed on alternative dates to accommodate residential and vocational programs. Alternative dates will be assigned by the department head and approved by the Executive Director.

7-4 Group Health Insurance

Regular Part Time Staff (see section 3-1 for Personnel Classifications) are eligible to participate in Community Support Systems’ group health and life insurance plans.

Part Time staff hours will be monitored to determine eligibility for health insurance coverage during an approved and federally mandated look back period. Staff averaging a minimum of 30 hours worked per week, during the look back period of 12 months, will be eligible to participate in the CSS group health insurance plan.

Our current health insurance provider is Blue Cross/Blue Shield of Illinois. Eligible staff members are covered on the first day of the month following the first 60 days of employment. The Payroll/Benefits Clerk will provide all applicants with a Health Insurance Enrollment Guide and Health Insurance Election Form. The identification card and claim forms will be sent to you by Blue Cross/Blue Shield of Illinois.

Further information concerning our insurance is described in the Health Insurance Enrollment Guide along with telephone numbers for "Prior Authorization". Instructions must be followed to avoid any reduction in benefits.

A Regular Part Time staff member, who chooses not to enroll in group health insurance at the time of employment, may enroll upon becoming a full time staff member or during the annual open enrollment period.

7-5 401 (k) Retirement Plan

Community Support Systems offers a retirement plan to eligible staff. Each year CSS will make a contribution to the 401 (k) retirement plan upon approval by the Board of Directors. To be eligible for participation in the plan, staff must:

- Have completed one year of employment
- Worked at least 1,000 hours
- Must be 21 years of age

All CSS retirement contributions are subjected to a vesting schedule. The vesting schedule is as follows:

2 Years = 20%
3 Years = 40%
4 Years = 60%
5 Years = 80 %
6 Years = 100%

7-6 Matching Tax Deferred 401 (k) Program

Community Support Systems offers a Matching Tax Deferred Annuity Plan to part-time staff. To be eligible for participation in the plan, staff must:

1. Contribute at least \$40.00 per month to the plan
2. Have completed one year as a part-time staff member and be 21 years old
3. Work more than 1000 hours in that year
4. Maintain such employment status throughout participation in the program

CSS contributes the following to participants of the plan:

At 1 year anniversary date \$40 per month

At 5 year anniversary date \$45 per month

At 10 year anniversary date \$50 per month

At 15 year anniversary date \$60 per month

At 20 year anniversary date \$70 per month

The agency will not contribute toward this plan while an employee is on a non-paid leave of absence from work.

Enrollment in the 401 (k) Plan Matching Tax Deferred Annuity is not automatic. When you become eligible and wish to participate, contact the Payroll/Benefits Clerk for current options.

7-7 Social Security & Medicare

All CSS employees are included in the federal Social Security and Medicare programs. Payments are made through payroll deductions with an equal (matching) amount paid on behalf of the employee by CSS.

7-8 Unemployment Compensation

All CSS employees are covered under the Illinois Unemployment Compensation Act. Unemployment compensation is paid by CSS with no payroll deductions from the employee.

7-9 Workers Compensation

Workers Compensation coverage is carried by Community Support Systems for all employees who may be injured at work.

All injuries must be reported to the Safety Officer or supervisor immediately.

The name, address and telephone number of the workers compensation carrier is posted on the bulletin board within your work place as well as at the Administration Office located at 618 West Main Street in Teutopolis, IL.

Section 8

POLICIES

Personnel Policies

Below are summaries only of the Community Support Systems Personnel Policies. For more details on each policy, please refer to the corresponding policy in the CSS Policy & Procedures Manual.

#010 Neglect, Abuse & Exploitation Allegations Policy

It is the responsibility of all staff to immediately report any suspected neglect, abuse or exploitation of a consumer to the Executive Director. All allegations of neglect, abuse or exploitation of consumers will be investigated to either substantiate the allegations or exonerate the person(s) involved. The investigation will begin within 24 hours, or by Monday at noon if the charges have resulted during the weekend, of the report and are to be concluded without necessary delay.

All staff will read the CSS Neglect, Abuse or Exploitation Allegations policy in its entirety upon being hired. A signed copy will be placed in the staff member's personnel file.

#107 Use of Agency Equipment Policy

It is recognized that equipment and property of CSS have been purchased or donated for the specific purpose of benefiting consumers. It is CSS' policy to use this property for its intended use. Any exception requires approval by the Executive Director.

#207 Health Insurance Continuation (COBRA) Policy

CSS offers COBRA benefits to qualified staff and their families through COBRA Administrative Services. Notify the Payroll/Benefits Clerk within 30 days of any qualifying event and you, or the affected family member, will be contacted by COBRA Administrative Services.

#208 ADA Compliance Policy

CSS welcomes applications from people with disabilities and does not discriminate against them in any way. CSS complies with the Americans with Disabilities Act of 1990.

#210 Sexual Harassment Policy

It is the policy of Community Support Systems to prohibit sexual harassment of staff and consumers in the work place by any person and in any form. Staff are expected to act in a positive manner and contribute to a productive work environment that is free from harassing and disruptive activity.

#211 Illinois School Visitation rights Act Policy

In compliance with the School Visitation Rights Act, it is the policy of CSS to give staff up to eight hours of unpaid leave (if accrued vacation leave has been exhausted) in each school year to attend school conferences or classroom activities involving the staff member's child.

#213 Family Medical Leave Policy

CSS follows federal guidelines for the Family Medical Leave Act (FMLA). An FMLA leave of absence is defined as an approved absence available to eligible staff members for up

to 12 weeks of leave in a 12 month period under certain circumstances that are critical to the staff member's health or the health of their immediate family.

#214 Use of Tobacco

No smoking or use of tobacco will be allowed in facilities or vehicles owned by CSS. Smoking in outside designated areas will be limited to before and after scheduled work hours and during breaks and lunch periods. Tobacco products will not be sold on CSS premises.

#217 Employee Assistance Program

CSS maintains and encourages the use of an Employee Assistance Program which provides help to employees who are experiencing personal problems. However, it is the responsibility of the employee to seek assistance from the Employee Assistance Program. The agency offers several provider options and their contact info is listed below.

Griffin Therapeutic Solutions

Faith Griffin
405 S Third St.
Effingham, IL 62401
(217)-994-4898

Caring Solutions

Kristi Kinney
14989 N. Park Rd.
Effingham, IL 62401
(217) 868-5862

The Wellness Loft

Amy Guy
408 S. 4th St.
Effingham, IL 62401
(217) 347-5118

Dr. Jack Cole

302 Kitchell Ave. Suite E
Olney, IL 62450
(618) 395-6261

#401 Seat Belts & Vehicle Door Locks

Seat belts are to be worn by all CSS employees while in agency vehicles or on agency business in personal vehicles. Vehicle doors are to be locked when vehicles are in motion.

#403 Infectious Disease Procedures

It is the responsibility of all staff to immediately report infections and/or communicable diseases, in themselves or others, to their supervisor. All staff are required to read the Infectious Disease Procedures policy and referenced material.

404 Substance Abuse

CSS has a vital interest in maintaining safe, healthful and productive working conditions for its staff and consumers. An employee under the influence of drugs or alcohol on the job can be a serious safety risk to themselves, other employees, consumers and the general public. The possession, use or sale of alcohol or illegal drugs in the workplace is unacceptable.

#407 Blood Borne Pathogens Exposer Control Plan

In order to protect CSS staff who face “reasonably anticipated risks” as a result of possible exposure to blood borne pathogens that can cause disease, a Blood Borne Pathogens Exposure Control Policy has been developed.

#408 Hazards Communication Program

It is the responsibility of CSS to protect staff from all hazardous chemicals known to be present in our work places. CSS will provide staff a reasonably safe place in which to work and instructions in safe work practices. Staff have a responsibility to learn and follow the sensible procedures established to assure basic awareness of hazards in the work place.

#411 Drug Free Workplace

CSS has a vital interest in maintaining safe, healthful and productive working conditions for its employees. In compliance with the Drug Free Workplace Act, CSS is notifying all employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance, including cannabis, is prohibited while at work, on agency property or on agency business.

If you have questions concerning any of the information contained within this handbook please discuss them with your supervisor or contact the appropriate person below.

Andy Kistler
Executive Director
akistler@csscares.org
217-705-4298

Jernice Rhodes
Benefits/Payroll Clerk
jrohdes@csscares.org
217-718-3765

Pete Niccum
Director of Employment Services
pniccum@csscares.org
217-673-7044

Barb Rodgers
Director of Residential Services
brodgers@csscares.org
217-718-3761

Debbie Einhorn
Director of Family Support
deinhorn@csscares.org
217-717-8016

Deb Parmenter
Business Manager
dparmenter@csscares.org
217-705-4432

Sandy Vansaghi
Director of Rehabilitation Services
svansaghi@csscares.org
217-705-4448