



POLICIES AND PROCEDURES



Welcome to Broward Children's Center!

As you have seen through the Orientation Process, we provide a number of programs to assist developmentally delayed, and/or medically fragile children, young adults, and their families. As you spend more time here, you will begin to see how interrelated all our programs are. We value communication within the organization as being vitally important to its success.

We are committed to the "TEAM APPROACH" in management. Your suggestions and your input are very important to us. Please use the suggestion box in the Skilled Nursing Facility or send a memo to me personally with any suggestions or ideas that you may have. You are free to use this system for constructive criticism as well.

We believe that the key to providing quality care is to ensure a dignified, professional and pleasant working environment for our staff. To that end, we have established policies and programs to benefit and assist you in achieving your goals and our mission. We are very proud of our Employee Benefit Package, which is very progressive and unique in our field.

Please review your personnel materials thoroughly, as they detail the company's policies & procedures. If you have any questions and your supervisor is unable to answer your questions, he/she will refer you to the appropriate individual.

I welcome your involvement, and look forward to working with you.

Sincerely,

Marjorie Evans
CEO

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ABOUT THIS HANDBOOK

This handbook is a guideline to Broward Children's Center's and its program's personnel policies and procedures. While this handbook is not all inclusive, it is intended as a guideline to be used with your Orientation Manual, with reference to what is expected of you as an employee.

Please be aware that this handbook does not create a contract of employment, nor does it contain exclusive means of discipline or termination. The procedures, rules and regulations described in this handbook can be supplemented or superseded at any time by the CEO.

NON-DISCRIMINATION POLICY

Broward Children's Center and its programs are equal opportunity employer. The programs of Broward Children's Center comply with the Americans with Disabilities Act and all Affirmative Action to ensure that applicants and employees are treated fairly and without regard to race, color, religion, sex, national origin, marital or veteran status, age, handicap or political affiliation. Reasonable accommodations are made for qualified individuals to afford every person the opportunity to perform the essential functions of each position. This policy applies to all aspects of the employment process.

SEXUAL HARASSMENT

It is the policy of this organization to see that all employees are treated with respect and courtesy. Sexual harassment of any employee by another employee, supervisor, or other person will not be tolerated. Any employee who feels that he/she is a victim of sexual harassment should immediately report the matter in confidence to an Administrative staff member.

PHILOSOPHY OF SERVICE

In keeping with our Mission statement, it is our purpose to provide the best and highest standard of care to all children and families that we serve. Each child or young adult is a unique individual and is treated with respect and care. It is our goal to provide an environment which the child or young adult is able to maximize his potential.

With that in mind, the following are our mutual responsibilities:

- To provide quality service effectively and efficiently in a clean, safe, and attractive environment.
- To respect the clients' individual rights.
- To provide the highest standard of services to our clients.
- To operate the Center efficiently according to sound business practices, including conserving resources.
- To educate the community with reference to the needs of our Client population and their families.

EMPLOYEE RELATIONS PHILOSOPHY

Broward Children's Center is committed to providing one of the best Employee Programs within our community.

1. You have a safe, clean working environment.
2. You are treated as an individual in an atmosphere of dignity and respect.
3. As business conditions permit, you are provided stable employment.
4. Within the parameters of regulations set by the State/Federal Governments, fair and equitable wages, as well as unique benefit programs are provided to you.
5. Inservices are available to address Regulatory requirements and staff needs.
6. Lines of communication are kept open for the purpose of keeping employees informed as well as providing an opportunity for individual expression.
7. Development of your capabilities as well as professional advancement are encouraged.
8. We assure you that leadership in which all employees may have faith and confidence and learn by example.
9. Promote Employee Assistance Programs (EAP) providing assistance to employees to enhance and promote self-growth which will, in turn, foster quality care to our residents.
10. To manage the workforce at Broward Children's Center efficiently, according to sound business practices, to ensure continued availability of quality long-term health care and employment opportunities for our community.

CONFLICT OF INTEREST POLICY

Everyone in the nursing home industry relies very heavily on trust from the public that we provide a quality service to our community. To keep the public's trust, you as an employee, must avoid any association which may interfere with the best interests of our Center. A conflict of interest occurs if your loyalty to the Center could be prejudiced by personal benefit from another source, or if you conduct business on behalf of the Center with an outside source in which you or a member of your family has a financial interest or stands to gain in some way.

Your position here must never be used to promote or advance your personal interest directly or indirectly. In addition, your employment with the Center is to be your primary employment, therefore, second or part-time job outside the facility is allowable only if it does not violate any trust regarding this Center's confidential information and does not inhibit your ability to perform the essential functions of your job at Broward Children's Center. Employees are not allowed to order supplies and products to be utilized for personal use.

WE'RE COUNTING ON YOU!

Broward Children's Center, fellow workers, and most important residents are counting on you. We know that you want to succeed and grow in your present position and want to know how you can help. You can make an immediate and positive contribution by meeting the expectations that follow:

1. Provide quality care to our residents and clients and think **SERVICE** when dealing with both residents/clients and families.
2. Report regularly and on time.
3. Develop your skills fully and take pride in your work.
4. Do your part to eliminate breakage and spoilage of supplies and materials.
5. Don't waste time, materials, and supplies.
6. Take proper care of the Center's and residents' property.
7. Strive to keep your work area clean and hazard free.
8. Work safely at all times.
9. Maintain a positive attitude.
10. Present yourself in a professional manner by being kind, cooperative, courteous, and respectful to residents, visitors and fellow workers at all times.

COMMUNICATION LINES/PROBLEMS SOLVING PROCEDURES

We recognize the fact that employees will encounter problems or have questions concerning their employment with us. For that reason, all employees are strongly encouraged to discuss problems openly and frankly with members of management without fear of reprisal. We have prided ourselves on dealing with employee problems on a direct and personal basis. If you should have a problem here or with Center policies, procedures, wages, benefits, etc. please feel free to use the following procedure in an effort to resolve your problems or to answer your questions.

PROBLEM SOLVING PROCEDURE

YOUR SUPERVISOR - Step 1

1. Discuss your problems/questions with your immediate supervisor or put them in writing on a Grievance Form. If you feel your problems have not been resolved you can proceed to the next step.

YOUR DEPARTMENT DIRECTOR-Step 2

2. Discuss your problems/questions with your Department Head or put them in writing on a Grievance Form. If you feel your problems have not been resolved you can proceed to the next step.

THE CEO - Step 3

3. **Complete the Grievance Form and submit it to the CEO. The CEO may arrange a meeting with you, your Supervisor and/or Department Director. Based on the facts the CEO will provide you either in a personal meeting, or in writing, an answer to your problem or questions.**

BOARD OF DIRECTORS - Step 4

5. **If the CEO has not resolved your problem, the Board of Directors Will be given all facts and you will have the opportunity to present your case. The last determination by the Board is final.**

THE CEO

The CEO has full responsibility and authority for management of all affairs of the facilities. The CEO is charged with the responsible for executing all the policies and procedures mandated by State and Federal Government and as well as all regulatory agencies.

DEPARTMENT DIRECTORS AND SUPERVISORS

Your Department Head and/or Supervisor is your key to effective communication and success. He or she is responsible for teaching you the details of your job and providing assistance and guidance in helping you to do your best. **ASK QUESTIONS!!!** That's the way for you to learn. Your Department Head/Supervisor knows the general policies of the Center and is the person you should talk to when problems arise on the job. Remember, your supervisor is interested in your progress and wants to help you – it's an important part of his/her job.

PROBATIONARY PERIOD

THE FIRST NINETY DAYS AS A NEW EMPLOYEE

During the first ninety (90) calendar days after your date of hire, your Supervisor will evaluate your progress, giving consideration to overall work performance, quality of your work, your attendance record, your attitude, your ability to work and cooperate with other employees, residents, visitors, as well as other factors. Upon successful completion of your orientation period, you then may be classified as a regular employee. Regular employee is not an unconditional promise of permanent employment. Your employment status is subject to change at any time based on performance (disciplinary action needed, failure to follow procedures, etc.) or any other legal reason decided by the CEO. Founded resident abuse, or neglect are reasons for immediate termination. Paid Time Off benefits will accrue from the first "date of hire". You will be eligible to take Paid Time Off Sick Time beginning on your 91st day of employment. Paid Time Off Vacation Time, can be taken after six (6) months of employment. Eligibility for all benefits will be discussed with you at the time of your to employment.

PERFORMANCE EVALUATIONS

EMPLOYEES - FIRST NINETY DAYS OF EMPLOYMENT

You will receive a performance evaluation at or near the completion of the first ninety (90) days of employment - probationary period.

ANNUAL APPRAISALS

You will receive a performance evaluation at or near the completion of Each Anniversary Date of employment or New Job Assignment. Performance evaluation are conducted by your supervisor. Special emphasis will be given in the following areas: ATTENDANCE, SERVICE TO RESIDENTS/CLIENTS AND FAMILIES, QUALITY OF WORK, QUANTITY OF WORK, ABILITY TO WORK WITH OTHERS AND TO FOLLOW INSTRUCTIONS, PAST DISCIPLINARY RECORDS, and other work related factor. Work performance evaluations will become a part of your permanent personnel record.

APPROPRIATE PROFESSIONAL APPEARANCE

When you work in a service oriented environment, and are around residents, the public, and other professional employees, you are expected to wear clothes that are clean, neat, professional and suitable for the job you are performing. REMEMBER – your appearance has an important effect on the impression residents and visitors have of US! For safety reasons, footwear must be non open-toed and have non-skid soles. If you perform direct resident/client care, you may be required to wear and use the gait belt as part of your uniform. For safety and hygiene purposes as well as consideration of residents, your hairstyle, cosmetics and jewelry must be limited professional-looking. Failure to abide by and use of good judgment and this policy may lead to corrective action, up to and including dismissal.

Your Supervisor will explain and specific uniform policy and dress code as well as grooming requirements of your job.

PROMOTIONS

Outstanding work performance can lead to greater opportunities for you because employees are promoted on the basis of merit. Consideration for advancement is given for such factors as qualifications for the job, length of service, customer service, work performance, attitude and other pertinent factors to fulfill the requirements and specifications of the job.

ORIENTATION

In order to make your job as easy as possible, you will be required to attend a general orientation before reporting to your assigned work station. This will help you become familiar with the organization in such areas as:

- General Center Policies & Procedures
- Standards expected at Broward Children's Center
- Safety Information/Safe work Practices
- Benefit Information and Eligibility
- Residents' Rights
- Review of your Job Descriptions

As a new employee, you are encouraged to ask questions of your Supervisor, especially when in doubt!

During the course of your employment you will be required to attend mandatory in-service training session conveying important issues/topics. While in attendance at these in-service training sessions you will be paid according to State and Federal wage laws. Failure to attend required in-service meetings may result in corrective action up to and including dismissal.

EMPLOYMENT REQUIREMENTS

All new employees, as a condition of hire or continued employment, may be required to meet criteria mandated by our policy and/or requirements of State and Federal agencies.

Such requirements may include, but are not limited to, the following:

- Completed employment application
- Satisfactory work references
- Satisfactory condition of health
- Proof current license, registration of certification (if applicable)
- Attendance at required in-service meetings
- Proof of eligibility for employment in the United States
- Other required employment documents maintained current

HAVE ANY SUGGESTIONS?

When you have a good idea, we want to hear about it. Like every progressive organization, your ideas/suggestions could be very beneficial to all concerned. Submit your constructive ideas in writing in our Suggestion Box, located in the main facility. We want your input into our continued quest for the highest quality of service delivered to our residents/clients and to make Broward Children's Center the most pleasant and productive work environment available.

WORK HOURS

WORK SCHEDULE

Although Broward Children's Center does not guarantee any specific hours of work per day, per week etc. your department will prepare a work schedule consisting of work hours based on resident/client care needs. Your Supervisor will advise you of the time at which your shift begins and ends.

Work schedules are normally posted at least two (2) weeks in advance for convenience. In some cases, it may be necessary to change the schedule and notify you accordingly. All employees as a matter of practice should check the work schedule for changes. Employees are not permitted to exchange "off days" or change the work schedule without approval from their supervisor. Special requests for days off **MUST** be in writing and given to your Supervisor at least (1) week prior to the posting of the work schedule. Exchange requests for days off must be signed by both employees and given to the supervisor for approval.

In the event that a reduction in the work force becomes necessary due to a low resident/client census, a reorganization to improve costs and efficiency, or for some unforeseen reason beyond the control of the Center; we will give primary consideration evenly to such factors as seniority, qualifications to perform other jobs, job classification, and employment status by shift. Every effort will be made to reduce hours of work force utilizing the following guidelines.

1. VOLUNTARY EMPLOYMENT REQUESTS

The Center will solicit employees who volunteer to have hours reduced or be placed on leave accordingly, to shift assignments and job classification. Volunteer employees will retain their seniority.

2. EMPLOYMENT STATUS/WORK SCHEDULING

Regular part-time employees will be reduced before regular full-time employees.

3. SENIORITY

Length of service in present job classification by shift.

When it becomes necessary to increase staff, the Center indicates that first consideration will be given to those employees affected by a reduction in work force; using seniority by job classification, by shift, by previous work performance record, to once again increase staff at the facility.

MEAL BREAKS

Normally, unpaid mealtime, are scheduled for one-half hour. Your meal period will be assigned by your supervisor. If it becomes necessary for you to change or alter your assigned time, please notify your Supervisor for approval.

REST BREAKS

You will receive paid rest periods whenever possible, based on the following schedule:

Full-time employee: Two (2) paid ten (10) minute rest periods during each shift.

**Part-time employee: One (1) paid ten (10) minute rest period during each shift.
(working four(4) or more hours
But less than a full shift)**

Rest periods may not be taken at the beginning of or at the end of a normal shift and may not be carried over to the next shift. Your Supervisor will assign the time of your rest period. When it becomes necessary for you to change or alter your assigned rest periods you must notify your Supervisor for approval. When unforeseen circumstances require (such as a heavy work load due to excessive absenteeism, etc.), you may be asked to work through your rest period. Every effort will be made to accommodate rest periods. The care of the residents/clients is our primary concern.

OVERTIME

The care and needs of our residents sometimes necessitates your Supervisor scheduling overtime work. Therefore, you may occasionally be requested to work overtime. A reasonable amount of overtime, when necessary, is expected from employees. The Center will make every effort to give advance notice to the affected employee(s).

If you are a non-exempt employee (hourly paid), you will be eligible to receive overtime for all hours actually worked over 40 hours in a one (1) week pay period. Exempt employees (salaried) are not eligible for overtime pay. Overtime is paid at one and one-half (1 1/2) times the individual's regular base hourly rate of pay.

In the case of emergency situations due to a catastrophic event or severe weather conditions, you may be required to work extra overtime or shifts until such time as your replacement has relieved you of your duties. In such cases, the Center expects your full cooperation in remaining at your job until your supervisor has approved and scheduled your replacement.

EMPLOYMENT STATUS

When you begin work at Broward Children's Center, your employment status will be classified as either full-time, part-time or per diem. The definition of each classification is as follows:

1. REGULAR FULL-TIME (NON-EXEMPT) EMPLOYEES

Employees regularly working the Center's normal "full-time" work schedule. Full-time employees must work a minimum of (72) hours per two (2) week pay period. (6/12hr shift, or 10/8hr shifts) This requirement will determine you eligibility for the full-time employee benefit program.

2. **REGULAR PART-TIME (NON-EXEMPT) EMPLOYEES-**
Employees regularly working a minimum of (40) hours per two (2) week pay period. This requirement will determine your eligibility for the part-time employee benefit program.
3. **REGULAR PER DIEM EMPLOYEES**
Per diem employees cannot be guaranteed regular or full time hours and work on an as needed basis.
4. **MANAGEMENT (EXEMPT) EMPLOYEES**
Exempt employees are hired in a management position, such as the CEO, and key management staff who meet the criteria and definition set forth by the Federal Government, will be considered exempt employees and will not be eligible for overtime pay.

EMPLOYMENT OF RELATIVES

It is the policy at the Center not to employ immediate relatives (spouse, children, parents, brother, sisters, live-in relationship) of an employee when one family member will have a direct reporting relationship to the other. This will also apply to unrelated employees who have become members of the same family through marriage, either before or after date of employment. In any case, Broward Children's Center reserves the right to select applicants for employment who are the most qualified for each position.

PERSONNEL RECORDS

A personnel record shall be maintained on each employee in Human Resources. Employee personnel records are the property of Broward Children's Center and shall be considered strictly confidential. Any request for verification of employment will be only to verify dates of employment and position by the Human Resource Department. The Center may release employee information in accordance with applicable State/Federal or Municipal laws. Employees, upon request, may review the personnel file by appointment in the Human Resource Office.

CHANGE IN EMPLOYEE INFORMATION

Your personnel record requires current information at all times. Please submit to Human Resources, on forms provided, changes in address, telephone number, marital status, dependents, payroll deductions, and contact in case of emergency. It is crucial to have current information on file in the case of emergencies.

ATTENDANCE

When you know in advance that you must be absent from work, please pre-schedule within a minimum of 48 hours the day off with your supervisor. When it is not possible to pre-schedule an absence, you must call in at least two (2) hours before the beginning of your shift, giving the reason for your absence. Depending upon the circumstances, your Supervisor may require a physician's excuse. In keeping with the Infection Control Policies at the Center, all absences due to illness of more than two (2) days duration may require a physicians note of approval before returning to work.

If you are absent from work and fail to call in on any two (2) separate occasions within a twelve (12) month period, it will be considered grounds for immediate dismissal. Two (2) consecutive no calls/no shows will be considered that you have voluntarily resigned.

Your attendance will be one of the most important parts of your annual job performance review. The residents/clients and your coworkers are counting on you to report to work on your scheduled days at the scheduled time. Failure to maintain good attendance will result in appropriate corrective action possibly including dismissal.

JOB DUTIES

Your job description is the basis for evaluating your job performance. It is a general outline of your essential job functions and responsibilities, however, you may be required to assume other appropriate duties when assigned by your supervisor.

IDENTIFICATION BADGES

You will receive an employee name badge to be worn at all times while on duty and is considered part of your uniform. Replacement badges may be obtained from Human Resources at a replacement fee of \$5.00. You may wear a pin or other insignia designating your professional school, occupation, or service award. Other types of pins/insignias/buttons are not permitted. Failure to abide by this policy may result in corrective action, up to and including dismissal.

RESIDENT/CLIENT & GUESTS

You represent Broward Children's Center. It is important that you always treat residents, clients, families and visitors with courtesy and respect and that you maintain a cheerful, helpful and positive attitude at all times.

Remember, no matter by which of the Center's many programs you are employed, families are entrusting their most important relationship (the relationship with their offspring) to you to nurture. Also remember that at times they are very concerned about whether they are doing the right thing. If families come to you with questions and/or criticisms, help them in anyway you can or take them to speak with one of Social Workers. Do not personalize or ignore the criticisms. Most can be resolved with the help of Social Services.

This same positive attitude is a great help in enhancing your relationship with other staff members.

CONFIDENTIAL INFORMATION

All information concerning residents/clients is confidential. Disclosure of any information to unauthorized persons is forbidden by law. Questions from the resident's visitors concerning information normally considered confidential must be directed to your supervisor.

Keep in mind that this includes talking with anyone outside the facilities about anything pertaining to the resident/client and his/her family. Within the facility, confine comments to issues directly related to the child/young adult's care.

RESIDENT ABUSE/NEGLECT

Upon employment, you will receive a copy of the Resident's Rights. A record with your signature indicating that you have received a copy of this document will be placed in your personnel file. Any violation of these rights constitutes grounds for immediate dismissal.

Physical or verbal abuse or a resident is grounds for immediate dismissal. Law enforcement officials will be notified immediately and criminal charges could be filed against you. If you suspect that a resident is being abused or neglected, it is **your** responsibility to report it immediately to your Supervisor or to the Abuse Registry. You are personally responsible to report abuse/neglect.

GRATUITIES

The acceptance of gratuities of any kind from residents, their families or their relative is strictly forbidden and also constitutes grounds for immediate dismissal. Please decline, with thanks, any gift for any service performed is part of your duties at the Center.

ABOUT YOUR PAY

Pay periods are biweekly. The pay period starts on Tuesday and ends on Monday. Paychecks are available by 7:30 am on Friday of the pay period.

Please report lost paychecks to the Accounting Department immediately. If someone other than you is picking up your paycheck, send written authorization with the person. Make sure that your designee also has proper identification.

Errors in paychecks should be reported to your Supervisor who will notify the Payroll Clerk.

TIME RECORDING

Broward Children's Center utilizes a computerized time clock that provides the basis for payroll calculations. **Failure** to properly use your time card results in errors in your paycheck. Please observe and follow the procedures listed below:

1. **Hourly & Salaried employees are required to swipe in at the start of their work shift.**
 - a. **If you arrive early, swipe in no more than seven (7) minutes before your official start time.**
2. **Administrative Staff must have their payroll sheets approved by their immediate Supervisor.**
3. **Employees are required to swipe out at the end of your work shift when leaving work.**
 - a. **When leaving work do not clock out more than seven (7) minutes after your scheduled ending time.**
 - b. **Permission to start work early or stay late must be approved by your Supervisor.**
4. **Whenever leaving the facility temporarily for lunch or other personal time, employees are required to swipe out just prior to leaving and to swipe back in upon return to work.**
 - a. **Main Center & Group Homes – You will automatically have 30 minutes deducted daily for your meal period, you do not have to clock in and out for meals, although you need to take 30 minutes to eat and rest.**
 - b. **Preschool north staff is allowed 30 minutes to eat and rest. You must clock in and clock out for meals.**
5. **Whenever a swipe omission occurs employees are required to fill out a Payroll Swipe Omission form which must be signed by the employee's department director or an authorized supervisor, noting the specific date, time and reason for the swipe omission.**
6. **Three (3) or more episodes of failure to swipe in or out correctly within a 30-day period shall be considered excessive and treated under our disciplinary action policy.**

PAYROLL DEDUCTIONS

Required standard deductions will be taken from your paycheck according to State/Federal laws. These include:

1. **FICA – This is the Federal Social Security Tax. As your Employer, we contribute to your Social Security (FICA) amount. The amount paid by the Center equals the amount you pay through your paycheck FICA deductions.**
2. **FEDERAL INCOME TAX – your Federal Income Tax Withholding deduction will depend upon the W-4 authorization you signed at the time of your Employment. Changes in your marital status and dependents will affect the amount of tax withheld. Changes in deductions must be reported promptly to Human Resources by completing a new W-4 form. Changes are effective only at the beginning of a payroll period.**

3. GARNISHMENTS – As required by law.

Employees may elect, on a voluntary basis, to have additional payroll deductions to include, but not limited to the following Corporate approved programs:

1. Health/Dental/Vision Insurance Premiums
2. Life Insurance Premiums
3. 401k Deductions
4. Daycare Fees

SALARY INCREASES

A written work performance evaluation is conducted at the time of your annual review. At the time of your annual performance review, you may qualify for an increase in your salary provided funds are available.

CORRECTIVE ACTION

We are confident that your employment at Broward Children’s Center will be a mutually satisfying experience. However, for those unfortunate instances when infractions of rules or substandard performances occur a system of progressive corrective action has been established.

The purpose of the corrective action procedure is to provide guidance in the areas of job performance or conduct that requires improvement. Should your performance fall below our expectation, your Supervisor will meet with you in private to identify the problem and to establish a course of action for improvement. The corrective action procedure normally consists of the following progressive steps:

- 1) Verbal warning
- 2) Written warning
- 3) 2nd written warning and or suspension without pay, and the last
- 4) Dismissal

Serious offenses may require immediate corrective action up to and including dismissal without resorting to the progressive correction measures described above.

Below is a list of examples of conduct or behavior that are contrary to our expectations and may result in corrective action or, in appropriate cases, discharge.

MINOR INFRACTIONS: The following list of infractions represents examples (not all inclusive) of minor infractions, which after cumulative and non-related repeated violations within a twelve (12) month period could result in dismissal.

1. Repeated absenteeism and tardiness in violation of established policy.
2. Repeated incidents of work related accidents (on-the-job injuries), disregard for safety rules, disregard of policies and procedures, failure to report an injury, failure to follow infection control procedures, failure to obtain approval for medical treatment for occupational injury/illness, failure to wear proper safety equipment clothes, devises, shoes etc.

3. **Failure to call in to report absence/lateness at least two (2) hours before scheduled shift. Failure to call in or show up for work two (2) consecutive times as scheduled is considered automatic voluntary resignation.**
4. **Failure to abide by Center's dress and grooming codes.**
5. **Failure to cooperate with fellow employees or Supervisors.**
6. **Leaving early for, or returning late from meal and rest periods, or taking unauthorized meal/rest periods.**
7. **Clocking in early or clocking out late without the approval of your Supervisor. Failure to clock in or out for scheduled shift. Repeatedly clocking in or out seven (7) minutes before or after scheduled work hours.**
8. **Failure to secure appropriate licenses, certification or physical examination information as required by the facility, State or Federal agencies.**
9. **Failure to complete job duties as assigned in a timely manner or work of substandard quality or quantity.**
10. **Failure to receive authorization from Supervisor to change work schedule, meal period, rest period or to work overtime.**
11. **Failure to comply with Center's policies, procedures or as directed by State/Federal agencies which are minor in nature and scope.**
12. **Failure to attend required in-service meetings**
13. **Other violations of established rules, procedures or policies judged to be minor in nature.**

MAJOR VIOLATIONS:

1. **Physical, mental or verbal abuse/harassment of residents, visitors, families or fellow employees; resident neglect/abuse, violations of resident's rights or failure to report same.**
2. **Fighting on Center property.**
3. **Theft of Center property or property of another employee, visitor or resident.**
4. **Possession of distribution of, or under the influence of non-prescribed narcotics, drugs or alcohol on facility property.**
5. **Possession of firearms or lethal weapons on Center property or during working time.**
6. **Falsification or unauthorized possession of Center records.**
7. **Refusal to perform assigned duties.**
8. **Immoral or indecent conduct while on Center property or during working time or conviction of a felony.**
9. **Clocking in/out for another employee or having another employee clock in/out for you.**
10. **Abusing employee, resident or Broward Children's Center's confidential information.**
11. **Destruction or intentional damage of Center property, property of another employee, visitor or resident.**
12. **Sleeping on the job.**
13. **Leaving work area/Center during normally scheduled work hours without authorization; walking off the job.**
14. **Accepting employment or working at another job while on approved leave of absence.**
15. **Any acts of prejudice or discrimination, physical contact or harassment of others.**

16. Failure to perform job duties as directed by regulatory agencies.
 17. Failure to call or report to work, on (2) separate occasions within a twelve month period
 18. Other violations of established rules, procedures and policies judged to be major in nature.
- It is understood that the list of major and minor examples are listed for illustrative purposes and will not restrict Broward Children's Center from taking corrective measures for other actions judged not to be in the best interests of the Center, residents or employees. Employees with less than ninety (90) days of employment are not subject to the normal corrective action steps. However, employees with less than ninety (90) days of employment are expected to follow all Center policies and procedures.

BENEFITS

We provide a comprehensive employee benefit package which includes the following:

- Compensated Absence (Paid Time Off)
- Disability Insurance
- Employee Assistance Program (EAP)
- Direct Deposit
- Employee/Family Health/Dental/Vision
- Life Insurance
- Credit Union
- Employee Pension Plan

HEALTH INSURANCE BENEFITS

Medical/Dental/Vision insurance is available to regular full-time/part-time employees upon completion of ninety (90) days of continuous service. Per Diem employees can participate after 24 months of employment with a minimum of 25 hours per week.

Complete details regarding the plans, the cost and the enrollment will be made available approximately 30 days before eligibility. Please keep in mind that enrollment in the Health insurance plan can only be made during limited times of the year. Failure to see that your paperwork is in the Human Resources office in time will result in the loss of your opportunity to enroll.

LIFE INSURANCE

Regular full-time/part time employees are eligible upon completing ninety (90) days of employment to participate. Broward Children's Center will pay the premium for one (1) times your annual salary for your coverage. Additional coverage is available.

401k

After one year of employment and a minimum of 1000 hours of work time, all employees are eligible to participate in Broward Children's Center's 401k plan. BCC will contribute to the plan in your behalf, a percentage of your salary annually, with the availability of funds. Employees can contribute through payroll deductions.

DISABILITY INSURANCE

Regular full-time employees are eligible for short term disability insurance after one (1) year and the 1st of the month of continuous full-time employment.

After two (2) years and the 1st of the month of continuous full-time employment you are eligible for Long Term Insurance.

Broward Children's Center pays the premiums.

CREDIT UNION

All employees are eligible to join the credit Union after the probationary period. Through payroll deductions regular full-time and part-time employees may participate in a number of varied programs offered by the Credit Union. Information can be obtained through Human Resources or the bulletin board in the employee lounge/main Center.

LEAVE OF ABSENCE

Leave of absence without pay may be granted to full-time and part-time employees in keeping with the Family and Medical Leave Act and with the approval of your Supervisor. Employees are eligible for a leave of absence without pay for personal disability, family illness and childbirth or adoption. (See policy FMLA)

A request for a leave of absence must be submitted in writing, to your immediate Supervisor, thirty (30) days in advance. Exceptions are made in cases of emergencies.

Your benefits, while on approved leave of absence without pay, are frozen at the level prior to your leave. While on leave you are responsible for your portion of any premiums for health/dental/vision insurance you were paying before the leave. Upon return from an approved leave of absence without pay, you begin to accrue benefits again. Accepting employment while on an approved leave of absence (except military) is considered an automatic resignation from Broward Children's Center.

Your seniority (date of hire) does not change while on an approved leave of absence. Upon return from an approved leave of absence, every reasonable effort is made for you to return to your former position.

MILITARY LEAVE

Employees who wish to leave their jobs to enter military service or military reserve duty may make application for military leave within a reasonable period of time, such as receipt of military orders to report to duty or notice of induction. This will allow enough time to make the appropriate arrangement to process the application for military leave.

Employees entering the military service who wish to qualify for re-employment with the Center after serving in the military will be reinstated to their former job, or similar job, with similar status and pay, without loss of seniority, if they meet certain eligibility requirements. Eligibility requirements for reinstatement are as follows:

1. The employee must have been employed in a full-time or Part-time position prior to induction.
2. The employee must have left his or her job with the Center to enter military service.
3. The employee must apply for re-employment within ninety (90) Days of the discharge date from the service.
4. Military reservists may be granted special Military leave without pay.

ACCRUED TIME OFF **MAIN CENTER/GROUP HOMES/TEACHER AIDES**

Teachers follow the Broward County School calendar. An additional 40 hours to be used as sick, vacation, discretionary time is also available.

Other Preschool Employees may take vacation during the first three (3) weeks of August or during Christmas and Spring Break.

Skilled Nursing Facility/Group Home Employees use accrued time at their discretion. Because of the nature of the work, vacation requests for the new year must be submitted by January 31st of that year. Vacations will be handled on a first come first served basis or by seniority in the case of conflicts. Broward Children's Center reserves the right to assign vacation time if requests are not made before January 31st of the new year.

All others must submit vacation requests one month in advance to the respective Department Director. It is expected that reasonable accommodation is made to the seasonal nature of the business in many departments.

Sick time accrued is to be used for sick days. Any sick time not used by December 31st can be cashed in at 50% of it's value, if funds are available.

Discretionary time (personal time), must be requested 48 hours in advance and can be used only if approved by your supervisor.

Please do not make vacation plans until you receive the written authorization from your Supervisor granting vacation time. Forty hours of accrued vacation may be carried over into the next year. (Established and posted date will be made available)

JURY DUTY

If you are a full-time/part-time employee, you will be paid your regular wages for a maximum of five (5) working days. The employee shall assign the jury duty daily allowance to the Center.

SOLICITATION

In order to prevent interruption to quality resident care or comfort and to avoid disruption of daily operations, the following rules will apply to solicitation and distribution of literature for any cause on the facility property:

- 1. SOLICITATION** – Solicitation by an employee of another employee is prohibited while either person is on working time. Working time is all time when an employee's duties require that he or she be engaged in work tasks. In addition, solicitation is prohibited at all times in resident care areas. This is our residents' home.
- 2. DISTRIBUTION RULE** – Employees are not permitted to distribute advertising materials, handbills, printed or written literature of any kind in immediate resident care areas, or in any other areas of the Center.

BULLETIN BOARDS

Bulletin Boards for posting information are located in key areas throughout the facilities. Each employee is responsible for keeping abreast and fully informed of all posted notices. An employee wishing to post an item on the bulletin board must have the written approval of the Administrator for the Main Center, and the Director of other facilities.

PARKING

Employees of Broward Children's Center are to park in the designated areas only. There is no parking in any fire lanes or near the dumpsters. Parking is enforced. An employee who parks in a non-designated area will first receive a warning, second a \$25.00 fine, third a \$50.00 fine and lastly their vehicle will be towed at the owners expense. Broward Children's Center cannot be responsible for any loss of damage to your vehicle, so please be sure to lock your vehicle at all times.

RESIGNATION NOTICE

Should you decide to terminate your employment, we require a minimum two (2) week advance written notice prior to your separation date. Advance notice is to be submitted in writing to your immediate supervisor and will enable us to replace you without undue danger to our residents and your fellow workers. If you leave employment voluntarily, fail to give proper notice, and/or not work out your entire resignation notice, you will forfeit all benefits including accrued paid time off.

RE-EMPLOYMENT

Former employees with a good job performance record are eligible for rehire based on quality of work, quantity of work, good attendance/tardy record and who gave proper notice of resignation. Employees terminated for just cause will not be eligible for re-employment.

PLACING & RECEIVING PRIVATE CALLS

The routine daily responsibilities of work at Broward Children's Center burdens the telephone system. You may not use telephones for personal calls, except in emergencies and with your supervisor's permission. All non-emergency personal calls will be taken by the Receptionist and a message will be given to you on your break. Private cell phones are not to be used during your scheduled work shift, other than on breaks.

CHANGES IN PROCEDURES AND INFORMATION

The procedures, benefits and guidelines described in this booklet may change from time to time without prior notification. When changes do occur, such as revisions, additions, improvements, interpretive guidelines and clarification of policy and procedures etc., you will be either notified by your supervisor or the information will be posted on the bulletin board.

Following these common sense policies and procedures will ensure that we provide the best quality care to our residents with fair and equitable practices for all staff. It is our hope that you have a long and mutually beneficial association with Broward Children's Center. We hope that you as an individual and our Center, with you on our team grow and prosper together.

WELCOME **TO** **BROWARD CHILDREN'S CENTER!**

ACKNOWLEDGMENT

I have received a copy of the Broward Children's Center Personnel Handbook which includes some of the benefits, policies, procedures, guidelines and responsibilities. I understand and acknowledge that not all policies and procedures can be set forth in this Handbook and that Broward Children's Center may have additional applicable policies governing employment. I have been informed of the location of the Administrative Policy and Procedure book and I am aware it is available to me at any time. I further understand and acknowledge that both the Center and I remain free to end our work relationship, in accordance with Florida's Employment at Will; with or without cause, for any reason so long as no discrimination occurs. This Employee Handbook, in no way, creates a contract of employment either expressed or implied, between the facility and myself. I further understand that it is my responsibility to read understand and abide by the provisions contained in the handbook.

Print Employee Name

EMPLOYEE SIGNATURE

DATE

HUMAN RESOURCES

DATE

(This portion is to be signed, dated and detached for placement in the employee's personnel file.)