



switchpoint™

Employee Policy & Procedure Manual



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EMPOWER homeless families & individuals by **ADDRESSING** the underlying **CAUSE OF POVERTY**, providing an individualized **COMPREHENSIVE PLAN** that supports them on their journey to **SELF-SUFFICIENCY** and the opportunity to **CONTRIBUTE** To the community.

IT TAKES ALL OF US

Switchpoint Employee Policy & Procedure Manual

Introduction

The Switchpoint Policy and Procedure Manual is designed to improve the planning, operations and management for Switchpoint Community Resource Center and Emergency Shelter. The intention is to provide a document for personnel such as policy and decision makers and shelter program managers to guide the promotion, development and maintenance of the emergency shelter management program.

This handbook is the outcome of a consultative process involving the Friends of Switchpoint Board of Directors and the Switchpoint Executive Management Team as well as state and local agencies. It has been developed to fulfill objectives of local and state agencies to establish comprehensive emergency shelter policies and programs.

Policy

It is the policy of Switchpoint Community Resource Center to take actions to support vulnerable individuals and families who are experiencing homelessness. The Switchpoint Emergency Shelter program is designed by Switchpoint Community Resource Center to establish a mechanism that provides emergency shelter for members of the public, augmenting resources of the private sector and non-government organizations to cope with emergency shelter needs resulting from a catastrophic and life-changing experience that places individuals in a state of homelessness. Persons experiencing homelessness will be provided temporary shelter giving priority attention to the most vulnerable groups.

The purpose of this manual is to provide guidelines and information on emergency shelter management. This will involve policies and procedures as well as training of shelter management staff and the equipping and maintenance of the Switchpoint Emergency Shelter and all programs that fall under the Switchpoint Community Resource Center.

Objectives of this manual are to:

1. Define roles and responsibilities for shelter management and personnel and to provide guidelines and information needed for the efficient management of the Switchpoint Emergency Shelter.
2. Ensure that an emergency shelter program is defined within the context of a community resource center.
3. Provide information that can be used to enhance the existing training program for shelter management.
4. Provide guidelines for the efficient and consistent delivery of shelter related services.

The effective use of this manual therefore, will ensure that shelter management and other personnel involved in the execution of the shelter management program are sufficiently well informed to be able to develop and maintain a shelter program and maintain a constant state of readiness to respond to the needs of those persons who will be served by them.

A percentage of our population are highly vulnerable to the effects of intergenerational poverty and homelessness. The vulnerability of these individuals is often the result of the lack of education or skills, lack of affordable housing, an ineffective support system that penalizes families who seek to make improvements, lack of family and/or support, low wages, insecure jobs and unemployment and/or underemployment.

Scope

The protection of life and property and the alleviation of suffering and hardships caused by these factors is at the core of what Switchpoint Community Resource Center and Switchpoint Emergency Shelter are designed to assist with. The overall policy of the Switchpoint Emergency Shelter is to establish and maintain a system for mitigating the effects of homelessness and support those individuals and families in their journey out of homelessness. To this end Switchpoint has established and implemented a program where the facility works in a concerted effort along side other non-profit agencies, local government, and community businesses in the area to provide a hand-up, not just a hand-out.

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Employee Training Policy & Procedure

Policy

Switchpoint provides or arranges for a staff training and development that enhances employee skills and abilities to ensure employees are qualified to fulfill their job responsibilities, and to promote awareness and sensitivity to cultural backgrounds and needs.

Procedure

- Switchpoint maintains a Staff Development Fund for the training and development needs of regular employees.
- Training is provided on an ongoing basis through direct monthly supervision and through at least quarterly training events staff are required to attend.
- Switchpoint documents attendance at the required training. No exemptions are granted. If an employee is unable to attend the training, s/he will be required to make it up or scheduled for the next available opportunity. Switchpoint keeps a record of pre-employment training and in-service training (documents of attendance and completion) in employee personnel files.
- The Human Resource Manager is responsible for ensuring that employees have appropriate and current training in all required areas (health and safety, policies and procedures, universal precautions, first aid, and non-violent communication).
- Annually in their Program Annual Reports, the Manager evaluates the Shelter's training requirements.

New Employees

- All new employees complete staff orientation within their first two days of employment. Department managers will oversee all other new employee training as well as ongoing training for employees in their department. All other required training must be completed within the first year of employment.
- Training that an employee is directed to take by her/his immediate supervisor or that is required by Switchpoint (e.g. First Aid) is funded by the employer, including the cost of the employee's wages and any relief coverage necessary. The Manager must clearly identify all applications for funds for directed training.

Standards & Ethics of Conduct

Switchpoint strives to provide a work environment that is collegial, respectful and productive. This policy establishes rules for the conduct of personal relationships between employees, including supervisory personnel, in an attempt to prevent conflicts and maintain a productive and friendly work environment.

Personal Relationships

A “personal relationship” is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.

An employee who is involved in a personal relationship with another employee may not occupy a position in the same department as, work directly for or supervise the employee with whom he or she is involved.

Switchpoint reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who engage in a personal relationship that may affect terms and conditions of employment. Supervisors and managers are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

When a conflict or the potential for conflict arises because of a personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment, or terminated from employment. If such a personal relationship between employees develops, it is the responsibility and obligation of the employees involved to disclose the existence of the relationship to the department director or manager.

When a conflict or a potential for conflict affecting terms or conditions of employment arises because of the relationship, the individuals concerned will be given the opportunity to decide who is to be transferred to another position, or terminated, if no position is available. If no decision is made within 30 calendar days of the offer to resolve the situation, Switchpoint will determine who is to be transferred or, if necessary, terminated from employment.

All possible conflicts of interest must be reported immediately to the Executive Director. See Conflict of Interest Reporting Form. Conflicts may include but are not limited to the following: work with similar duties to your current job description, work or activities that carry over from resources and contacts established in your daily work and other reimbursable or fee for service task that may result in you or your relations prospering from it.

Relatives and Conflict of Interest

Representatives of Switchpoint are expected to behave in a professional way to avoid all conflicts of interest, including taking unfair advantage of clients through opportunities afforded by the staff/client/volunteer relationship at Switchpoint.

Relatives of employees or board members may be eligible for employment with Switchpoint only if individuals involved do not work in a direct supervisory relationship, or in positions in which a conflict of interest could arise.

Standards & Ethics of Conduct

Switchpoint defines “relatives” as spouses, children, siblings, parents, in-laws, and step-relatives. Present employees who marry or have a personal relationship will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another, in the same department or in positions involving conflict of interest.

No employee, intern, or volunteer shall use their association with Switchpoint in a manner that promotes their own personal interests and not those of the Switchpoint.

Employees shall comply with the standards of conduct and ethics established in these rules and the policies and principles:

- Employment is contingent on the successful completion of a background check. Switchpoint will provide the funds necessary for this service. Applicants are required to return the documents necessary for the background check within one week of receiving them.
- Employment of current clients in shelter is prohibited.
- An employee shall apply him or herself to and shall fulfill assigned duties during the entire time for which they are compensated.
- An employee shall submit to and annual Individual Performance Appraisal Instrument.
- An employee shall maintain an acceptable level of performance and conduct on all verbal and written job expectations.
- An employee shall report conditions and circumstances including controlled substances or alcohol impairment that may prevent the employee or coworker from performing their job effectively and safely.
- An employee shall notify the supervisor of any unclear instructions or procedures so that the supervisor may clarify for the employee.
- An employee shall make prudent and frugal use of Switchpoint funds, equipment, buildings, and supplies.
- An employee who becomes aware of any activity that represents fraud and/or abuse shall report such allegations immediately to a supervisor.
- Switchpoint vehicles are available to employees on the approved driver list for employment related transportation issues only. Whenever staff is transporting clients they must have two staff present and/or be of the same gender as the client.
- Switchpoint staff are not to transport clients in their personal vehicles.
- An employee shall maintain an acceptable level of professionalism with clients. No personal relationships are allowed.

Unacceptable Conduct

The following are examples of conduct that violates Switchpoint policy, and may result in disciplinary action, including immediate termination. This list is not intended to identify every type of unacceptable conduct for which disciplinary action may be taken:

Standards & Ethics of Conduct

- Failure to comply with a reasonable work request, refusal to follow the instructions of the established authority, or other conduct that is considered insubordinate.
- Inefficient, careless, or unsatisfactory job performance, including failure to maintain proper standards of workmanship or perform duties in an acceptable manner.
- Neglect or abandonment of duties.
- Failure to get along, cooperate, or work harmoniously with supervisors, fellow employees, board of directors, vendors, clients or the public.
- Damaging, defacing, destroying, wasting, abusing, stealing, misappropriation or unauthorized taking or use of property, funds, equipment or supplies belonging to Switchpoint, a board member, and employee, a vendor, contractor, or any other person or entity.
- Failing to abide by occupational health and safety guidelines or common safety practices.
- Engaging in immoral or indecent conduct in the workplace or while representing Switchpoint in an capacity.
- Engaging in the use, possession or distribution, of sexually oriented or indecent materials.
- Violating Switchpoint policies regarding discrimination and sexual harassment or other forms of harassment.
- Falsification of or making material omissions on employment applications, time records, mileage reports, or other documents or records.
- Conducting personal business on Switchpoint time.
- Repeated unavailability for work or excessive tardiness or absences from work.
- Engaging in business or activities which create or constitute a conflict of interest (see Conflicts of Interests)
- Reporting for duty or attempts to perform the duties of the position while under the influence of alcohol or non-prescribed controlled substances.
- Unlawful activities including sending or receiving copyrighted materials in violation of copyright laws or license agreements.
- Downloading non work-related software, music, movies, games or other applications from the internet.

Dress Code & Personal Appearance Policy

This dress code is gender inclusive. You are expected to dress and groom yourself in accordance with accepted social and business standards. Particularly, if your job involves dealing with clients or visitors in person.

A neat, tasteful appearance contributes to the positive impression you make regarding Switchpoint. You are expected to be suitably attired and groomed during working hours or when representing Switchpoint.

When working outside of the Center please dress appropriately according to the standards that the activity or event requires.

All casual clothing is not suitable to wear to work. These guidelines will help you determine what is, or is not, appropriate to wear to work.

Unacceptable clothing includes:

- Clothing that is torn, frayed, or dirty
- Clothing that has words, terms, or pictures that may be offensive to others
- Clothing that reveals your back, chest, stomach, or underwear
- Excessive body piercings that contain jewelry is not acceptable
- Excessive or offensive tattoos must be covered

No dress code can cover all contingencies, so it is up to you to exert a certain amount of judgment when choosing what to wear to work. If your supervisor finds that your attire, and/or grooming is not suitable for the workplace or representation of Switchpoint you may be asked to leave the workplace until you are properly attired and/or groomed. Employees who violate dress code standards may be subject to appropriate disciplinary action.

Call In Sick and/or Tardy Policy

General Expectations

Policy

Employees are expected to work their full, approved schedule as directed, report to work on time each day and be ready to work at the start of each shift. No employee may be tardy or absent from work without first calling their immediate supervisor.

Procedure

If an employee will be absent and or tardy they must call their immediate supervisor and give them notification. If their immediate supervisor is not available the employee must call the Director of Operations or HR Manager. In emergency situations where prior notification is not possible, the employee should notify their immediate supervisor or HR Manager as soon as possible.

Disciplinary Action

Excessive absences, tardiness, failure to report or call-in pursuant to company policy will not be tolerated and may result in disciplinary action, up to and including dismissal from employment. (see Employee Disciplinary Policy)

Employee Substance Abuse Policy

Policy

It is the policy of Switchpoint to maintain a drug free workplace. The following substances are considered drugs:

- Alcohol
- Illicit drugs, that is, substances governed by the Federal Controlled Substance Acts
- Legal drugs used improperly
- Non-drug substances such as Kava, glue, solvents, etc. used improperly

Any employees reporting to work unfit for duty or under the influence while on the job will be subject to personnel action up to and including termination.

Any use of drugs during work hours including after hours and weekend activities sponsored by Switchpoint shall be grounds for termination.

As a condition of employment the employee will:

- Abide by the requirements for a drug-free workplace
- Notify Switchpoint Executive Director of any criminal drug statute conviction for a violation no later than five days after such conviction
- Refrain from using, selling, or distributing drugs

Within 30 days of receiving information of a conviction for use of a substance considered as drugs, personnel action against such an employee up to and including termination shall be taken.

I have been given information on the Switchpoint discipline policy on illegal drug activity in the workplace.

I understand that personnel action up to and including termination can be imposed for a drug-related offense that occurs in the workplace.

I have been made aware that illegal drugs are dangerous.

I understand that Switchpoint intends to have a drug-free workplace, and wants to provide information necessary to assist an employee who has a problem.

I am aware that I must report any conviction of a drug-related offense committed to the Executive Director within five (5) days.

Employee Signature

Date

Switchpoint Drug Testing Policy

Switchpoint is a drug-free workplace and conducts reasonable suspicion drug testing. As such, we prohibit the use of nonprescribed drugs or alcohol during work hours. If the employee comes to work under the influence of drugs or alcohol or uses drugs or alcohol during work time, the employee will be disciplined in accordance to the policy up to an including termination.

Under Switch point's drug testing policy, all current and prospective employees must submit to the drug testing policy. Prospective employees will only be asked to submit to a test once a conditional offer of employment has been extended and accepted. An offer of employment by Switchpoint is conditioned on the prospective employee testing negative for illegal substances.

Switchpoint's policy is intended to comply with all state laws governing drug testing and is designed to safeguard employee privacy rights to the fullest extent of the law.

Before being asked to submit to a drug test, the employee will receive written notice of the request or requirements. The employee must also sign a testing authorization and acknowledgement form confirming that he or she is aware of the policy and employee's rights.

If the employee receives notice that the employee's test results were confirmed positive, the employee will be given the opportunity to explain the positive result. In addition, the employee may have the same sample retested at a laboratory of the employee's choice.

If there is reason to suspect that the employee is working while under the influence of an illegal drug or alcohol, the employee will be suspended without pay until the results of a drug and alcohol test are made available to Switchpoint. Where drug or alcohol testing is part of a routine physical or random screening, there will be no adverse employment action taken until the test results are in.

All testing results will remain confidential. Employee must sign a consent form prior to the release of results. Test results may be used in arbitration, administrative hearings and court cases arising as a result of the employee's drug testing. Results will be sent to federal agencies as required by federal law. If the employee is to be referred to a treatment facility for evaluation, the employee's test results will also be made available to the employee's counselor.

Receipt Acknowledged:

Employee Signature _____

Date _____

Awareness of Unlawful Harassment in the Workplace Policy

Switchpoint will not tolerate harassment by any employee, volunteer, participant, or others toward another individual, either explicitly or implicitly. Similarly, employee shall not make promises, imply or grant any preferential treatment engaging in sexual conduct.

Any employee who believes a co-worker has sexually harassed them, or agent of Switchpoint should promptly report in confidence the facts of the incident and the names of those involved to their manager or executive director. All managers should report situations of sexual harassment to the executive director.

Absolutely no reprisals for reporting will be tolerated. Sexual harassment is a crime and appropriate action will be taken by Switchpoint as determined by the executive director or the appropriate representative as determined by the board of directors.

Policy

Switchpoint is committed to providing and maintaining a safe working environment. Switchpoint will do everything reasonably necessary to protect the life and safety of its employees, clients, and anyone else who may be on the premises. This also applies to any activity sponsored by Switchpoint held away from the premises.

Switchpoint serves all eligible individuals but will take appropriate steps to deal with potentially dangerous situations. Violence, the threat of violence or domestic violence, physical and otherwise, and any other disruptive behavior at Switchpoint will not be tolerated.

Definitions:

Violence is defined as any action, including speech which injures, damages, or abuses a person or property and includes, but is not limited to the use of physical force, or other disruptive behavior.

Violent behavior includes, but is not limited to:

- Physical abuse such as hitting, punching, kicking, biting, shaking, spitting, choking, or poking;
- Verbal abuse including name calling, bullying, threatening, swearing, lewd or obscene comments that humiliate or intimidate;
- Sexual abuse or harassment or any lewd, indecent, or obscene conduct;
- Stalking, which is knowing or purposeful behavior that causes another person substantial emotional distress or reasonable apprehension of bodily injury or death either by repeatedly following the stalked person, harassing, threatening, or intimidating the stalked person, personally, by mail, electronic communication, or any other action, device, or method;
- The possession on Switchpoint property of any weapon that the carrier is not lawfully authorized/ permitted to carry;

Awareness of Unlawful Harassment in the Workplace Policy

Continued

- Any behavior that threatens the health or safety of Switchpoint clients, Switchpoint employees, or anyone else on Switchpoint premises or damage to their personal property;
- Any behavior that threatens the health or safety of the family of any Switchpoint client or employee or damage to their personal property.

No matter how it is communicated a threat means a menace to:

- Inflict physical harm on the person threatened or any other person, or on property;
- Subject any person to physical confinement or restraint;
- Accuse a person of a criminal offense;
- Expose a person to hatred, contempt, or ridicule;
- Harm the credit or business repute of a person;
- Reveal information to be concealed by the person threatened.

A threat may be direct (e.g., “I am going to harm you.”); conditional (e.g., “If [statement of a condition precedent], then I will harm you.”); or veiled (e.g., a threat that is made with body language, gestures, or words that suggest harmful action, such as “I’m going to make you sorry you ever crossed me.”). Disruptive behavior includes any action that more than incidentally hampers Switchpoint’s ability to conduct business. Disruptive behavior includes, but is not limited to:

- Harassment, including harassing phone calls. Harassment is repeated unwelcome or uninvited physical, visual or verbal activity that bothers, pesters, disturbs, annoys, persecutes, or torments a person, and results in worry or distress to that person, or creates an unpleasant, hostile situation;
- Use, possession, sale, or distribution of alcohol or illegal drugs while on Switchpoint premises;
- While on Switchpoint premises, the use, possession, sale or distribution of legal drugs to which the user, possessor, seller, or distributor does not have a legal right;
- Being under the influence of alcohol or illegal drugs while on Switchpoint premises;
- Being under the influence of legal drugs while on Switchpoint premises if it causes the user to behave in a manner which materially interferes with Switchpoint’s ability to conduct business;
- Unwelcome sexual contact;
- Theft or damage to property;
- Refusal to leave Switchpoint premises when asked to do so;
- Interference with the transaction of Switchpoint business, whether by coercion, force, intimidation, or by any other means;
- Repeated use of foul, vulgar, or profane language.

Awareness of Unlawful Harassment in the Workplace Policy

Continued

Procedures

When a staff member is in a potentially unsafe situation with a visitor in their office they may obtain assistance in a benign way by:

- Calling another staff member directly that they know is in the office and telling them “orange”.
- That staff member will immediately come to their office, assess the situation, and provide assistance as needed. The assistance is to be provided in a non-threatening manner so as to defuse the situation, not escalate it.

If the situation does not de-escalate the following procedures shall be followed.

To assure safety the following procedures will be followed:

- Report to local law enforcement any incident of violent or other disruptive behavior that poses an imminent risk of physical harm.
- Ask any individual who engages in disruptive behavior to leave the premises immediately.
- For clients or potential clients depending on the severity of the behavior:
 - Reassignment of case manager;
 - Suspension of services;
 - Termination or denial of services;
- Setting remediation requirements prior to re-applying:
 - S/he must participate in documented and appropriate counseling or therapy, and
 - S/he must express directly to the affected party or parties why the behavior was not acceptable and not appropriate, and
 - S/he and Switchpoint must successfully negotiate the conditions of the resumed or initiated service relationship.
- For employees subsequent action may include disciplinary action, up to, and including termination.
- If an advocate for a client or potential client engages in violence s/he will be barred from Switchpoint premises.
- If an advocate for a client, or potential client threatens violence or engages in other disruptive behavior the advocate may be barred from Switchpoint premises. If so barred, the advocate must apologize in writing in order to be allowed back on Switchpoint premises. If the advocate again engages in threatening or other disruptive behaviors s/he will be barred from Switchpoint premises and Switchpoint may report that individual to the appropriate law enforcement agency.

Whistle Blower Policy

If any employee reasonably believes that some policy, practice, or activity of Switchpoint is in violation of a law, then a written complaint may be filed by that employee with the executive director. If the matter concerns actions of the executive director, the employee is authorized to report to the president of the board of directors.

It is the intent of Switchpoint to adhere to all laws and regulations that apply to the organization and the underlying purpose of the policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the executive director and provides him/her with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement:

- Switchpoint will not retaliate against an employee who in good faith has made a protest or raised a complaint against some practice of the organization, or another individual or entity with which Switchpoint had a business relationship on the basis of a reasonable belief that the practice is a violation of a law or clear mandate of public policy.
- Switchpoint will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of Switchpoint that the employee believes is in violation of a law, rule, or regulation mandated pursuant to law, or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

Travel Reimbursement & Advance Policy

Reimbursement for work related travel is only assured if the travel has been preapproved by the executive director. Reimbursements and advances are paid from Switchpoint travel reimbursement request form. Advances will require a copy of the event agenda from the event coordinator. Reimbursement is consistent for board, staff, clients, or any approved representative of Switchpoint.

Reimbursements by Third Party

Any representative who receives a travel reimbursement form a third party for travel should not be enriched by the reimbursement beyond what Switchpoint travel policy allows. Travel expenses reimbursed by a third party are assured as reimbursement in full.

Lodging

Employees will have lodging arrangements pre-approved by the executive director. Receipts must accompany all travel reimbursements for the appropriate categories:

Airline tickets
Hotel receipts
Taxi
Shuttle
Etc.

Taxi and shuttle reimbursement are restricted to travel between the event location and the airport at the least expensive option unless approved otherwise by the executive director.

The day travel begins will be calculated in accordance with the current State of Utah guidelines.

Meal Allowance

A company credit card will be used for meal allowance up to the current State of Utah guidelines. Should the bill exceed the allowable state meal rate only the allowed rate will be charged to the credit card. The remainder of the bill will be paid by the employee at the time of transaction.

Mileage Reimbursement

Approved mileage will be reimbursed at a rate of thirty-eight (38) cents per mile. Mileage must be tracked on a mileage reimbursement form and submitted for approval.

Reimbursement Schedule

Switchpoint will honor the State of Utah Reimbursement Guidelines. The guidelines can be found online at <https://rules.utah.gov/publicat/code/r025/r025-007.htm#T4> . Specifically, reimbursement will include:

- Meals
- Lodging
- Incidentals as pre-approved
- Transportation

Employee Disciplinary Policy

Policy

Switchpoint's progressive discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. Outlined below are the steps of Switchpoint's progressive discipline policy and procedures. Switchpoint reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training; the employee's work record; and the impact the conduct and performance issues have on the organization.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between Switchpoint and its employees.

Procedure

Step 1: Coaching and verbal warning

Step 1 creates an opportunity for the immediate supervisor to bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe expectations and steps the employee must take to improve his or her performance or resolve the problem.

Within five business days, the supervisor will prepare written documentation of the verbal counseling. The employee will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

Step 2: Written warning

The Step 2 written warning involves more-formal documentation of the performance, conduct or attendance issues and consequences.

During Step 2, the immediate supervisor and HR manager or Executive Director will meet with the employee to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. Management will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations.

A formal performance improvement plan (PIP) requiring the employee's immediate and sustained corrective action will be issued within five business days of a Step 2 meeting. The written warning may also include a statement indicating that the employee may be subject to additional discipline, up to and including termination, if immediate and sustained corrective action is not taken.

Employee Disciplinary Policy Continued

Step 3: Suspension and final written warning

Some performance, conduct or safety incidents are so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the immediate supervisor may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal sequence of the progressive discipline policy and procedures are subject to approval from the HR Manager or Executive Director.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage and hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. In compliance with the Fair Labor Standards Act (FLSA), unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. HR will provide guidance to ensure that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee of wrongdoing.

Step 4: Recommendation for termination of employment

The last and most serious step in the progressive discipline process is a recommendation to terminate employment. Generally, **Switchpoint** will try to exercise the progressive nature of this policy by first providing warnings, issuing a final written warning or suspending the employee from the workplace before proceeding to a recommendation to terminate employment. However, **Switchpoint** reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action.

Management's recommendation to terminate employment must be approved by the HR Manager and Executive Director.

Appeals Process

Employees will have the opportunity to present information to dispute information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee's performance or conduct issues while allowing for an equitable solution.

If the employee does not present this information during any of the step meetings, he or she will have five business days after each of those meetings to present such information.

Employee Disciplinary Policy Continued

Performance and Conduct Issues Not Subject to Progressive Discipline

Behavior that is illegal is not subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

Documentation

The employee will be provided copies of all progressive discipline and/or Performance Improvement Plan (PIP) documentation. The employee will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in the employee's official personal file.

I have read and fully understand Switchpoint's Employee Disciplinary Policy.

Employee Signature _____ Date _____

Employee Printed Name _____

Preliminary Onboarding and Probationary Policy

Friends of Switchpoint will make an effort to ensure that its hiring procedures serve the purpose of recruiting the best employees for each position. However, hiring procedures are not always accurate in predicting performance or determining appropriate cultural fit. Therefore, Switchpoint implements a preliminary onboarding period of 90 days for new employees and the right to put an existing employee on probation due to concerns in performance or behavior. This period of time allows both employee and employer to train, coach, correct, evaluate and determine if the employee is a good fit.

New Employee:

The Preliminary Onboarding Period is the time between start of employment and the new employee's 90-day evaluation. During this time the employee will be evaluated to see if he/she is a suitable fit for the position and Switchpoint. The new employee will be given consistent training, feedback and coaching during this period in order to allow every opportunity for success in the new position. At the time of the 90-day evaluation or sooner, the supervisor will determine if the employee will be retained. This decision will be made on the following criteria:

- The skills, competencies and knowledge of the employee on the job

- The employee's progress on given assignments

- Their reliability, attendance and tardiness, trustworthiness, communication skills, professional boundaries and interaction with clients/customers and the Switchpoint team

- The ability to follow Switchpoint policies and procedures in carrying out their job responsibilities

- The employee's relations and collaboration with supervisors, coworkers, and administration.

The above-mentioned criteria will be assessed, and the employee progress will be documented. The decision to retain the employee will be at the supervisor's and administration's discretion. Switchpoint reserves the right to extend the probation period or take any action, up to and including termination, any time during the 90-day Onboarding Period.

Existing Employees:

Any existing Switchpoint employee may be placed on probation as part of a disciplinary action. Length of probation will be determined by their direct supervisor relating to employee performance and/or violation(s) to Switchpoint policy. During this period the employee will need to make corrective actions to improve their behavior and performance or they will be faced with more severe actions leading up to termination.

Switchpoint will provide guidance, feedback and training while the employee will be expected to comply.

Switchpoint reserves the right to extend the probation period or terminate the employment any time during the probationary period.

Preliminary Onboarding and Probationary Policy, Cont.

An employee may also be placed in a probationary period if they have been promoted or transferred to a new position. The purpose of this is to ensure that the employee is able to train and complete their new duties. Their supervisor will determine the length of this period and provide training and coaching as needed. If they are deemed unsuitable, they may be allowed to be demoted or return to their previous position, or other positions may be offered. Employment is not guaranteed, and the decision remains at the supervisor's discretion.

Termination:

If the employee is deemed to not be a good fit while on a probationary period, they may be terminated without the minimum prior notice. The termination of employment during this period may be for cause or without cause depending on the employee evaluation, circumstances and/or Switchpoint policies violated.

Termination may occur before the ending of the probationary period. This may happen if the evaluations of the employee do not meet supervisor or administration satisfaction, or if the employee engages in behavior that justifies a cause for dismissal.

Employees may still have to be dismissed for various reasons after the end of the probationary period. In such cases, Switchpoint will follow disciplinary policy.

I have read and fully understand Switchpoint's Preliminary Onboarding Period and Probationary Policy.

Employee Signature

Date

Employee Printed Name

Grievance Policy

All employees are to be treated fairly and receive prompt responses to problems and concerns. This grievance procedure is to assure prompt and responsible resolution of issues raised by employees and may be used freely without fear of retaliation.

Employees are encouraged to resolve complaints informally. When possible the employee should first discuss their complaint with their manager within five (5) working days of the situation giving rise to the complaint. If the complaint is not resolved as a result of this discussion, or if the informal level is not appropriate the employee may file a written grievance. The written grievance shall be filed with the executive director within ten (10) working days of the informal meeting or of the situation giving rise to the complaint if the informal meeting is bypassed.

The executive director shall provide a written decision within fifteen (15) working days of meeting with the employee that filed the grievance. Copies of the written decision will be included in the appropriate personnel files.

Grievances against the executive director may be submitted directly to the President of the Board of Directors. **Contact information for the current President of the Board of Directors will be posted where employees can access it.** Grievances received by the board of directors will follow the procedures listed below.

Executive Director

The executive director will handle written grievances filed by employees. The executive director may refer the grievance to the board of directors if that seems more appropriate. If not referred to the board of directors the executive director shall meet with the employee filing the grievance and others that may have relevant information within five (5) working days of receiving the grievance.

Appeals

Decisions of the executive director may be appealed to the board of directors. Appeals shall be submitted to the President of the board of directors. Appeals must be filed within thirty (30) days of the executive director's decision, and may be submitted to the executive director or the President of the board of directors. If received by the director it shall be forwarded to the President of the board within five (5) working days.

Grievance Policy

The appeal request with the attached copy of the original grievance, and the executive director's decision must be received at least twenty (20) days prior to being considered at a regular meeting of the board of directors. Appeals received less than twenty (20) days prior to the next meeting will be scheduled for the following regular meeting of the board of directors. The President of the board of directors will appoint a board member to collect information concerning the grievance, and prepare a report with recommendation to be presented at the board meeting. The staff filing the grievance may appear at the board meeting to present additional information if desired. A member of the Board of Directors will handle the dissemination of the decision to the applicant. The board's written decision shall be delivered to the applicant within fifteen (15) days of the board's meeting. All decisions by the board of directors will be considered the final internal option.

Grievances Filed Directly with the Board

The grievance must be received at least twenty (20) days prior to being considered at a regular meeting of the board of directors. Grievances received less than twenty (20) days prior to the next meeting will be scheduled for the following regular meeting of the board of directors. The President of the board will appoint a board member to collect information concerning the grievance and prepare a report with recommendation to be presented at the board meeting. The staff filing the grievance may appear at the board meeting to present additional information if desired. A member of the board of directors will handle the dissemination of the decision to the applicant. The board's written decision shall be delivered to the applicant within fifteen (15) days of the board's meeting. All decisions by the board of directors will be considered the final internal option.

Workplace Safety Policy & Procedure

Policy

Switchpoint is committed to providing and maintaining a safe working environment. Switchpoint will do everything reasonably necessary to protect the life and safety of its employees, clients, and anyone else who may be on the premises. This also applies to any activity sponsored by Switchpoint held away from the premises.

Switchpoint serves all eligible individuals but will take appropriate steps to deal with potentially dangerous situations. Violence, the threat of violence, physical and otherwise, and any other disruptive behavior at Switchpoint will not be tolerated.

Definitions:

Violence is defined as any action, including speech which injures, damages, or abuses a person or property and includes, but is not limited to the use of physical force, or other disruptive behavior.

Violent behavior includes, but is not limited to:

- Physical abuse such as hitting, punching, kicking, biting, shaking, spitting, choking, or poking;
- Verbal abuse including name calling, bullying, threatening, swearing, lewd or obscene comments that humiliate or intimidate;
- Sexual abuse or harassment or any lewd, indecent, or obscene conduct;
- Stalking, which is knowing or purposeful behavior that causes another person substantial emotional distress or reasonable apprehension of bodily injury or death either by repeatedly following the stalked person, harassing, threatening, or intimidating the stalked person, personally, by mail, electronic communication, or any other action, device, or method;
- The possession on Switchpoint property of any weapon that the carrier is not lawfully authorized/permitted to carry;
- Any behavior that threatens the health or safety of Switchpoint clients, Switchpoint employees, or anyone else on Switchpoint premises or damage to their personal property;
- Any behavior that threatens the health or safety of the family of any Switchpoint client or employee or damage to their personal property.

Workplace Safety Policy & Procedure

No matter how it is communicated a threat means a menace to:

- Inflict physical harm on the person threatened or any other person, or on property;
- Subject any person to physical confinement or restraint;
- Accuse a person of a criminal offense;
- Expose a person to hatred, contempt, or ridicule;
- Harm the credit or business repute of a person;
- Reveal information to be concealed by the person threatened.
- A threat may be direct (e.g., “I am going to harm you.”); conditional (e.g., “If [statement of a condition precedent], then I will harm you.”); or veiled (e.g., a threat that is made with body language, gestures, or words that suggest harmful action, such as “I’m going to make you sorry you ever crossed me.”).

A threat may be direct (e.g., “I am going to harm you.”); conditional (e.g., “If [statement of a condition precedent], then I will harm you.”); or veiled (e.g., a threat that is made with body language, gestures, or words that suggest harmful action, such as “I’m going to make you sorry you ever crossed me.”).

Disruptive behavior includes any action that more than incidentally hampers Switchpoint’s ability to conduct business. Disruptive behavior includes, but is not limited to:

- Harassment, including harassing phone calls. Harassment is repeated unwelcome or uninvited physical or verbal activity that bothers, pesters, disturbs, annoys, persecutes, or torments a person, and results in worry or distress to that person, or creates an unpleasant, hostile situation;
- Use, possession, sale, or distribution of alcohol or illegal drugs while on Switchpoint premises;
- While on Switchpoint premises, the use, possession, sale or distribution of legal drugs to which the user, possessor, seller, or distributor does not have a legal right;
- Being under the influence of alcohol or illegal drugs while on Switchpoint premises;
- Being under the influence of legal drugs while on Switchpoint premises if it causes the user to behave in a manner which materially interferes with Switchpoint’s ability to conduct business;
- Unwelcome sexual contact;
- Theft or damage to property;
- Refusal to leave Switchpoint premises when asked to do so;
- Interference with the transaction of Switchpoint business, whether by coercion, force, intimidation, or by any other means;
- Repeated use of foul, vulgar, or profane language.

Workplace Safety Policy & Procedure

Procedures

When a staff member is in a potentially unsafe situation with a visitor in their office they may obtain assistance in a benign way by:

- Calling another staff member directly that they know is in the office and telling them “**I need an orange file**”.
- That staff member will immediately come to their office, assess the situation, and provide assistance as needed. The assistance is to be provided in a non-threatening manner so as to defuse the situation, not escalate it.
- If the situation does not de-escalate the following procedures shall be followed.

To assure safety the following procedures will be followed:

- Report to local law enforcement any incident of violent or other disruptive behavior that poses an imminent risk of physical harm.
- Ask any individual who engages in disruptive behavior to leave the premises immediately.
- For clients or potential clients depending on the severity of the behavior:
 - Reassignment of case manager;
 - Suspension of services;
 - Termination or denial of services;
 - Setting remediation requirements prior to re-applying:
 - S/he must participate in documented and appropriate counseling or therapy, and
 - S/he must express directly to the affected party or parties why the behavior was not acceptable and not appropriate, and
 - S/he and Switchpoint must successfully negotiate the conditions of the resumed or initiated service relationship.
- For employees subsequent action may include disciplinary action, up to, and including termination.
- If an advocate for a client or potential client engages in violence s/he will be barred from Switchpoint premises.
- If an advocate for a client, or potential client threatens violence or engages in other disruptive behavior the advocate may be barred from Switchpoint premises. If so barred, the advocate must apologize in writing in order to be allowed back on Switchpoint premises. If the advocate again engages in threatening or other disruptive behaviors s/he will be barred from Switchpoint premises and Switchpoint may report that individual to the appropriate law enforcement agency.

Workplace Safety - Employee Housekeeping, Hygiene & Hazardous Materials Policy & Procedure

Policy

Switchpoint understands the importance of maintaining hygienic, sanitary environments for the well-being of clients and staff. The shelter maintains a consistent and high standard of housekeeping. Staff are provided with WHIMS training and education for any hazardous materials they may come into contact with when carrying out their assigned work tasks.

Procedure

- The shelter maintains written, standardized housekeeping procedures, trains employees in them, and monitors their implementation and effectiveness. Client participation in housekeeping tasks follows the shelter guidelines.
- Program supervisors are responsible for ensuring all clients are instructed on proper usage of appropriate household cleaning materials and that household tasks are assigned and completed daily. Particular attention is paid to the primary sources of household biohazards, kitchens and bathrooms. Programs take steps to prevent the spread of infection in bathrooms, bedding, and food.
- To prevent cross-contamination, clients are required to store personal toiletries in their bedrooms when not in use. Clients are assigned a set of linens at intake for their use while in the shelter. The client is responsible for washing their personal belongings and clients are asked to replace bedding weekly as part of the deep cleaning schedule of the shelter. At discharge, linens are laundered by an employee in hot water with bleach.

Hazardous Material

- All hazardous materials (household cleaners, solvents, etc.) must be stored in a designated and secured location. All highly flammable or combustible materials are stored separate from the shelter and programming area and are kept in a locked and ventilated space such as an outside shed.
- Flammable or combustible materials may not be stored longer than one year. Upon opening the container, staff will clearly mark the discard date on the container. Disposal takes place at a legally recognized deposit site.

Workplace Safety - Employee Housekeeping, Hygiene & Hazardous Materials Policy & Procedure

- Staff are trained in the reading of WHIMS labels and Material Safety Data Sheets for safely using the hazardous material and responding to a spill, release, fire or poisoning. on any hazardous material found at the shelter.
- An up-to-date inventory of hazardous materials (as defined by WHIMS) kept at the shelter is maintained. The hazards of the controlled products are identified and evaluated on an ongoing basis. Whenever possible, less hazardous materials will be substituted. Procedures for using hazardous materials will be developed. Protective equipment and clothing will be provided as required.
- Basic instruction and emergency procedures for dealing with hazardous materials will be provided to staff and/or updated when new products are received or new hazard information becomes available.

Poison Control

The phone number for the local Poison Control Center is posted in a central location and is included in the front of the Emergency/Fire Safety Plan. Current information on poison control is also circulated regularly to staff.

Lifting & Moving Objects Policy & Procedure

Policy

This policy:

- demonstrates the commitment of Switchpoint's management and workers to health and safety
- aims to remove or reduce the risks to the health, safety and welfare of all workers, visitors, and anyone else who may be affected by our business operations
- provide sublet labor as needed to lift or move heavy or awkward items
- aims to ensure all work activities are done safely.

Responsibilities

Management is responsible for providing and maintaining a safe working environment and any information, instruction, training and supervision needed to make sure that all workers are safe from injury and risks to their health.

Workers are responsible for ensuring their own personal health and safety, and that of others in the workplace, requesting permission or assistance (including making arrangements to hire day labor) when considering lifting or moving large, awkward item, and following lifting and moving safety guidelines listed below.

Procedure

To help prevent manual handling injuries in the workplace you should avoid such tasks as far as possible. However, where it is not possible to avoid handling a load, employees must look at the risks of that task and put sensible health and safety measures in place to prevent and avoid injury.

For any lifting activity always take into account:

- Individual capability;
- The nature of the load;
- environmental conditions;
- training;
- work organization.

If you need to lift something manually:

- Reduce the amount of twisting, stooping and reaching;
- Avoid lifting from floor level or above shoulder height, especially heavy loads;
- Adjust storage areas to minimize the need to carry out such movements;
- Consider how you can minimize carrying distances;
- Assess the weight to be carried and whether the worker can move the load safely, or needs any help (maybe the load can be broken down into smaller/lighter components).

Lifting & Moving Objects Policy & Procedure

There are some simple things to do before and during the lift or carry:

- Remove obstructions from the route.
- For a long lift plan to rest the load midway on a table or bench to change grip.
- Keep the load close to the waist. The load should be kept as close to the body for as long as possible while lifting.
- Keep the heaviest side of the load next to the body.
- Adopt a stable position, and make sure your feet are apart with one leg slightly forward to maintain balance.

Think before lifting/handling:

- Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load?
- Remove obstructions such as discarded wrapping materials.
- Adopt a stable position, and make sure your feet are apart with one leg slightly forward to maintain balance (alongside the load if it is on the ground). Be prepared to move your feet during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear which may make this difficult.
- Get a good hold. Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- Start in a good posture. At the start of the lift, slight bending of the back, hips, and knees is preferable to fully flexing the back (stooping), or fully flexing the hips and knees (squatting).
- Do not flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.
- Keep the load close to the waist. Keep the load as close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible try to slide it towards the body before attempting to lift it.
- Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.
- Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- Do not lift or handle more than can be easily managed. There is a difference between what people can lift, and what they can *safely* lift. If in doubt seek advice or get help.
- Put down, and then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Working Alone Policy & Procedure

Policy

All shifts will have two staff on duty. Maintaining the safety and security of clients and staff is paramount at Switchpoint. The Shelter Manager will ensure that whenever possible, staff do not work alone; however, in the event that a set of circumstances leads to a staff person working alone the following procedure will be used.

Procedure

When a staff person is working alone, especially during late night hours, the following procedures will be implemented:

- A second staff person, shelter manager or the Executive Director must check in with the staff person working alone, three times during the shift (beginning, mid-shift and at the end of the shift).
- The staff person working alone will ensure a call device - either a cell phone or cordless house phone - will be on their person at all times so they can call for help in the event of a personal security or emergency issue.
- This procedure will be reviewed with staff on an annual basis to incorporate any required revisions.

Critical Incidents Policy & Procedure

Policy

All critical incidents must be documented. These include, but are not limited to, incidents where Switchpoint has been exposed to potential liability, where outside intervention has been sought (police, fire, emergency services, etc.) where staff have refused to dispense a client's prescribed medication due to suspicion of overdose or intoxication, and/or an act of physical violence has occurred or been threatened.

See [R501-1-2. Definitions.](#)

Procedure

Inform the shelter manager or delegate as soon as possible. Complete the Critical Incident Form in as much detail as possible, ensuring you stick to factual information and stay away from judgments/ opinions and scan to the Shelter Manager, the Executive Director and the Human Resource Manager immediately. Provide the form to the Shelter Manager or delegate by the end of your shift.

The Shelter Manager, in cases where deemed appropriate and necessary, will initiate a critical incident stress debriefing session with the staff members present.

Exceptions

In routine situations (e.g. a client refuses to go to the hospital but staff determine s/he requires hospitalization and calls an ambulance, a routine call to after hours mental health, refusal to dispense prescribed medication because a client is impaired), it is not necessary to contact the Shelter Manager or designate at home, unless staff is seeking input/support.

Fire Procedure

In Case of Fire

- Pull the fire alarm if it is not already sounding; the Fire Department monitors the alarm and will respond immediately.
- Do not attempt to extinguish a fire yourself.
- Alert all clients, staff and visitors and immediately evacuate the shelter. Direct clients to the safe mustering station located on the basketball courts outside.
- Staff should collect the daily log and the client medication log book as well as the extra staff keys.
- At the mustering station confirm that all clients, staff and visitors have evacuated the building.
- When the Fire Department arrives, speak to the officer in charge. If required give the officer a set of staff keys.
- Contact the Shelter Manager or his/her delegate as soon as possible.
- If the weather is inclement and if the evacuation will not be short, request the Fire Department provide buses for immediate short term shelter.
- Contact other agencies in the community, inform them of the situation and ask for assistance in providing temporary shelter for the clients.
- For a false alarm or other short term evacuation, direct occupants back into the building once the Fire Department has authorized an all clear. Complete a Critical Incident Form.

Fire Procedure

Smoke Alarm

In the shelter there are sprinklers in every bedroom, the hallways, common room, laundry room and kitchen and in the main office.

Fire Extinguishers

There are fire extinguishers located at each end of the main hallway. They can be used for any type of fire, but are only to be used when the fire is small and contained (e.g. stove fire). In all other situations, staff are expected to inform clients and evacuate the house immediately.

Fire Exit Procedures

The fire exit procedures for clients are posted visibly in each bedroom, and are as follows:

- Roll out of bed.
- Touch back of hand to the door, if the door is cool, open it a crack; if you do not smell smoke, open the door and leave the building.
- If the door is hot, DO NOT OPEN IT – leave by the window. If necessary, use a chair to break the window.
- If the fire alarm is not sounding, pull the nearest fire alarm (located beside the elevator and in the main hallway).
- Check to see if everyone is out but **DO NOT GO BACK IN THE BUILDING.**
- Follow the directions of Shelter Staff.

Earthquake Procedure

In Case of an Earthquake

- In the event of an earthquake, direct all persons including staff to seek protection under tables, counters, door frames and other protected areas.
- When the earthquake has subsided assess the situation and if there are injuries, damage, fire, a natural gas leak or a natural gas odor or a heavy water leak, contact 911.
- Evacuate the building if there is a fire, a natural gas leak or odor, hot water or steam leak or other hazardous objects or obstacles. Be aware that aftershocks could occur.
- To evacuate—alert all clients, staff and visitors and immediately leave the shelter. Direct clients to the safe mustering station outside.
- Staff should collect the daily log, the visitor book and admission log as well as the extra staff keys. Do not enter any unsafe or hazardous areas.
- At the mustering station confirm that all clients, staff and visitors have evacuated the building.
- Contact the Shelter Manager and Executive Director as soon as possible.
- If the evacuation is going to be for an extended period of time, the Shelter Manager and Executive Director will make arrangements for alternate meals and accommodation.

First Aid Policy & Procedure

Policy

Switchpoint provides required First Aid assistance in compliance with applicable requirements of Work Safe BC. Wherever possible we will respect a client's decision not to go to the hospital. If however, the shelter worker believes the client to be in need of hospitalization, s/he will call for an ambulance.

Procedure

- SwitchPoint requires sufficient employees to have WCB-recognized Level One First Aid training in order to meet WCB regulations.
- Documentation of the training is kept in the employee's personnel file.
- First Aid kits and manuals are readily available in a designated place on each floor of the shelter and at the front desk. The list of contents for the First Aid kit is kept in or attached to the First Aid kit.

Applying First Aid

If an injury requiring First Aid occurs, employees should:

- Immediately administer First Aid as prescribed in WCB training.
- Wear disposable latex/vinyl gloves or use disposable airways for resuscitation, to minimize the risk of contact with pathogens.
- Record all incidents requiring First Aid in the Program's First Aid (WCB) Record log.
- Report First Aid to a parent or guardian where applicable.

Calling an Ambulance

- Call 911.
- Complete a Critical Incident Form detailing your observations and reasons for calling the ambulance.
- Call the Shelter Manager or Executive Director if you need support.

Shelter Client Death Procedure

Procedure

In case of client death staff should:

- Call 911.
- **DO NOT** move the client or touch anything in the vicinity of the body.
- Call a second staff member for support.
- Call the Shelter Manager.
- The Shelter Manager will initiate Critical Incident debriefing for staff and clients as and if required.
- The Shelter Manager will notify, the Executive Director, Board of Directors and local area police of death as soon as possible.

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

Policy

Staff are responsible for protecting the clients receiving services through the shelter and other facilities from risk, including from infectious diseases. Staff are to be diligent in observing visible symptoms of infections/diseases and asking questions to identify whether individuals may have infections or other communicable diseases.

Staff are to err on the side of caution if a person's condition is questionable and take preventative actions. Where serious infection or communicable disease is suspected, staff are to immediately refer the individual to medical services. Where the infection/disease is determined to be a reduced risk, staff are to provide clear instructions to the individual about any restrictions that may be temporarily implemented to reduce the spread of disease (e.g. flu, colds).

At no point is staff to put any individual (including employees) at risk by placing a person with an infection or communicable disease in Switchpoint without direction from a trained medical professional. Staff are to exercise extreme caution and err on the side of protection where a person has a severely compromised immune system (e.g. persons living with HIV/AIDS). Staff are to make sure that all symptoms and actions are clearly documented and communicated to medical professionals.

Procedure to reduce/eliminate risk from infections and infectious diseases

- All staff are to wash hands frequently. Appropriate reminder signs are to be posted in kitchens, washrooms and other areas deemed appropriate.
- "Where more than two people have cold/flu symptoms within a 48 hour period, the Shelter Manager is to be informed and the decision will be made on whether to quarantine the individuals in their room until their contagious period has passed.
- Where any serious risk of infection/disease is identified or suspected, and it cannot be assessed by a medical professional immediately, isolate the individual including, as appropriate, their eating utensils. Where this is impractical (e.g. Drop In), temporary restriction from the service may be required.
- At the earliest possible time, have the individual assessed by a trained medical professional and request the medical personnel provide an appropriate medical plan within the context of the shelter services.
- When an individual is referred to Switchpoint ask questions regarding the person's exposure to communicable disease/infection and their condition.
- Be alert to any emerging signs or symptoms of illness, such as diarrhea, fever, general malaise, excessive tiredness, changes in behavior, etc.

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

- If symptoms are noted, refer at once to medical services. Notify the Shelter Manager and Executive Director and ensure detailed documentation to ensure that future shifts become aware and continue observing the situation.
- Communication is the key to prevention and timely management of these challenges. Make sure that all appropriate parties are aware of the situation and that all actions are clearly documented. Ensure that confidentiality and privacy are respected.

Procedure for an Outbreak

- Notify clients and post signs.
- Extra hand sanitizer will be left at the front desk to ensure an adequate supply is available to everyone.
- The following contact surfaces are to be cleaned with bleach and water (three tablespoons to one liter of water (1:45 strength). Gross contamination may require a bleach solution of 1:10 strength, including:
 - All door knobs
 - Phone key pads and mouth pieces
 - Toilet seats and flush handles
 - All taps and areas around sinks
 - Beverage container taps and condiments or food containers
- Where an outbreak is declared by a medical professional, the Shelter Manager may authorize additional cleaning staff to intensify the cleaning regime. Staff should consider wearing a mask when cleaning to avoid the inhalation of contaminants.
- Cleaning is to be done as often as possible especially during times when people are using common areas.
- All clients and staff are to wash their hands before eating.
- Staff may need to have extra fluids available for ill clients.
- Dining areas are to be cleaned between sittings with a bleach solution; consider closing the dining area between meals.
- Screen kitchen staff and volunteers before allowing them in the kitchen.
- Deliver food to clients if a quarantine is established.
- Monitor/coordinate movement of individuals in and out of quarantine areas.
- Keep up-to-date records of individuals who present with symptoms using illness tracking form and quarantined persons sheet.
- Designate and apply signage to “sick” washroom. Where this is not possible, staff will need to clean as often as possible, or have client report usage for cleaning.
- Document and discuss the situation at each shift and update the Shelter Manager.
- Email other community facilities with updates and information.

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

GENERAL FACILITY RECOMMENDATIONS

The following practices will be instituted at our facilities and adjusted based on specific recommendations from authorities such as Center for Disease Control (CDC), Utah Health Department (UHD), Medical Professionals (ie. IHC), etc. when an infectious outbreak occurs.

- Posters showing proper hand washing techniques posted at all sinks
 - <https://www.cdc.gov/handwashing/posters.html>
- Facial tissues will be made available for staff and clients to help contain sneezes and coughs and provide barrier for hands.
- Trash cans with liners available for proper disposal of soiled tissues and other contaminated items.
- Gloves are provided for staff and volunteers in frontline positions and upon request.
- Information posters regarding good hygiene and preventative measures hung in common spaces throughout facility.
- High traffic areas and surfaces will be routinely cleaned and disinfected with products approved by Department of Health.

During a period of contagious outbreak, the following measures will be put in place and new policies written and adjusted based on the situation and recommendation of authorities:

- Additional hand sanitizer will be made available at entry to facilities and throughout resource centers and businesses.
- Frequent Handwashing will be encouraged for all staff, residents, volunteers and customers.
 - Additional posters encouraging frequent and proper handwashing will be posted in common areas. <https://www.cdc.gov/handwashing/fact-sheets.html>
- Additional disposable antibacterial wipes and sprays will be available at all facilities and in all departments.
 - Frequently touched surfaces will be cleaned and disinfected regularly by staff or volunteers using the *Cleaning and Disinfecting Schedule* for each area/department.
 - Disinfecting Schedule will be initialed each time it is completed.
 - Shelter residents will be provided cleaning and disinfecting supplies and will be encouraged to keep their living spaces clean and sanitized.
 - Instructions on proper cleaning/disinfecting techniques will be provided.
 - Staff will be instructed to disinfect steering wheels, handles and other commonly touched surfaces in agency vehicles.
- Social Distancing will be practiced based on CDC and UHD guidelines at all facilities in order to keep disease from spreading.
- Personal Protective Equipment (PPE) such as masks, gloves, face shields, gowns, etc. will be worn by staff and others in situations where recommended or required by CDC or UHD.
- Visitors not providing an essential service will not be permitted at facilities at this time.
- Anyone with symptoms of illness will be asked to call instead of visiting the facilities.
- Community Partners with essential functions will be allowed on site as long as they are in good health.
- We will ask the following questions of those presenting at facilities:
 - Have you traveled outside of Utah in the last 2 weeks?
 - Where did you travel to?
 - When did you return?
 - How is your health? Are you experiencing any symptoms of illness?

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

- Any homeless presenting that are coming from out of the area or state will be asked to isolate/quarantine the recommended period of time before entering shelter.
- Any homeless that present with symptoms of illness will be triaged (using screening tool) to determine if testing and quarantine or isolation are necessary based on CDC and UDH guidelines.
- A Risk Assessment will be done (based on CDC/UDH guidelines) for all shelter residents to determine if extra precautions need to be taken to keep them healthy and safe.
 - Reasonable accommodations will be provided for those at higher risk.
- Transportation will be provided for testing and/or to quarantine/isolation location by Switchpoint Staff. All CDC and Health Department safety guidelines will be followed and Personal Protective Equipment (PPE) used.
 - Vehicles will be cleaned and sanitized following any transport of ill or potentially infected individuals.
- To keep any infection from spreading those that have may have been exposed, have symptoms or have tested positive for illness will be isolated/quarantined at a different location – if available.

EMPLOYEE PROCEDURES

Switchpoint’s administrative team will communicate clearly with all staff about our infectious disease prevention and management plan.

Human Resource staff will communicate and coordinate closely with local health department and county emergency management team on taking actions for prevention and management of infectious disease in the workplace. Employees may refer to the CDC, UDH, and other agency websites to receive resources and updated information.

PREVENTION

All staff our encouraged to implement the following recommendations – especially in times of contagious outbreaks.

- Model and encourage good hand hygiene. This includes:
 - Wash hands immediately after using the toilet
 - Wash hands before serving or preparing food.
 - Wash hands before and after providing any “hands on” assistance to clients (such as assisting with mobility, balance, health or hygiene needs).
 - Wear gloves and wash hands after handling any dirty laundry or bedding.
 - Wear gloves when handling client belongings and wash hands after.
 - Wash hands often for 20 seconds with soap and warm water.
 - When soap and water are not available – use alcohol-based hand sanitizer.
 - Wear apron or coveralls and gloves when handling soiled laundry to reduce the spread of germs.
- In addition to regular cleaning, all staff should perform routine environmental cleaning such as wiping down frequently touched surfaces in the workplace, including personal workstations, countertops, doorknobs, light switches, etc.

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

- Sick/ill employees are encouraged to stay home and use PTO.
- **If an employee is confirmed to have an infectious disease**, the supervisor will inform fellow employees of their possible exposure in the workplace – maintaining confidentiality as required by the ADA. Employees exposed to a coworker with confirmed infectious disease should refer to the CDC guidelines for how to conduct a risk assessment of their potential exposure, and what guidelines they should follow.
- **Employees who are well but have a sick family member** at home with confirmed infectious disease should notify their supervisor and refer to the CDC guidelines for how to conduct a risk assessment of their potential exposure, and what guidelines they should follow.
- When appropriate, Human Resources staff will contact the Utah Health Department to report an infectious disease/respiratory illness cluster.

WORKING FROM HOME

During a period of contagious outbreak, staff that provide non-essential services (ie. Services that are not related to shelter operations) may be authorized to work from home. This will be determined on a case-by-case basis with HR consultation and administrative approval.

Employees with specific health concerns may also be authorized to work from home or have adjusted schedules.

Staff who are authorized to work from home:

- Will have a pre-arranged plan in place with their supervisor.
 - How many hours may be worked from home?
 - What duties can be performed at home?
 - How will these hours and duties be tracked?
- Log of tracked hours and duties will be approved by supervisor and submitted with employee's time-card.
- PTO hours may need to be used to supplement any hours not worked.

Hourly Employees

Hourly employees must not exceed their allotted hours per week.

- FT employees = 40 hours max
- PT employees = 20-28 hours depending of department manager and HR approval

Salaried Employees

Salaried employees may find it difficult to be as effective and get a full 40 hours when working from home.

- Under 40 hours/week = PTO will be used to supplement your paycheck
- Under 40 hours/week and no PTO available = Paycheck will be less reflecting the actual number of hours worked

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

MEETINGS AND OUTREACH SERVICES

During a period of infectious outbreak, internal and external meetings may be cancelled or conducted via Zoom or another teleconference platform. This will be necessary especially when mandated by local, state or federal government.

Outreach functions may be asked to temporarily cease or follow new procedures in order to keep staff healthy and safe. Case management may be conducted over the phone or video conference.

PRIORITIZING DEPARTMENTS & BACK-UP STAFFING PLAN

The following departments are the top five needed to continue to provide services to the most vulnerable population. A member of the Admin team will oversee each department to ensure that they have sufficient coverage to meet the needs of those they serve. The departments are listed in order of importance.

1. Emergency Shelter
2. Community Food Pantry
3. Community Soup Kitchen
4. Crossover Recovery Center
5. Switchpoint Housing Department

Emergency funding, if available, will be used to hire new staff and pay overtime if needed to employees filling essential/critical positions.

If necessary, Thrift Store and Bed'n'Biscuits, departments will close their doors-- freeing up staff to help fill the need in other critical departments based on priority of need.

Emergency Shelter (minimum of 2 staff per shift needed)

- Procedures will be implemented to keep staff and residents/clients safe and to limit the spread of infection.
- Sufficient staff will be maintained in order to provide the necessary services to the homeless population.
- If current staff becomes ill or is unable to attend work for any reason, we will implement the following in order to maintain safe working conditions and continue to provide the services needed:
 - Current staff will work additional shifts as able
 - Staff will be hired if funds are available to do so.
 - Staff from other departments will receive training in order to fill the need.
 - Board members will be asked to assist in ways they are able to meet the need.
 - Outreach to IHC and other partnering agencies to get volunteer nurses and other help should the need to quarantine arise.
- Needed supplies will be procured through the Health Department, Washington County Emergency Services, community drives using social media, and any other resources available.

INFECTIOUS DISEASE PREVENTION AND MANAGEMENT

Community Food Pantry (minimum of 2 persons needed to keep pantry open)

- Procedures will be put in place to limit the spread of infection and keep staff, volunteers and clients safe.
- Number of clients entering the pantry at a time will be limited.
- Procedures will be adjusted as recommendations and mandates deem.
- Additional staff will be hired if funding permits
- Board members and other volunteers will be recruited.
- We will coordinate with Utah Food Bank to receive the necessary food for our clients.
- We will reach out to the Church of Jesus Christ of Latter-Day Saints and the community if need for additional food arises.

Community Soup Kitchen (8 staff/volunteers/missionaries per day to continue current meals) (1 or 2 volunteers/staff needed to make sack lunches)

- Procedures will be put in place to limit the spread of infection and keep staff, volunteers and clients safe.
- Soup Kitchen will continue to provide daily lunch-time meals to those in need as long as they have sufficient volunteers/staff to prepare and serve the meals.
- In the event that volunteers, and staff decrease to a point of inability to provide these meals, the following will be implemented:
 - Sack lunches will be made and provided to those in need of a lunch-time meal.
 - These will be made available @ Grace Episcopal Church and/or Switchpoint Community Resource Center.
 - Staff/Volunteers from other departments will assist in preparing the sack lunches and delivering them as needed.
 - Board members will be asked to assist in ways they are able to meet the need.
- We will coordinate with Utah Food Bank to receive the necessary food for our clients.
- We will reach out to the Church of Jesus Christ of Latter-Day Saints and the community if need for additional food arises.

Crossover Recovery Center (minimum of 2 staff per shift needed)

- Procedures will be implemented to keep staff and residents safe and to limit the spread of infection.
- Sufficient staff will be maintained to provide the necessary care and treatment for those residents at Crossover.
- We will cap resident capacity at 21 in order to maintain the ratio of staff to residents required and allow plenty of space to isolate and quarantine if necessary.
- Needed supplies and resources will be procured through the health department, Washington County Emergency Services, community drives using social media, and any other resources available.

Switchpoint Housing Department (one on-site staff/volunteer, 2 working remotely from home)

- The Housing Department will remain open and continue to serve those in need and eligible for grant housing assistance.
- In the event that staff becomes ill or unable to come into work, most responsibilities and work can be done remotely.
 - Intakes can be completed by phone
 - Case notes and paperwork may be done remotely
 - No case files will be taken home and computer screens locked when not in use.
 - One staff/volunteer would be helpful on-site to field walk-ins, make copies, collect paperwork, etc.

Pest Control Policy & Procedure

Policy

Switchpoint is committed to maintaining a pest free environment in the shelter. All staff receive appropriate training for the identification of common pests as well as prevention and control measures.

In the event that pests are reported, the following control procedures will be initiated as promptly as possible. Other service and shelter providers in the community will be notified of serious outbreaks.

Procedure

Lice

- Lice are small insects that feed on human blood and lay their eggs on body hairs, or on clothing fibers. Bites cause a mild irritation and a purplish spot.
- To control the spread of lice, clients should be encouraged not to share hats, helmets, brushes, combs, towels and linens etc.
- When lice are detected on a client, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the client with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Clean the client's room by vacuuming any upholstered furniture, rugs and the floor.
- 24 hours later repeat actions.
- Notify other shelter staff.

Scabies

Scabies is a skin condition caused by microscopic mites that burrow under the skin causing itchiness and inflammation.

- When scabies are detected on a client, remove all items of clothing and bedding and wash separately in hot water and dry in a hot dryer.
- Provide the client with fresh bedding and clean clothing.
- Treat with non-prescription shampoo/medication as per directions on the packaging.
- Occasionally antibiotics may be prescribed if there is secondary infection.
- 24 hours later repeat actions.
- Notify other shelter staff.

Pest Control Policy & Procedure

Bed Bugs

Bed bugs are parasitic reddish-brown, oval, flattened insects about a quarter of an inch long that feed on human blood. Their bites produce itchy bumps.

When bed bugs are detected in the Shelter the following procedure is to be followed:

- Residents should immediately be instructed to remove all bedding and personal items in their rooms and place into sealed plastic bags. Residents should then sweep and mop their rooms, sink, bathroom areas and prepare for staff and pest control company.
- Residents should then immediately be taken to shower area located in downstairs of building, asked to remove clothing and place in a plastic bag and change into provided scrubs.
- Clothes and linens to be laundered may be removed in sealed plastic bags and washed in hot water and dried on the hottest setting of the dryer.
- Small non washable items are to be put in a freezer for a period of 48 hours to kill eggs.
- All discarded clothing or other materials that cannot be laundered should be enclosed in plastic bags and marked “bed bug infested” for disposal.
- Diatomaceous earth should then be placed in all cracks, crevices and dark places when lights are turned on. Rubber mattresses should also be bleached and sanitized and then have diatomaceous earth placed in the crevices around edges.
- Immediately contact a licensed Pest Control Company to receive further instruction.
- Follow the Pest Control Company’s instructions for any further bedbug decontamination treatment.
- Ensure the Pest Control Company treats all crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture and closets. Garbage storage rooms, hallways, laundry rooms and common rooms should also be treated.
- All vacuumed refuse in bed bug infested rooms should be double bagged in plastic bags and given to the pest control company for appropriate treatment and disposal.
- All furniture and mattresses for disposal should be treated and if possible labelled as bed bug infested before placing in a dumpster. Such materials should not be recycled or allowed to be picked up from the sidewalk or dumpster.
- Continue Pest control treatments every two weeks until there are no new signs of bed bugs (minimum two treatments).

Building Maintenance Policy & Procedure

Policy

Switchpoint takes all necessary steps to keep its property and premises well maintained and in a state of good repair. It complies with all legal requirements and acts promptly when repairs are necessary.

Procedure

The Shelter/Department Manager, or St. George Facilities depending on the area of the building, is responsible for property upkeep and maintenance, including:

- Maintaining facility safety and security;
- Conducting monthly and weekly Shelter Manager's inspections using the Shelter Manager's Monthly and weekly Inspection Checklist and keeping completed inspection reports in a designated folder;
- Conducting a nightly site tour, a perimeter/security check that includes checking motion detector lights and visually inspecting the fire alarm system;
- Conducting required preventive work site maintenance, and keeping records of maintenance work performed and inventory (including equipment and tools);
- Working with the CFO to ensure all required current business licenses are maintained;
- Keeping copies of all building keys and a list of security codes used in the facility; and,
- Regularly maintaining vehicles as required.

Repairs & Renovations

- Emergencies, hazards, and critical health issues must be addressed immediately, more routine work must be addressed within one week.
- Regular maintenance is allowed for in the annual budget and must be completed as quickly as possible after the damage is noticed.
- Repairs and renovations in excess of \$1,000 must be referred to the Executive Director.
- For work over \$500 three estimates must be solicited.
- Staff are required to report any damage or loss of property to the Shelter Manager.

Information Technology Policy & Procedure

Policy

Switchpoint protects the confidentiality of client and business data by maintaining computer security that meets or exceeds industry standards. The security includes hardware and software applications as well as limited security access using user names and passwords.

Information handled by computer systems must be adequately protected against unauthorized access, modification, disclosure, or destruction. Effective controls for logical access to information resources minimize inadvertent employee error and negligence, and reduce opportunities for computer crime.

Fulfillment of security responsibilities is mandatory and violations of security requirements may be cause for disciplinary action, up to and including dismissal, civil penalties, and criminal penalties.

Procedures

Access Codes and Passwords

- The confidentiality and integrity of data stored on Switchpoint's computer systems is protected by access controls to ensure that only authorized users can gain access.
- Access privileges are restricted to only those capabilities that are appropriate to each user's job duties (this includes limiting the installation of software to IT staff).
- Each user is responsible for the security of his or her assigned passwords. Passwords should not be written down. Users must not disclose passwords to others and must immediately change passwords if it is suspected that they have become known to others.
- Where possible, passwords must be a minimum of seven characters in length and be comprised of a combination of letters, numbers and special characters.
- Passwords must be changed at least every 90 days, if not prompted automatically by the system.
- Some systems provide the ability to save a password so that it does not need to be entered the next time the application is run. This can provide easy access to systems for an unauthorized user. Under no circumstances should passwords to Switchpoint's systems be saved in an unencrypted format.
- When a user walks away from a computer they are logged on to, they must either log off or lock the computer. This applies even if the user is only leaving the computer unattended for a short period of time.
- All users acknowledge their reading and understanding of computer security issues each time they log on to a Switchpoint computer system.

Information Technology Policy & Procedure

Computer Viruses

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of Switchpoint resources and are much easier to prevent than cure.

Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources of data and programs, and maintaining virus-scanning software.

- Users must not knowingly introduce a computer virus into Switchpoint computers.
- Users must not load diskettes, CD-ROM's, USB memory devices or other portable media of unknown origin.
- All incoming diskettes, CD-ROM's, USB memory devices and other portable media must be scanned for viruses before the files that they contain are opened.
- Any user who suspects that his/her Switchpoint laptop or workstation has been infected by a virus must immediately power off the workstation and contact IT Department.

Bypassing or Breaching Security Measures

Attacks against Switchpoint systems come from many sources both internal and external to Switchpoint computer networks. Security measures, such as a firewall and intrusion detection system, have been put in place to protect Switchpoint from breaches that originate from outside sources.

Any activity that bypasses or is intended to bypass the security measures that are in place to protect Switchpoint networks is in contravention of this policy and may lead to disciplinary action.

Inappropriate Use

The use of Switchpoint's internal and external electronic communication systems, including computers, email access, voice mail, telephone systems, fax machines and all forms of Internet/Intranet access, is for the centers business and for authorized purposes only.

Inappropriate use of Switchpoint IT includes, but is not limited to:

- Unauthorized access, alteration, destruction, removal, and/or disclosure of data, information, equipment, software, or systems;
- Deliberate over-extension of the resources of a system or interference with the processing of a system;

Information Technology Policy & Procedure

- Disclosure of confidential passwords and/or access devices or information for accounts, equipment, and telephone voice mail;
- Unauthorized use of Switchpoint facilities and resources for commercial purposes;
- Theft of resources;
- Malicious or unethical use; and
- Use that violates provincial or federal laws.

Monitoring System Use

The Manager of IT is responsible for monitoring the system for security. In the course of monitoring individuals improperly using the system, or in the course of system maintenance, the Manager of IT may also monitor the activities of authorized users.

Anyone using Switchpoint's system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials or the Executive Director for disciplinary action.

General Provisions

Non-Discrimination Policy

Switchpoint does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), politics, disability, sexual orientation, or military status, in any of its activities or operations. These activities include but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

Neither this document nor any other policy document of Switchpoint is intended to create a contract of employment or to provide any guarantees of continued employment. The employment relationship between Switchpoint and its employees may be terminated by either party for any reason at any time.

Authority for administering these policies is vested by the Board of Directors for Switchpoint to the Executive Director. The Board of Directors employs the Executive Director. The Executive Director has authority over all other employees of Switchpoint.

The Executive Director and the Board of Directors for Switchpoint will review these policies and procedures at least annually. Revisions to the handbook must be approved by Switchpoint Board of Directors. Employees will be notified of any changes at least ten (10) days prior to the implementation of the changes.

All personnel are required to have a working knowledge of these policies, and supervisory personnel are required to enforce the policies. All personnel should consult with their managers with questions related to this handbook. Managers will consult with the Executive Director regarding interpretation before decisions are made.

In case of conflicting instructions, these policies are written within the guidelines of the Articles of Incorporation and by-laws, which take precedence in.

Salaries and Benefits

The Board of Directors determines the salary of the Executive Director. The Executive Director in accordance with Switchpoint by-laws, and policies and procedures determines salaries of all other employees.

All employees shall be enrolled in the Federal Social Security program and shall have FICA taxes deducted from their pay along with all other mandated withholdings.

All salaried employees and hourly wage earners who are paid for more than thirty (30) hours of work per week shall be eligible to receive fringe benefits commensurate with current budget constraints. These fringe benefits may include health insurance and retirement. Full-time employees who do not

General Provisions

desire health insurance from Switchpoint, and provides proof of health insurance from a carrier of their choice will be compensated at a rate set forth by the Board of Directors.

Salaries and Benefits continued

Switchpoint contributes matching funds to eligible employee's retirement fund. An amount equal to 3% of the employee's payroll is deposited to their account each pay period to match employee's contribution.

All employees eligible for fringe benefits as described in paragraph 3 shall be provided full details of the current status of those benefits upon initial employment, annually, and prior to any proposed changes in the benefit package.

Eligible employees may decline any portion of the fringe benefits described in paragraph 3 by indicating their desire to do so in writing to the Executive Director. Benefit refusal statements shall be maintained in personnel files.

Any employee, intern, or volunteer who uses her/his personal vehicle to perform official business of Switchpoint shall be reimbursed at current state rates. Mileage shall be recorded on the appropriate form and submitted to the Finance Manager at the end of each month. All reimbursements are subject to the approval of the Executive Director. Reimbursement cannot be claimed for miles to and from work.

Merit Increases/Performance reviews are conducted at the end of the 90 day introductory period and annually thereafter. Performance reviews are based on merit, achievement, job description fulfillment, and performance. Employees that demonstrate exemplary performance during the year preceding their annual performance evaluation are eligible for a merit increase. Merit increases are dependent on availability of funds. Managers may determine that an employee has demonstrated superior performance that deserves a merit increase. A specific written recommendation including the proposed amount of the merit increase and its justification must be submitted to the Executive Director for consideration. The recommendation may be given as a step increase or a one-time lump sum payment. The Executive Director will determine the manner in which a merit increase will be awarded, and is based on the funding constraints.

Work Schedules

Switchpoint is open for business 24 hours a day seven days a week. The main office hours are from 8:00 a.m. to 5:00 p.m. Monday thru Friday. Employees shall be on duty either at Switchpoint or elsewhere during the main office hours. Employees must work the designated number of hours agreed upon during hire. Actual hours shall be recorded daily on timesheets/timeclock in 15 minute increments.

General Provisions

- Employees must take a one hour lunch break when a continuous work period exceeds five hours.
- Employees are authorized to take one 15 minute break for each consecutive four hours worked.

The maximum number of hours part-time employees may work is determined by the Executive Director and the employee's Manager (up to 20 hours per week). The actual schedule will be mutually agreed upon and approved by the Manager.

Interns and volunteers shall be scheduled by the Managers for such working hours as are mutually agreeable between them.

All employees, interns, and volunteers shall notify their manager in advance if they will be absent from Switchpoint office during their scheduled working hours. Notification should include whether they will be performing Switchpoint duties elsewhere, or taking time off.

Employee Time Off & Overtime Policies

All employees are encouraged to set and keep a regular work schedule as much as the job position allows. Normal operation hours are Monday through Friday 8 am to 5 pm. If Flex time is requested and approved, changes from that schedule are discouraged. Employees are required to notify their department manager if schedule changes are necessary due to unplanned events, i.e. illness, etc.

Switchpoint does not offer paid holidays and staff should work their regular schedule even if it is a holiday unless a Time Off Request has been submitted and pre-approved.

Time Off Request forms are to be submitted by all employees for any full day or more being requested, whether using PTO or unpaid time off. Requests may also be done through the timeclock system.

Hourly employees may not work more than 40 hours a week (Sunday to Saturday regardless of when the pay period ends) without PRIOR approval from the Executive Director or Finance Manager. Overtime shall accrue when the employee actually works more than 40 hours a week. PTO and holiday time taken within the work period may not be counted as hours worked when calculating overtime accrual. Salary employees are exempt from overtime pay. Compensation Time may NOT be given in lieu of overtime pay.

If an employee works more than 8 hours in a day, then they should take time off during the same week to compensate for that overage to ensure they do not go over the 40 hours per week.

Department Managers are to review employee timesheets for accuracy of reporting and with regard to these policies prior to submission at the end of each pay period.

General Provisions

Paid Time Off (PTO) may be used by employees as accrued and accrual appears on paystubs. PTO will accrue as follows:

0-1 years of service	.025 hour per hour worked
1-2 years of service	.0465 hour per hour worked
2-3 years of service	.0695 hour per hour worked
3+ years of service	.0925 hour per hour worked

Example: A full time employee who works 40 hours per week and has been here less than one year will accrue 6 days PTO, 2nd year 12 days, 3rd year 18 days, 4th year 24 days. Part time employees also accrue PTO based on hours worked.

There is a maximum accrual of a total of 80 hours. Once an employee has accumulated 80 hours PTO will no longer accrue. PTO can be carried over from year to year if desired.

Salaried employees are expected to work 40 hours per week. If personal time off is taken, it is expected to be made up during the pay period and/or accrued PTO must be used. Compensation time may not be carried over from one pay period to the next without prior approval from the Executive Director.

SWITCHPOINT PTO DONATION POLICY

Switchpoint realizes that if an employee, their immediate family member, or a person living in their household has a serious medical condition, the employee may need to take a significant amount of time away from Switchpoint.

Although employees may use their PTO to provide income during this period, sometimes, such PTO balances may be exhausted which can result in limited or no income for the employee.

To assist employees who find themselves in this position, Switchpoint has created a PTO donation policy where, in the case of a serious medical situation, a regular full time or part time employee (Donor) may donate accrued PTO to a eligible employee or the Switchpoint PTO Bank for the benefit of other regular full-time or part-time employee (Recipient) if certain criteria are met.

Eligibility and Criteria

If an employee, their immediate family member (spouse, parent, or child), or a person living in their household has a serious medical condition (not applicable to maternity leave unless there is a medical emergency) and that employee may be exhausting his/her available paid time off, the employee may request, in writing, from his/her supervisor that a PTO donation account be set up.

Alternately, if a supervisor determines that an employee may be exhausting their available paid time off, the supervisor may initiate a discussion with the employee regarding establishment of a PTO donation account. If the employee approves, the supervisor needs to obtain such approval from the employee in writing.

SWITCHPOINT PTO DONATION POLICY Cont.

To be eligible to establish a PTO Donation Account, the following criteria must be met:

- The Recipient must be employed by Switchpoint for 12 or more months prior to the request for PTO Donation.
- The Recipient must be exhausting all available paid time. An employee who is receiving Disability benefits, Paid Family Leave, Workers' Compensation or Long-Term Disability benefits is not eligible to receive PTO donation at the same time, since alternate forms of income are available.
- The absence has to be prolonged and result in a substantial loss of income to the employee.

Process for Establishing a PTO Donation Account

After the employee requests, in writing, from his/her supervisor that a PTO donation account be set up and the supervisor has determined that the employee will be exhausting all available paid time off, the supervisor must complete a PTO Donation Account Request form.

It is the supervisor's responsibility to advise the employee that the employee must provide a physician's statement to HR, documenting the medical condition and required period of absence by the employee (unless this information has already been provided through the FMLA process and approved for FMLA). If the person with the serious medical condition is someone other than the employee, such person's physician must provide the person's name, the medical diagnosis (to substantiate the serious medical condition), the date the condition began and the expected length of the condition. This documentation must be submitted along with the PTO Donation Account Request form to HR. If the physician is unable to determine the length of the condition at the time, the PTO donation account will be opened for a maximum of two weeks and will be reviewed thereafter based on additional medical documentation submitted to HR.

Approval of Request

HR will review the request to determine whether the establishment of the PTO Donation Account meets the established criteria. HR will notify the employee of the approval or rejection in writing. If the request is approved, HR will determine, through a discussion with the employee, the appropriate department(s) to receive an announcement regarding the establishment of a PTO Donation Account.

Utilizing Donated Time

- The Recipient can only use hours that are available in the Recipient account or Switchpoint PTO Bank at the time of submission. The code "PTO DN" is to be used by the Recipient to record the use of PTO donation time on his/her timecard.
- Donated PTO time can be used either on a continuous or an intermittent basis.
- The Recipient may not record PTO Donation time on his/her timecard once the medical emergency ends.
- Recipient must use their own PTO accruals prior to donated PTO hours.

Donation Information (Donors)

- Donors must complete the PTO Donation Authorization form to donate a portion of their accrued PTO to the PTO Bank.
- The minimum number of hours of PTO time that can be donated is 4 hours. Employees may donate up to 50% of their accrued PTO balance as of the date of the donation.
- Employees may make an initial donation and then may donate again at a later date.
- Payroll confirms receipt and approval or rejection of PTO donation with the Donor. Rejection can occur if the Donor has insufficient hours to donate based on the policy. Once the PTO donation has been approved, such time is forfeited by the Donor.
- Employees on an approved Leave of Absence are eligible to donate PTO hours.
- Donors contribute PTO hours, not salary.
- The completed PTO Donation Authorization form must be sent to Payroll.
- PTO Donation from a Donor that is approved by Payroll will immediately be transferred to the Switchpoint PTO Account.
- PTO donations are not considered charitable contributions for income tax purposes.

Additional Information

- Donated PTO time cannot be paid at termination of employment. Any Donated PTO balance remaining at termination of employment will remain in the Switchpoint PTO Bank.
- Recipient cannot receive compensation through PTO Donation Policy and Paid Family Leave at the same time.
- A PTO Donation Request will not be approved if such Request occurs after being approved for and being compensated through Paid Family Leave for the same serious health condition.

If you have any questions regarding this policy, please contact the HR Manager.

Confidentiality and Treatment of Clients

All employees of Switchpoint shall assure that confidentiality of client information is maintained at all times. Discussing clients with individuals who have no official connection with the client betrays the client's confidentiality. Information in any format in reference to the individual must be filed in the client file established under his/her name. Current client files must be maintained in the locking file cabinet designated for that purpose. Archived client files must be kept in a locked area. Files are to be locked and secure during hours when the office is closed and unmanned.

Materials in the client file are confidential and must be treated as such. Materials and information in the file cannot be removed or released, except to the client, without court order or the written permission of the client or the client's guardian. The approved format is the "Switchpoint Release of Information" form. Forms from other entities, organizations and programs will be accepted if signed by the client and not older than one year. Any employee, intern, or volunteer who is found to have breached the confidentiality of any client shall be subject to immediate disciplinary action, up to and including termination.

A staff member who has reason to suspect that a client is being abused will report the suspected abuse to the proper authorities.

Communication with Persons with Disabilities &/ or those with Limited English Proficiency (LEP)

POLICY:

Switchpoint is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including Title VI of the 1964 Civil Rights Act which requires non-discrimination on the basis of national origin. Equal opportunity includes physical and program access for persons with disabilities and program access for persons with Limited English Proficiency (LEP). The policy of Switchpoint is to ensure meaningful communication with disabled and LEP clients. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or online technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Switchpoint will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Switchpoint will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or "I speak cards," available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with patients (clients/residents) or family members, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTERPRETER

Switchpoint is/are responsible for:

- (a)** Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff ;
- (b)** Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;

Communication with Persons with Disabilities &/ or those with Limited English Proficiency (LEP)

(c) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and **after** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other clients/patients/residents will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

3. PROVIDING WRITTEN TRANSLATIONS

(a) When translation of vital documents is needed, each unit in Switchpoint will submit documents for translation into frequently-encountered languages to appropriate program or staff member. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.

(b) Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

4. PROVIDING NOTICE TO LEP PERSONS

Switchpoint will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in intake areas and other points of entry.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, Switchpoint will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, Switchpoint will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, feedback from patients and community organizations, etc.

Code of Conduct

Each **Contractor/Grantee employee or volunteer and each **Subcontractor/Grantee** employee or volunteer who has interaction with clients must sign this “Code of Conduct” at the beginning of the grant or upon hire. A signed copy of this Code must be in employee’s/volunteer’s file subject to inspection and review by Department.**

The Contractor agrees that it shall adhere to the following Code of Conduct when providing services and shall require all others authorized through it engaged by the Contractor to perform services to follow the same Code of Conduct. The Provider Code of Conduct is in addition to all other contract requirements, policies, rules and regulations governing delivery of services to clients. The purpose of the code is to protect vulnerable clients from abuse, neglect, maltreatment, and exploitation. The Code of Conduct clarifies the expectation of conduct for providers of contracted, licensed and certified programs and their employees, which includes administrative staff, non direct care staff, direct care staff, support services staff and any others when interacting with clients. Nothing in this Code shall be interpreted to mean that clients should not be held accountable for misbehavior or inappropriate behavior on their part, or that providers are restricted from instituting suitable consequences for such behavior. As used in this clause “Contractor” shall include, the contractor, its employees, officers, agents, representative or those contracted through the Contractor to perform services authorized by the contract.

Contractor, its agents or representatives authorized through it shall not abuse, sexually abuse or sexually exploit, neglect, exploit, or maltreat any client. Furthermore, no person shall cause physical injury to any client. All injury to clients (explained or unexplained) shall be documented in writing and immediately reported to supervisory personnel.

The Contractor shall not by acting, failing to act, encouragement to engage in, or failure to deter from will cause any client to be subject to abuse, sexual abuse or sexual exploitation, neglect, exploitation, or maltreatment. The Contractor shall not engage any client as an observer or participant in sexual acts. The Contractor shall not make clearly improper use of a client or their resources for profit or advantage.

Contractor understands and acknowledges that failure to comply with this Code of Conduct may result in corrective action, probation, suspension, and/or termination of contract, license, or certification.

Clients protected by this clause shall include any person under the age of 18 years; and any person 18 years of age or older who is impaired because of mental illness, mental deficiency, physical illness or disability, use of drugs, intoxication, or other cause to the extent that he is unable to care for his own personal safety, health or medical care; and is a participant in, or a recipient of a program or service contracted with, or licensed or certified by the Department of Workforce Services.

Code of Conduct

Abuse shall include the following, but is not limited to:

- Harm or threatened harm, meaning damage or threatened damage to the physical or emotional health and welfare of a client.
- Unlawful confinement
- Deprivation of life sustaining treatment.
- Physical injury including, but not limited to, any contusion of the skin, laceration, malnutrition, burn, fracture of any bone, subdural hematoma, injury to any organ, any injury causing bleeding, or any physical condition which imperils a client's health or welfare.
- Any type of physical hitting or corporal punishment inflicted in any manner upon the body.

Sexual abuse and sexual exploitation will include, but not limited to:

- Engaging in sexual intercourse with any client.
- Touching the anus or any part of the genitals or otherwise taking indecent liberties with a client, or causing an individual to take indecent liberties with a client with the intent to arouse or gratify the sexual desire of any person.
- Employing, using, persuading, inducing, enticing, or coercing a client to pose in the nude.
- Employing, using, persuading, inducing, enticing, or coercing a client to engage in any sexual or simulated sexual conduct for the purpose of photographing, filming, recording, or displaying in any way the sexual or simulated sexual conduct. This includes displaying, distributing, possessing for the purpose of distribution, or selling material depicting nudity, or engaging in sexual or simulated sexual conduct with a client.
- Committing or attempting to commit acts of sodomy or molestation with a client.
- This definition is not to include therapeutic processes used in the treatment of sexual deviancy or dysfunction, which have been outlined in the client's treatment plan and is in accordance with written agency policy.

Neglect may include, but is not limited to:

- Denial of sufficient nutrition.
- Denial of sufficient sleep.
- Denial of sufficient clothing, or bedding.
- Failure to provide adequate supervision; including impairment of employee resulting in inadequate supervision. Impairment of an employee may include but is not limited to use of alcohol and drugs, illness, and, sleeping.
- Failure to arrange for medical care and/or treatment as prescribed or instructed by a physician when not contraindicated by agency after consultation with agency physician.
- Denial of sufficient shelter, except in accordance with the written agency policy.

Code of Conduct

Exploitation will include, but is not limited to:

- Utilizing the labor of a client without giving just or equivalent return except as part of a written agency policy which is in accordance with reasonable therapeutic interventions and goals.
- Using property belonging to clients.
- Acceptance of gifts as a condition of receipt of program services.

Maltreatment will include, but is not limited to:

- Physical exercises, such as running laps or performing pushups, except in accordance with an individual's service plan and written agency policy.
- Chemical, mechanical or physical restraints except when authorized by individual's service plan and administered by appropriate personnel or when threat of injury to the client or other person exists.
- Assignment of unduly physically strenuous or harsh work.
- requiring or forcing the individual to take an uncomfortable position, such as squatting or bending, or requiring or forcing the individual to repeat physical movements when used solely as a means of punishment.
- Group punishments for misbehavior of individuals except in accordance with the written agency policy.
- Verbal abuse by agency personnel: engaging in language whose intent or result is demeaning to the client except in accordance with written agency policy, which is in accordance with reasonable therapeutic interventions and goals.
- Denial of any essential program service solely for disciplinary purposes except in accordance with written agency policy.
- Denial of visiting or communication privileges with family or significant others solely for disciplinary purposes except in accordance with written agency policy.
- Requiring the individual to remain silent for long periods of time solely for the purpose of punishment.
- Extensive withholding of emotional response or stimulation.
- Exclusion of a client from entry to the residence except in accordance with the written agency policy.

Contractor agrees to document and report abuse, sexual abuse and sexual exploitation, neglect, maltreatment and exploitation as outlined in this Code, and cooperate fully in any resulting investigation. Reports may be made by contacting the local Regional Office within 24 hours on the first available work day. All injury to clients (explained or unexplained) shall be documented in writing and immediately reported to the Department of Workforce Services.

Code of Conduct

The recipient shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, officer, or agent shall participate in the selection, award of administration of contract supported by Federal funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The officers, employees, and agents of the recipient shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, or parties to sub agreements. However, recipients or the gift is an unsolicited item of nominal value. The standard of conduct shall provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the recipient.

Employee/Volunteer Signature _____

Date _____

Print Employee/Volunteer Name _____

Social Media Policy

Switchpoint recognizes the role social media plays in modern communication. As such, we respect the right of employees to use social networks (including personal websites, blogs, chat rooms and bulletin boards, etc.; social networks such as Facebook, Instagram, LinkedIn and Twitter, etc.; video sharing sites such as YouTube, etc.; and email) for self-publishing and self-expression while adhering to our organizational guidelines.

Commentary that is considered defamatory, obscene, proprietary, false, critical of Switchpoint coworkers or clients, even if unnamed; or damaging by any offended party could subject you to personal liability and damage Switchpoint's reputation. Once it's on the Internet, it's there forever.

Because online postings can conflict with the interests, mission, vision and guiding principles of Switchpoint, as well as the privacy and interests of those receiving services, Switchpoint has adopted the following social media policy. Breach of this policy may result in counseling and disciplinary action, including termination of employment.

This policy is not intended to supersede any provisions in the Code of Conduct and Non-Disclosure Agreement in the employee manual.

CONFIDENTIALITY and PRIVACY & PERMISSIONS

It's perfectly acceptable to talk about your work and have a positive dialog with the community, but it is never okay to publish confidential information. Confidential information includes photos, names, identities, services provided, or participation of residents, clients or customers; information shared with an employee from a resident, client or customer; details of current or future Switchpoint projects; Switchpoint financial information; etc. Exceptions are made only when a Media Release is signed and direct approval from Admin is given.

Do not disclose Switchpoint's confidential information, or personal identifying information of anyone at Switchpoint or receiving services from Switchpoint in online postings or publications. Sharing these types of information, even unintentionally, could result in harm to Switchpoint and legal action against you or Switchpoint.

YOUR IDENTITY ONLINE

You are at all times a representative of Switchpoint regardless of how or when you are posting on social media. You are personally liable for all communications and information you publish online.

Because social media and networking activities are public, your Switchpoint e-mail address and switchpoint assets should be used only to perform job-related activities, which may include professional networking but do not include personal social networking.

Never request or accept a request to be friends on social media with a resident or client currently receiving services. Always remember professional boundaries and avoid online/public/social communication with those staying at Switchpoint or receiving Switchpoint services.

If you are already friends on social media with someone that then becomes a resident or client of Switchpoint, please refrain from online interaction – always maintaining professional boundaries online, at work and in the community.

Social Media Policy, cont.

LIMITATIONS on ONLINE PUBLICATIONS

Do not say anything that is dishonest, untrue, or misleading. Anything you post or share online should reflect Switchpoint's Mission, Vision and Guiding Principles.

Never identify a resident, client, customer or co-worker in an online posting without his or her prior written permission.

Obey the law and ethics rules. Do not post any information or engage in any online activity that violates applicable local, state or federal laws, or professional rules of conduct.

Identify all copyrighted or borrowed material with citations and links. When publishing direct or paraphrased quotes, thoughts, ideas, photos or videos, give credit to the original publisher or author.

Direct all requests for references for current or former Switchpoint employees to the Human Resources Department. Comments you post about current and former employees can have legal consequences, even if you make the comments personally and not on the Company's behalf.

CREATING, MANAGING and SHARING CONTENT

Switchpoint employees are not authorized to request donations of items or cash for Switchpoint or any of its clients or customers. Such requests will only be approved and/or posted by Admin. . Employees should not be posting on their personal social media accounts about Switchpoint unless post is approved Admin.

If your position includes marketing on Social Media and other online outlets, remember that all postings and online content should reflect Switchpoint's Mission, Vision and Guiding Principles.

All Switchpoint employees are encouraged to friend/join any Switchpoint media page, and especially SHARE all Switchpoint media posts in order to educate the community, share our mission and purpose, increase business, encourage donations and volunteering, etc.

I have read, fully understand and agree to follow Switchpoint's Social Media Policy.

Employee Signature

Date

Employee Printed Name

Benefits Schedule

This schedule is subject to change under the direction of the board of directors of Switchpoint. Amendments may occur due to changes in fiscal resources, State of Utah guidelines, organizational policy, and matters beyond the control of Switchpoint management.

Access to Fringe Benefits

Health insurance is available on the first day of the month following sixty (60) days after hire date for full time employees.

- Any new full-time employee that does not elect benefits during the New Hire Window of 2-weeks will forfeit benefits and must wait until the next open enrollment period to elect benefits.
 - The New Hire Window for a new full-time employee will close 45 days before the employee eligibility date.
- A part-time employee that moves to full-time employment (and has already been with the company for at least 60 days) will be eligible for benefits on the first day of the month after 30-days of becoming a full-time employee. If they do not elect benefits within the 2-week window after their status change, then they will forfeit benefits and must wait until the next open enrollment period to elect benefits.
 - The Enrollment Window for part-time employees moving to full-time status will close 15 days before the employee eligibility date.
- The only exception made to an employee that has forfeited their benefits is if a qualifying life event occurs prior to the new year.
 - Contact Human Resources within 20 days or less if you believe you have experienced a qualifying event.
- As per ACA (Affordable Care Act) guidelines, Employees working variable hours will be tracked for a 12 month period. If those employees track eligible (30+ hours/week) for a minimum of 6 months out of 12 months, then they will be offered benefits for the following year while employed with Switchpoint.
- A full-time employee who waives/declines health insurance coverage from Switchpoint and provides proof of health insurance from a carrier of their choice will be compensated a specific dollar amount each pay period as determined by the board of directors.
 - This compensation will begin no sooner than the month the employee is eligible for insurance, or once the employee provides the proof of insurance.

Dental, vision, life, short-term disability and long-term disability insurances are also available.

The Board will determine, on an annual basis, the amount of contribution the company will make to all insurances.

Benefits Schedule

IRA

- New employees may enter the Switchpoint IRA plan and may deposit their own funds through payroll deductions on the first day of the month after hire date. Switchpoint will match up to 3% for IRA contributions.
- Employees in the plan may contribute their personal funds into the plan via payroll deduction. Personal contributions will be deposited into the IRA plan each pay period.

PTO

- Paid Time Off (PTO) is accrued for full and part-time employees based on hours worked at a rate determined by the board of directors. The Executive Director and Board Members encourage employees to use PTO so they will be more energized when they return from time off.
- PTO provides you with the flexibility to use your time off to meet your personal needs, while recognizing your individual responsibility to manage your paid time off. You will accumulate a specified amount of PTO each hour worked and it is up to you to allocate how you will use it—for vacation, illness, caring for children, school activities, medical/dental appointments, leave, personal business or emergencies. The company may require you to use any unpaid PTO during disability or family medical leave or any other leave of absence.
- Although you may carry over unused PTO time from year to year, there is a cap on the amount of PTO time you can accumulate. This encourages you to use your PTO and allows the company to manage its financial obligations responsibly. Once you reach your cap of 80 hours, you will not accumulate any more PTO until you use some of the time in your account and drop below the cap. After your balance goes below the cap, you will begin accruing PTO again. However, you will not receive retroactive credit for the time worked while you were at the cap limit.
- **TERMINATION:** You will be paid for all accrued but unused PTO when you leave the company.
- **MANAGEMENT OF PTO:** You are responsible for managing your PTO account. It is important that you plan ahead for how you will use it. This means developing a plan for taking your vacations, as well as doctor's appointments and personal business. It also means holding some time in "reserve" for the unexpected, such as emergencies and illnesses.
- **NOTICE AND SCHEDULING:** You are required to provide your supervisor with reasonable advance notice and obtain approval prior to using PTO. This allows for you and your supervisor to prepare for your time off and assure that all staffing needs are met. There may be occasions, such as sudden illness, when you cannot notify your supervisor in advance. In those situations, you must inform your supervisor of your circumstances as soon as possible.
- **RECORDING PAID TIME OFF:** You must complete a PTO request form for all PTO time used. We are required to track absences for illness, work related illness/injury, or attendance of school related activities for legal compliance reasons. The amount of PTO accrued, used and available will appear on your paycheck stub.

HOLIDAYS

Due to the staffing demands of a 24/7 facility, we do not offer paid holidays.

Conflict of Interest Reporting Form

All possible conflicts of interest must be reported immediately to the executive director. Conflicts may include but are not limited to; work with similar duties to your current job description, work that carries over from resources and contacts established in your daily work and other reimbursable or fee-for-service task that may result in you or someone you are related to prospering from it.

The following list reflects any activities that may reflect a conflict of interest. The list will be reviewed by the executive director and/or the board of directors for any possible conflicts and any concerns will be addressed as appropriate.

Any changes or additions to this form should be reported as potential conflicts may occur.

Program or Contact	Possible contact if any

Note:

Employee Name: _____

Date: _____

Signature: _____

Supervisor's Name: _____

Date: _____

Signature: _____

Credit Card Agreement

You have been granted the privilege of having a Switchpoint credit card. Your credit card is a convenience that carries responsibilities. Although, this card is issued in your name, it is Switchpoint property and must be used with good judgement. By signing this agreement you acknowledge you understand and will comply with all of the Switchpoint guidelines as listed below.

I, as an authorized and approved cardholder, have been trained and fully understand, and agree to the following terms and conditions regarding the use and safekeeping of the credit card entrusted to me:

- I accept full personal responsibility for the safekeeping of the credit card assigned to me, and that absolutely no one, other than me, is permitted to use the credit card assigned to me. All charges are ONLY associated directly to the cardholder.
- I understand that ALL purchases made on my assigned credit card MUST be supported by receipts.
- I will be making financial commitments on behalf of Switchpoint and will obtain fair and reasonable prices.
- I will submit my receipts within 2 days after completion of a purchase noting my name, purpose, and client's name as applicable, showing expenses incurred.
- When I use my credit card, I understand that these purchases will result in a "receivable" against me, and I am responsible for repayment of any of these charges deemed not allowable. I further understand that any unallowable amount must be repaid to Switchpoint within 10 days after notification.
- In the event that I fail to repay any non-allowable amount, Switchpoint is authorized to withhold full amount from any payment(s) due me from Switchpoint, including payroll checks, as repayment. I understand that failure to follow these provisions more than once within any 6 month period will result in suspension of my credit card.
- I will not use the credit card for non-Switchpoint related expenses, unauthorized purchases, or for personal purchases.
- I will immediately report the theft or loss of my credit card to the bank and Switchpoint bookkeeper or Executive Director.
- I understand that I cannot use the credit card as a financial reference to obtain personal credit cards or loans.
- I understand that I am personally responsible for obtaining ALL original detailed receipts (purchase and credit documents) and submitting them in accordance with Switchpoint credit card procedures for those purchases where a receipt is required.
- I understand that any purchases made by me will be recorded and reviewed to ensure compli-

Credit Card Agreement

ance with credit card guidelines.

- I understand that failure to follow any of the above listed terms and conditions or if found to have misused the credit card in any manner may result in:
- Revocation of the privilege to use the credit card
- Disciplinary action
- Termination of employment, and/or criminal charges being filed with the appropriate authority.
- I agree to surrender the credit card immediately upon request, or upon termination of employment for any reason.

Employee Signature _____

Date: _____

Printed Employee Name _____

Switchpoint Utah Homeless Management Information System (UHMIS) Policy

Switchpoint UHMIS (Utah Homeless Management Information System) Policy

The Utah Homeless Management Information System (UHMIS) is a computerized data collection application that facilitates the collection of information on homeless individuals/families and stores the data in a centralized database for analysis. Switchpoint is one of many organizations that participate in UHMIS.

- Switchpoint employees will comply with all UHMIS requirements and follow all written intake procedures to ensure participants are entered into UHMIS
- Access to UHMIS will be requested for only those Switchpoint staff who will provide direct services to participating clients
- Switchpoint Employees will attend required UHMIS training and sign End User Agreement in order to access and use UHMIS for data collection.
- Switchpoint Employees will also be required to participate in UHMIS meetings and trainings as needed.
- Revocation to UHMIS access will be immediately requested for terminated employees – within 2 days of termination of employment.
- Switchpoint and all employees with access to UHMIS will be held to the policies and procedures established by UHMIS. (See HMIS Standard Operating Polices & Procedures)

UHMIS PARTICIPATION

- Switchpoint Employees Must have an Agency Partner Agreement and End-User Agreements signed before an agency can receive training to ultimately participate in UHMIS.

DATA SECURITY POLICIES AND PROCEDURES

- Physical safeguards are implemented to protect personal information when transmitting written communication about clients, all users will use the ClientID to refer to the client.
- Hard copies of client information or reports with protected personal information will be kept in a locked cabinet or storage area when unattended.
- Loose papers or notes with client information not stored in the clients file will be securely destroyed.
- All staff that have access to UHMIS and client personal information will minimize the visibility of computer/tablet/phone screens used to limit HMIS access to unauthorized individuals.

Switchpoint Utah Homeless Management Information System (UHMIS) Policy

- Documents that contain passwords will be kept physically secure.
- Terminals that are used to access HMIS will have locking screen savers and will be password protected.
- Users will not leave UHMIS open and running when terminal is unattended.
- All computers accessing HMIS must have regularly updated anti-virus software installed that automatically scans files.

CLIENT INFORMED CONSENT AND PRIVACY RIGHTS

- Switchpoint will display the Privacy Posting in clear sight of clients that are being served.
- Switchpoint will ensure that all clients presenting at a point of entry are informed of the option of participating in the UHMIS system and have them sign a ***UHMIS Informed Consent Release Form***.
- Switchpoint will ensure that the individual is of age and in possession of all of his faculties at the time of consent. (for example, not mentally ill), and his/her judgment not impaired at the time of consenting (by sleep, illness, intoxication, alcohol, drugs or other health problems, etc.)
- Switchpoint will verify that a ***UHMIS Informed Consent Release Form*** has been signed before entering any data into the UHMIS system.
- Switchpoint Staff will only enter data into UHMIS that is relevant, reported and gathered in a complete accurate and timely manner.
- Switchpoint agrees not to release any confidential information received from the UHMIS database to any organization or individual without proper client consent.
- The agency can release information for the following exceptions:
 - a) When required by law and to the extent that use or disclosure complies with, and is limited to, the requirements of the law.
 - b) When a provider reasonably believes that a child or vulnerable adult is a victim of abuse and neglect and should be reported
 - c) To create unduplicated data within the UHMIS system, where only users who have signed a user agreement to maintain client privacy and protections are allowed to access disaggregated data.
 - d) To avert a serious threat to health or safety if:
 - i. The service provider believes that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public.
 - ii. The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.

Switchpoint Utah Homeless Management Information System (UHMIS) Policy

- e) To a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards for ethical conduct)
 - i. In response to a lawful court order, court ordered warrant, subpoena or summons issued by a judicial officer or a grand jury subpoena, unless otherwise restricted by law.
 - ii. If the service provider believes in good faith that the protected personal information constitutes evidence of criminal conduct that occurred on its premises.
 - f) When required for payment or reimbursement for services. Information disclosed is to be used only for payment or reimbursement for services, and remains protected by this policy.
- Switchpoint is required to provide a client with a **Grievance Filing Form** if the client feels that the security or integrity of their information has been violated by the end-user or agency itself.
 - If Switchpoint Case Management Team wishes to share client information with other agencies to better facilitate program management, staff must have a **Data Sharing MOU** in place before the UHMIS team will grant access to information outside of the originating agency.
 - Switchpoint privacy policies signed by all employees will also apply.

DATA Policies and Procedures

- If real-time data is not entered, then a Switchpoint Intake form will be used to collect relevant data at time of intake.
- Switchpoint staff will collect copies of any client documentation that shows proof of identity- including photo ID, SS card, Medical card, birth certificate, bookings photo, or any other form of identification.
- Switchpoint shall consistently enter or upload information into the UHMIS database within five (5) working days of seeing the client. This is to ensure that accurate and timely data is being reported to Local, State, and Federal government entities. Data will be entered or uploaded within 24 hours where possible.
- Department managers will follow up at their weekly staff meetings to ensure that data for that week has been entered into UHMIS within the appropriate time frame.
- Switchpoint Department Managers of departments using UHMIS will pull Data Quality Reports monthly or at least quarterly to verify accuracy and monitor error percentages; checking UHMIS for acceptable error rates of specific programs.
- Data errors will be addressed in department meetings and training provided to staff in order to improve data collection.
- If needed, corrections will be made within 30 days or sooner.

Non-Disclosure Agreement

Each **Contractor/Grantee** employee or volunteer and each **Subcontractor/Grantee** employee or volunteer who has access to clients' personal information must sign this Non-Disclosure Agreement at the beginning of the grant or upon hire. A signed copy of this Agreement must be in each employee's/volunteer's file subject to inspection and review by the Department of Workforce Services (DWS).

The **Contractor/Grantee** and its employees and volunteers will comply with the following measures to protect the privacy of the information released under this agreement against unauthorized access or disclosure.

- The information shall be used only to the extent necessary to assist in the purposes identified within this Agreement and shall not be re-disclosed for any purposes not specifically authorized in this contract.
- The information shall be stored in a place physically secure from access by unauthorized persons.
- Information in electronic format shall be stored and processed in such a way that unauthorized persons cannot retrieve the information by computer, remote terminal or any other means.
- Precautions shall be taken to ensure that only authorized personnel are given access to online files
- The Contractor/Grantee shall instruct all authorized personnel regarding the private nature of the information and that they are subject to State and Federal law penalties for unauthorized disclosure of information.
- The Contractor/Grantee shall permit DWS or any other authorized State or Federal Agency to make on-site inspections to insure that the requirements of this contract and all applicable State and Federal laws, statutes and regulations are being met.
- The Contractor agrees to hold DWS harmless for any damages arising out of the unauthorized disclosure of confidential or private information from DWS records.

Employee Signature _____

Date _____

Employee Printed Name _____

Optional Vehicle Driver Agreement

I understand and agree to the following:

- Prior to driving an agency vehicle, I must have a valid Utah State driver license in my possession.
- Switchpoint vehicles are restricted to business use only.
- I am responsible for buckling my seatbelt prior to moving the vehicle.
- I am responsible for ensuring that all passengers are buckled before moving the vehicle.
- I will not text and drive.
- Cell phone is for emergency use only and will not be used while the vehicle is in motion unless a hands-free device is available. Should I receive a phone call without the availability of a hands-free device I will not respond until the vehicle is parked.
- Personal use of the vehicle will be considered upon prior approval of the executive director.
- I am expected to honor all road signs and laws.
- Any violations, including moving and parking, are the sole responsibility of the driver.
- As a driver of the vehicle I am responsible to report all repair and maintenance concerns to the finance manager.
- I am responsible for keeping the vehicle clean and shall not allow it to become unsightly or offensive.
- Service animals are the only animals allowed in the vehicle.
- I am responsible for tracking data, mileage, and destination as required on the mileage log.
- I shall not allow unauthorized persons to drive the vehicle.
- When the gas tank has 50% of fuel left I am responsible for filling the vehicle and submitting the receipt to the finance manager.
- Switchpoint will maintain comprehensive and liability insurance coverage for the vehicles and named drivers. Passengers are also covered by insurance.
- I am responsible for fueling the vehicle when needed and submitting a corresponding receipt with mileage notated.

Optional Vehicle Driver Agreement

- In the event of any accident:
 - my first priority is the safety of myself and any passengers
 - I will contact appropriate law enforcement authorities
 - I will contact management at Switchpoint
- Switchpoint will be responsible for damages. However, should an investigation show that the vehicle was being used outside of the scope of employment the employee may be liable for the accident and may be forced to take legal and/or financial responsibility for any damage, accident, or injury.

Should I violate any of the above requirements I will be subject to disciplinary action which may suspend my organization vehicle driving privileges, and up to, or including termination.

Employee Signature _____

Date _____

Firearms/Weapons Policy

For the safety of all, employees may not, at any time while on any property owned, leased or controlled by Friends of Switchpoint, including any location where Friends of Switchpoint business is conducted, possess or use any weapon or firearm.

Weapons include, but are not limited to, guns, knives or swords with blades over two inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

Regardless of whether an employee possesses a concealed weapons permit (CCW) or is allowed by law to possess a weapon, weapons are prohibited on any Switchpoint property. They are also banned in any location in which the employee represents the company for business purposes.

Possession of a weapon can be authorized by the company's executive director to allow security personnel or a trained employee to have a weapon on company property when this possession is determined necessary to secure the safety and security of Switchpoint employees or customers. Only the executive director, or her designee, may authorize the carrying of or use of a weapon.

Employees who violate this policy will be subject to [disciplinary actions](#), up to and including employment termination. The employment termination would be characterized as termination for cause.

I have read and fully understand Switchpoint's Firearms/Weapons Policy.

Employee Signature

Date

Employee Printed Name

EEO (EQUAL OPPORTUNITY EMPLOYER)

Introduction

At Friends of Switchpoint we take pride in providing equal employment opportunities to everyone regardless of their race, ethnicity, beliefs, religion, marital status, gender, gender identity, citizenship status, age, veteran status, or disability.

Accordingly, the purpose of this policy is to reinforce our commitment to the creation and maintenance of a diverse workplace where equality, respect, and consideration for one another are the norm.

Scope of policy

This equal opportunity employer policy is a blanket policy. This means it applies to all employees, prospective employees, suppliers, backers, associates and affiliates, and guests.

While we believe that equal opportunity should and does apply to everyone, we also understand that it is especially important for people in groups that have historically been subjected to unfair treatment in the workplace. Although we don't promise to employ or promote all people in such groups, we do pledge to treat qualified job applicants and employees eligible for promotion fairly. We also pledge to avoid discriminating against them based on conscious or unconscious biases.

EEO Policy

- As an equal opportunity employer, Friends of Switchpoint complies with all applicable laws, rules and regulations preventing discrimination against job applicants based on: race, ethnicity, religious beliefs, gender, gender identity, age, veteran status, marital status, physical challenges, or any other relevant factor.
- In addition to recruitment and hiring practices, this policy requires affirmative action in the following areas: promotions, transfers, pay rates and termination.
- Our executives, upper and middle management, and supervisors are responsible for ensuring that this policy is fully implemented and that everyone, including the rank and file, complies.
- Allegations that anyone subject to this policy has engaged in prohibited conduct will be thoroughly investigated.
- If the accused is a Friends of Switchpoint employee, he or she may be suspended pending the outcome of the investigation.

EEO (EQUAL OPPORTUNITY EMPLOYER)

- If the investigation determines that a Friends of Switchpoint employee has engaged in discriminatory practices or behavior, said employee will be disciplined accordingly.
- A supervisor, department head, or anyone else in a senior capacity that is aware of a Friends of Switchpoint employee engaging in prohibited conduct and fails to take immediate and appropriate corrective action will also be disciplined accordingly.
- Any victim of discrimination should not hesitate to come forward.
- Any individual who feels that coming forward would be or has been futile, unsatisfactory, or counterproductive should contact the Human Resources Department.
- Any type of retaliatory behavior, or threats of retaliation made against a victim of discrimination who has reported it, or against someone who was aware of the discrimination and reported, will result in immediate disciplinary action.

At **Friends of Switchpoint**, we have zero tolerance for any type of discrimination or harassment against our employees by their peers, supervisors, customers, or vendors. This assurance is also reflected in our policies regarding: recruiting, advertising, hiring, placement, promotion, training, transfer, payment, benefits, termination and any relevant privileges, terms, and conditions of employment.

Anyone with questions or concerns about the implementation of or compliance with this or any related policies should address them to the Human Resources Department.

REHIRE POLICY

REHIRE POLICY

Rehiring Criteria for all Candidates

To be eligible for rehire, all former employees must

- Have resigned from their earlier employment with the Friends of Switchpoint (FOS) with timely notice – minimum of 2 full weeks' notice or longer.
- Received performance evaluations showing satisfactory performance in terms of job performance, attendance, and similar measuring factors. If an employee resigned prior to receiving an evaluation, the employee must have successfully completed the probationary period and have no disciplinary or similar record in the employee's prior employment file;
- Pass the Company's current drug screening test applicable to all new hires; and
- Receive a favorable report from a background check.

Rehiring within 90 Days Following the Termination Date

- **Rehire Date.** The employee will be deemed hired on the original hire date with no break in service for purposes of determining eligibility for employee benefits. For seniority purposes, if relevant, the employee will be treated as if he or she was hired on the original hire date but took a leave of absence for the period between the termination date and the rehire date.
- **Compensation.** If the employee is rehired for the same position or a comparable position to the one formerly held, the employee's compensation will be unchanged from the compensation on the termination date. If the employee is hired into a different job for which the pay level is greater or less than that of the employee's former position, the employee will receive the compensation earned by similarly situated employees in the new position.
- **Insurance and Similar Benefits.** Medical Insurance and Group Life Insurance will be restored as soon as is practicable based on the terms of the plans and the rehire date.
- **Retirement Benefits.** The rehired employee may participate in the Company's retirement program, e.g., 401(k) or similar plan, as soon as is practicable based on the terms of the plan and the rehire date.
- **Accrual of Leave.** The rehired employee will accrue vacation time, personal or discretionary leave, and sick leave at the same rate as the employee accrued such leave prior to the termination date. No vacation time, personal or discretionary leave, or sick live is accrued during the period between the termination date and the rehire date.
- **Past Accrual.** If the employee had accrued but unused leave at the time of termination and the employee was not paid for such leave at the time of termination, the accrued but unused leave will be restored to the employee.

REHIRE POLICY CONT.

Rehiring More than 90 Calendar Days, But Less than 365 Calendar Days After the Termination Date

- **Compensation.** If the employee is rehired for the same position or a position comparable to the one formerly held, the employee's compensation will be unchanged from his or her compensation on the termination date. If the employee is hired into a different job for which the pay level is greater or less than that of the employee's former position, the employee will be entitled to the compensation earned by similarly situated employees in the new position.
- **Insurance and Similar Benefits.** Medical Insurance and Group Life Insurance will be restored as soon as is practicable based on the terms of the plans and the rehire date.
- **Retirement Benefits.** The rehired employee may participate in the Company's retirement program, e.g., 401(k) or similar plan as soon as is practicable based on the terms of the plan and the rehire date.
- **Accrual of Leave.** The rehired employee will accrue vacation time, personal or discretionary time, and sick leave at the same rate as a newly hired employee. No vacation time, personal or discretionary leave, or sick live is accrued during the period between the termination date and the rehire date.
- **Past Accrual.** The employee will not be credited with any accrued but unused leave held at the time of termination.

Rehiring One Year or More After Termination

Any employee rehired more than one year after the termination date will be treated as a new hire with regard to compensation, leave, and all other terms and conditions of

Acknowledgement & Receipt of Employee Handbook, Training, & Understanding of Policies, Procedures, & Agreements

I have received a copy of the Switchpoint Employee Handbook dated _____.

The handbook contains policies and rules that apply to me. I agree to read the Switchpoint Employee Handbook, and follow it during my employment with Switchpoint.

I understand that this handbook is not an employment contract, and that it may be amended at any time. In that event, changes will be communicated to me.

Initial each document title below:

- Acknowledgement and Receipt of Policy Handbook
- Awareness of Drug Free Workplace
- Awareness of Sexual Harassment in the Workplace Policy
- Conflict of Interest Form
- Whistle Blower Policy
- Workplace Safety Policy
- Lifting and Moving Heavy Objects Policy and Procedure
- Workplace Hazardous Materials
- De-escalation Training
- Fire Safety
- Absences & Tardiness
- Sexual/Unlawful Harassment/Bullying
- Optional: Vehicle Driver Agreement
- Optional: Credit Card User Agreement
- Optional: Conflict of Interest (if applicable)

I, _____, hereby acknowledge the receipt, training, and understanding of each document listed above.

Signed: _____

Date: _____

Witness: _____

Date: _____

Appendices

Appendix A: Client Grievance Form

Appendix B: Client Grievance Review Form

Appendix C: Discharge Checklist

Appendix D: Procedure Checklist

Appendix E: Prescription Medication Sign-Out Sheet

Appendix F: Prescription Medication Disposal Agreement

Appendix G: Incident/Critical Incident Form

Client Grievance Procedure - Appendix A

Client Grievance Form

Clients have the right to bring complaints without fear of reprisal or being deprived of shelter.

INSTRUCTIONS: Clients must complete **Section I** and submit this form, along with any supporting materials, to the Program/Facility Director or to his/her Case Manager. If the subject of this form concerns that Director or Case Manager, clients should submit this form to the Executive Director. Any Director receiving a completed form must complete **Section II** and return it to the Client within seven (7) business days. A copy shall be retained and placed in the client's case file.

Section I: (To be completed by the Client)

Name: _____
Address/Facility/Program: _____
Social Security: _____ Phone: _____
Signature: _____ Date: _____

Describe the Grievance (attach additional sheets & supporting documentation appropriate):

Section II: (To be completed by the Director or Case Manager in seven (7) business days)

Name/Title: _____
Facility/Program: _____
Address: _____
Phone: _____ Date Received: _____
Signature: _____

Written Explanation or Resolution of Response (attach additional sheets & supporting documentation as appropriate):

Client Grievance Procedure - Appendix A

Client Grievance Form

Section II: (To be completed by the Program Director or Case Manager or functional equivalent and by the appropriate Program Administrator)

Date Received: _____

Record of review:

Date of response: _____

Signature: _____

Switchpoint Executive Director

Signature: _____

Program Administrator or Case Manager

Client Grievance Procedure - Appendix B

Client Grievance Review Form

Clients have the right to bring complaints without fear of reprisal or being deprived of shelter.

INSTRUCTIONS: Clients must complete **Section I** and submit to the Program/Facility Director or to his/her Case Manager. If the subject of this form concerns that Director or Case Manager, clients should submit this form to the Executive Director. A copy shall be retained and placed in the client's case file.

Section I: (To be completed by the Client)

I have reviewed the Director's response to my Client Grievance Form, which is dated

I, _____ do not believe that the response to my grievance was satisfactory and I request a review.

Resident Signature

Date

Shelter Name

Describe why the response is unsatisfactory:

Discharge Checklist - Appendix C

Discharge Checklist

As a client prepares for discharge, ensure that the following criteria have been completed:

- _____ Wrap up case planning with the client
- _____ Complete a discharge/aftercare plan with the client
- _____ Have the client complete a Client Satisfaction Survey prior to leaving
- _____ Record the reason for discharge
- _____ Make appropriate referrals where external after care is required
- _____ Ensure all personal property in the client file is returned to the client
- _____ Enter a closing summary in the client file within two days of discharge

Closing Summary

A closing summary entered into the client record must be written by staff within 2 days of client departure. The closing summary includes:

- _____ Reason for discharge
- _____ Service goals & outcomes
- _____ Plans for follow-up
- _____ Other summary comments as appropriate

Quick Procedure Guide - Appendix D

Procedure Checklist

If a client shows up with drugs or weapons or medications:

1. They will immediately be confiscated. Staff will remind clients that they are not allowed to bring paraphernalia and weapons into the Shelter. An incident report will be filled out before leaving shift.
2. If clients have expired prescribed drugs on their person, they will be asked if staff can properly dispose of these medications at the appropriate disposal site and will be asked to sign a statement stating they agree to appropriate disposal.
3. If a client is quite inebriated or high, staff will do the following:
 - A. Ask the client to stay in his/her room. If the client agrees, Staff should make a point of checking on the client periodically, to ensure his/her physical safety.
 - B. If the client refuses to stay in their room and is in the common areas of the shelter both inside and outside and pose a risk to themselves or others, staff should call dispatch and ask that they be taken care of outside the facility.
 - C. An incident report will be filled out and completed before leaving shift.

If a client has overdosed on medication:

1. Call 9-1-1 immediately and if possible, provide CPR or other appropriate First Aid measures.
2. Fill out and complete an incident report before end of shift.
3. Contact superiors to let them know of the incident.

If a client attempts suicide:

1. Call 9-1-1 immediately and if possible, provide CPR or other appropriate First Aid measures.
2. Fill out and complete an incident report before end of shift.
3. Contact superiors to let them know of the incident.

If a client needs to be kicked out:

1. Please use Appendix C - Discharge Checklist to review the steps that need to be completed upon exit.
2. Make sure that either the Shelter Manager or the Executive Director are notified of the client leaving.
3. Fill out and complete an incident report before end of shift.
4. If applicable, allow the client to complete Appendix A - Client Grievance Form.
5. Make sure that client completes Appendix D - Satisfaction Survey.

Quick Procedure Guide - Appendix D

Procedure Checklist

If a client shows up with drugs or weapons or medications:

1. They will immediately be confiscated. Staff will remind clients that they are not allowed to bring paraphernalia and weapons into the Shelter. An incident report will be filled out before leaving shift.
2. If clients have expired prescribed drugs on their person, they will be asked if staff can properly dispose of these medications at the appropriate disposal site and will be asked to sign a statement stating they agree to appropriate disposal.
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 - A. Ask the client to stay in his/her room. If the client agrees, Staff should make a point of checking on the client periodically, to ensure his/her physical safety.
 - B. If the client refuses to stay in their room and is in the common areas of the shelter both inside and outside and pose a risk to themselves or others, staff should call dispatch and ask that they be taken care of outside the facility.
 - C. An incident report will be filled out and completed before leaving shift.

If a client has overdosed on medication:

1. Call 9-1-1 immediately and if possible, provide CPR or other appropriate First Aid measures.
2. Fill out and complete an incident report before end of shift.
3. Contact superiors to let them know of the incident.

If a client attempts suicide:

1. Call 9-1-1 immediately and if possible, provide CPR or other appropriate First Aid measures.
2. Fill out and complete an incident report before end of shift.
3. Contact superiors to let them know of the incident.

If a client needs to be kicked out:

1. Please use Appendix C - Discharge Checklist to review the steps that need to be completed upon exit.
2. Make sure that either the Shelter Manager or the Executive Director are notified of the client leaving.
3. Fill out and complete an incident report before end of shift.
4. If applicable, allow the client to complete Appendix A - Client Grievance Form.
5. Make sure that client completes Appendix D - Satisfaction Survey.

Prescription Medication Sign-Out Sheet - Appendix E

Client Name: _____ Date: _____

As a resident of Switchpoint, I declare that I am leaving for the day and verify that I have a prescription medication dose that needs to be administered during this time.

I take full responsibility for my medication while I am away from the Switchpoint facility and attest that staff gave me my prescription medication for this purpose and this purpose alone.

Date	Medication	Time Out	Quantity	Time In	Quantity

I am fully aware that if I return to the property and do not immediately turn my prescription medications back in to the front office, I can be detained and arrested by the police

Prescription Medication Disposal Agreement - Appendix F

Prescription Medication Disposal Agreement

Client Name: _____ Date: _____

As a resident of Switchpoint, I declare that I have expired prescription medication that requires disposal.

I agree to let Switchpoint staff properly dispose of my prescription medication at the approved prescription medication disposal site located at the St. George Police Department.

I am fully aware that if I do not properly dispose of my prescription medications I can be detained and arrested by the police department.

Client Signature

Switchpoint Staff Signature

Client Property Storage Agreement - Appendix F

Client Name: _____ Date: _____

As a temporary resident of Switchpoint, I declare that I am authorizing Switchpoint to store the following personal items for me so long as I am staying with Switchpoint.

I do not hold Switchpoint liable for any personal items that I fail to collect upon my exit and agree to allow Switchpoint to donate any personal belongings I leave at the shelter past 7 days.

Client Signature

Date in	Property to be Stored	Quantity	Staff Initials	Date Out	Staff Initials

Notes:

INCIDENT REPORT FORM

To Be Completed ASAP – Within at least 12 hours of Incident/Accident

When in Doubt, Fill it Out for: Safety Violation, Accident/Injury, Property Damage, Poor Behavior, etc.

Reported by:	Type of Incident:
Date of Incident:	Time of Incident:
Location of Incident:	Department:

Details of Incident: *(If more space needed, continue on back of form)*

Was someone injured? <input type="checkbox"/> Yes <input type="checkbox"/> No	Type of Injury:
--	------------------------

Name of Parties Involved	Role	Contact Info

Witnessed By (Name)	Department	Phone Number

Important Notes, Instructions and/or Follow Up Action:

Prepared/Reported by: _____ **Date:** _____

Supervisor: _____ **Date:** _____

For Serious Illness/Medical Emergency
VACATION (PTO) DONATION ACCOUNT REQUEST**PART I – To Be Completed by Employee in Need**

To avoid delay in approval of account, please provide supporting medical documentation to HR with this Request

Employee Information

Name _____	
<i>first</i>	<i>last</i>
Department _____	Phone # _____
Email _____	Date of Request _____

Department Manager/Supervisor Approval

Manager/Supervisor Approval _____
<i>Signature indicates approval of Request</i>

Provide Detailed Reason for Vacation/PTO Donation Account Request

Requesting Employee Signature _____ Date _____

PLEASE SUBMIT THIS FORM TO HUMAN RESOURCES ~ ATTN: HR MANAGER

PART II – HR/BENEFITS OFFICE APPROVAL

-- For Official Use Only --

Benefits/HR Office Approval _____	Date _____
Open Date _____	Close Date _____
<i>Date PTO Account Approved to be Opened</i>	<i>Date PTO Account Approved to be Closed</i>

VACATION (PTO) DONATION AUTHORIZATION: For Serious Illness**To Be Completed by Donating Employee (Donor)****Donor Information (employee donating vacation (PTO) hours)**

Name _____
first *last*

Department _____ Phone # _____

Donation Information

Number of Vacation (PTO) Hours you are Donating _____
Four (4) hours is the minimum initial amount an employee can donate with a maximum of no more than 50% of their current accrued vacation/PTO at time of donation. Thereafter, contributions can be made in four (4) hour increments and a new form must be completed and submitted to Payroll each time.

Recipient Information

I would like my donation to go to the Vacation/PTO Bank for any employee to use.

OR

I would like to donate my vacation/PTO hours to the following employee:

Name _____

Department _____

I authorize the transfer of the above stated vacation/PTO hours to the Vacation/PTO Bank.

I authorize the transfer of the above stated vacation/PTO hours to the Recipient indicated above.

-- I understand that this donation shall be anonymous and subtracted from my account immediately upon confirmation from Payroll.

-- I understand that this is voluntary and that any hours unused by the Recipient or PTO Bank will be forfeited.

-- I acknowledge that I have not been directly or indirectly promised any benefit by any employee or been intimidated, threatened, or coerced for the purpose of donating vacation/PTO hours.

Donor's Signature _____ Date _____

PLEASE SUBMIT THIS FORM TO PAYROLL ~ ATTN: FINANCE MANAGER