



**MARC, Inc. of Manchester
Employee Handbook**

MARC, INC. GUIDING PRINCIPLES

MARC, Inc. supports people to obtain meaningful and fulfilling careers while achieving their own unique potential. MARC, Inc. believes that all people can learn and grow and are entitled to services that foster their development and provide opportunities to exercise competence. Services are tailored to each individual, and include all service areas necessary to encourage choice, obtaining, retaining, and upgrading employment in integrated community settings.

MARC, Inc. of Manchester was founded in 1952 as a not-for-profit, community based human service organization.

These basic values and principles guide us on our quest to accomplish our mission and goals:

- Integrity will never be compromised in our contact with people we serve, customers, employees, and all other company relationships. We will conduct business in a manner that is socially and environmentally responsible.
- Customers are the focus of all that we do. Delighting our customers, both internal and external with quality services will allow us to grow and prosper as an agency.
- Quality is dynamic, and nothing is ever “good enough”. Long-term quality goals will provide the framework for making short-term decisions.
- MARC, Inc. will be a quality employer by providing a positive working environment that encourages teamwork and employee involvement in the pursuit of excellence. Each employee must be treated with trust and respect and employee contributions must be acknowledged. Management is responsible for ensuring that all employees are properly trained and provided with the necessary tools to enable the agency to achieve total quality objectives.
- We believe that all people deserve the opportunity to work, live, and participate in their community taking part in both the challenges and opportunities available to all.
- Our mission commits and invests our support, talent, time, and energy to assist individuals on achieving self-determination. Each individual expresses personal choices to achieve productive, independent life styles, which satisfy their interests and enhance their self-esteem.

A. EMPLOYEE CHOICE

MARC, Inc.'s philosophy is based on the conviction that all people are capable of making important decisions in their lives. Services consistently reflect the agency's commitment to individual involvement, self-determination, person centered planning and choice.

B. TEAM PROCESS

MARC, Inc. works with other providers, family members and other team members to ensure quality services for those we serve. Persons served are valuable members of the team process and have the choice to be active participants in their Individual Plan team meetings. Annual performance appraisals are developed for all people served, with their input.

C. NATURAL SUPPORTS

MARC, Inc. recognizes that independence is enhanced when people are able to utilize existing community resources and natural supports to meet their needs. MARC staff encourages the many natural support opportunities that exist at each workplace.

D. SELF-ADVOCACY

MARC, Inc. encourages all employees to participate in self-advocacy. The Committee for Self-Advocacy "People First" meets on a monthly basis and members choose topics to discuss which affect their lives. Committee members gain confidence to speak out and participate in their community. For more information on People First please contact our Quality Assurance department

II

POLICIES AND PROCEDURES

A. AFFIRMATIVE ACTION PLAN

The Affirmative Action Plan as adopted by the Board of Directors is incorporated in the administration of these policies and procedures.

It is the policy of MARC, Inc. not to discriminate because of an individual's race, color, religious creed, age, sex, sexual preference, marital status, civil union, national origin, ancestry, present or past history of mental disorder, developmental, cognitive or physical disability, except in the case of a bona fide occupational qualification or need. It is also our policy to promote full implementation of that policy through a positive, ongoing, plan to be known as the MARC, Inc. of Manchester Affirmative Action Plan. MARC, Inc. is fully committed to assuring equal opportunity and equal consideration to all applicants and employees in personnel matters including recruitment and hiring, training, promotion, salaries and other compensation, transfer and layoff or termination. The Affirmative Action Plan will aggressively seek personnel for all job levels within the organization through upgrading and recruitment from minority group members.

B. OPEN DOOR POLICY

MARC, Inc.'s open door policy ensures access to staff to help you resolve any concerns. You can speak directly to your support staff, a department director, or the executive director. Feel free to call the main office and ask for assistance in directing your call. You, your family, guardian, or advocate can call at any time for support in resolving your concern to everyone's mutual satisfaction.

C. SUGGESTIONS

Employees are encouraged to make suggestions for the improvement of service delivery at MARC, Inc. Suggestion forms are available from all department directors and should be submitted to the Executive Director, who will reply to the suggestion within five (5) working days.

D. INCLEMENT WEATHER POLICY

MARC, Inc. adheres to the following inclement weather policy:

Whenever the Town of Manchester announces a delayed school opening or closing:

- a) MARC, Inc. transportation routes do not operate.
- b) MARC, Inc. day services are open for business, unless severe inclement weather necessitates closing. (See section e below)
- c) Under most circumstances, transportation and staff support is not provided at community based locations. MARC, Inc. staff are responsible for notifying employers of absences due to weather conditions.
- d) Instances of severe inclement weather may result in the closing of the agency.
- e) MARC, Inc. utilizes WFSB Channel 3 and WFSB.com to announce inclement weather plans.
- f) When the school system is closed administrative staff determine plans for the day.

E. SMOKING

Smoking is not permitted at any MARC, Inc. operation, location, MARC, Inc. vehicle or in personal vehicles while transporting people served. In addition, the sale of smoking products is banned at all MARC, Inc. locations.

If working outside of MARC, Inc. smoking follows the policies and procedures of your employer.

F. DRESS CODE

Employees are expected to comply with the dress code at their place of employment. At MARC, Inc. no shorts, halters, or open-toed shoes shall be worn.

G. SOLICITATION

No solicitation of any kind is allowed during working hours.

H. GRATUITIES

Under no circumstances are gratuities in any form to be accepted by any employee.

I. VISITORS

Parents, guardians, and other visitors are requested to schedule visits in advance when possible. Visits should be scheduled through the Quality Assurance Department.

J. CONFIDENTIALITY

Employees must hold information on other employees and staff in the strictest confidence.

K. USE OF TELEPHONE

It is the policy of MARC, Inc. to keep telephone lines open for agency business. If an emergency call is received, the employee is notified immediately.

L. LIABILITY FOR LOSS OF PERSONAL PROPERTY

MARC, Inc. assumes no responsibility for the loss of money or personal property. Employees must take necessary precautions to safeguard personal possessions.

M. LAW VIOLATIONS

The liability and settlement of any and all violations incurred by employees and staff of MARC, Inc. are their own responsibility and not that of the agency.

N. WORKER'S COMPENSATION INSURANCE

Worker's Compensation Insurance is carried by the agency to cover accidents arising in the course of employment at MARC, Inc. This insurance is regulated by the state and compliance with reporting procedures is important to ensure eligibility for the benefit. All accidents/injuries should be reported to your support staff or department director.

O. METHOD OF PAYMENT

All MARC, Inc. employees are paid bi-weekly. If working in the community on a business payroll, it is up to the place of employment to establish the hourly pay rate and schedule for receiving pay. When a MARC, Inc. scheduled holiday falls on a payday, paychecks are distributed the day before.

P. HOLIDAY SCHEDULE

MARC, Inc. is closed on the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving and Christmas Day. One additional floating Holiday is celebrated each year. The day is typically attached to the New Year, Independence Day or Christmas Holiday. A schedule of specific dates are posted on our website calendar and distributed annually.

III

EMPLOYEE RESPONSIBILITIES

A. ABSENTEEISM

It is important to have a good attendance record at your place of employment. It is your responsibility to inform your support staff at MARC, Inc. of your absence.

B. TARDINESS

It is important to be on time for work. If, for any reason, you are going to be late, it is your responsibility to contact your employer, and your support staff at MARC, Inc.

C. TIME OFF REQUESTS

You must give two (2) weeks notice in writing to your employer to take time off from work for any reason. This includes notice for vacations, personal reasons, and for medical appointments. It is very important to schedule all doctors' appointments after work hours if possible. Employee vacation request forms, available from the Quality Assurance Department, should be completed for each request. Please turn in requests to your support staff for processing.

D. MEDICATIONS DURING WORKING HOURS

If you need to take a prescription or non-prescription medication during working hours, Medication Administration Certified staff are available to store and administer it. A physician's order form must be signed by your doctor and filed at MARC, Inc. before you may take any medication at work. All medications brought to MARC should be handed to Quality Assurance staff for processing and storage. If there are any changes in your medications or health status, please notify the Quality Assurance Department.

E. SAFETY

Employees should be aware of emergency and evacuation procedures at their place of employment. At MARC, Inc. emergency and evacuation procedures are posted. MARC staff assists as needed on supported sites. Regular fire and evacuation drills are conducted at all MARC, Inc. worksites.

F. INJURY AT WORK

If you hurt yourself while at work, you must report the injury immediately to your support staff and employer so that proper medical attention can be given. An accident report must be completed at your place of employment the day of the injury.

G. RESIGNATION

If you decide to leave your job, it is important to give two (2) weeks notice to your employer.

H. PERSONAL INFORMATION CHANGES

If you move, change your phone number, change your emergency contact, etc. notify the Quality Assurance Department and your support staff by filling out and turning in a Demographic Information Form. This form is available in the Quality Assurance Department. Individuals working on community payrolls should also notify their employer.

IV

MARC, Inc. of Manchester Staff Standards of Conduct Staff Performance Expectations

The following information is provided as a reference for you and your family to understand the standards of conduct we expect from all of our staff members. We encourage input and communication of any instance where you do not believe that we have upheld these standards.

MARC, Inc. staff supports are designed to provide people with disabilities the opportunity to work and enjoy their community according to their own individual choices. The level of professionalism and dedication provided to people we serve directly effects their satisfaction and success. It is the responsibility of all staff to provide the highest level of positive, professional supports to people served each day. The responsibilities and personal satisfaction of assisting in the success and personal development of another individual are great. Meeting these responsibilities require nurturing of a positive attitude and belief that all people deserve the opportunity to work, live and participate in their community, taking part in both challenges and opportunities available to us all.

The following staff standards of conduct and performance expectations are an outline for supports that must be provided to people we serve on a daily basis. Support staff are agency representatives whose actions influence the public perception and opinion of our services. People we serve rely on the positive,

professional services provided by each staff member. Our staff assists people to achieve success at home, in the community and on the job. Our ability to provide these services has a direct impact on the quality of life enjoyed by people we support. These standards and expectations are not recommendations. Demonstration of an appropriate understanding and achievement of these standards are mandatory requirements of on-going employment at MARC, Inc.

Professionalism

The primary responsibility for MARC, Inc. staff is to ensure the safety and emotional well being of each person we support while providing opportunities to enjoy all the resources that our community offers. Support staff must be aware of each person's safety skills and needs. Staff must be attentive to these needs at all times. Conducting any personal business, including personal phone calls hinders the quality of supports provided to people we serve. Failure to be aware of immediate day-to-day support needs due to inattention or distraction may result in disciplinary action up to and including termination. Staff are expected to build trusting, positive relationships with the people they support. The strength of this relationship is fundamental in resolving emotional concerns. It is also the responsibility of each staff member to provide support that results in success and satisfaction for people served. Staff must also, at all times, represent our agency positively and professionally when interacting with employers, their employees, families and other community members. Representing our agency in a negative or unprofessional manner is grounds for immediate termination.

Professional Judgment

Staff are legally obligated to demonstrate professional judgment at all times when providing support to the people we serve. Failure to demonstrate professional judgment may result in termination and may expose staff to abuse/neglect allegations and investigations. Four key components of professional judgment include the following:

1. Actions that are in the best interest of the person served;
2. Staff knowledge and expertise/experience;
3. Decisions that would be considered by your peers to be reasonable given the circumstances and;
4. Documentation.

Staff must demonstrate that they have acted in the best interest of the person served, and have utilized all of their skill and knowledge during the course of any decision. Any decision must also be one that would be considered reasonable by others. In other words, any decision is subject to review as having been reasonable or unreasonable given the particular facts surrounding the decision. Professional judgment also includes professional documentation of events. Documentation of what happened and why and the reasoning for the

decisions/actions taken are important references for others who may be required to follow up or review a particular incident.

Support staff must be ready and able to make decisions and take action based on their experience and circumstances at any given moment. The attending staff is the person closest to and most aware of the situation under question. Interpretations by anyone other than the attending staff would not reflect the judgment of the one person legally recognized to care for the person served. Therefore staff is expected to make decisions and act with professional judgment independent of the interpretations and opinions of individuals that are not at the scene. Seeking the agency's "opinion" on a given topic in effect asks administrative or other staff to interpret applicable professional standards without all the information available to the inquiring staff. All staff are expected to act first in the best interest of the person served, given the particular circumstances, and then inform administrative staff of their actions rather than relying on administrative staff to make decisions requiring the exercise of their professional judgment.

Attitude and Support Levels

Support staff must present a positive attitude and provide an effective level of support to meet the needs of each person on their caseload. MARC, Inc. staff are not supervisors or observers for the people we support. Staff must approach their duties with the attitude that they are personal assistants for the people they support. People we support, their families, employers and other community members are our customers. It is the responsibility of all MARC, Inc. staff to meet the needs of our customers to the best of our ability. Support staff assists each person at whatever level is necessary to ensure their success and satisfaction. This level of support is to be based on individual need and may vary from day to day. It is the responsibility of support staff to recognize the level of support needed each day and provide the assistance necessary to meet the individual needs of people we support. Support staff are responsible for responding immediately to any concern in a timely and positive manner.

Support staff must interact with people served, co-workers, employers, family members and the community with a positive attitude at all times. Staff must treat people served, employers and other community members with respect and dignity at all times. All interactions and supports must be delivered in a calm and professional manner and must not result in feelings of embarrassment or failure for people served. Sensitive issues or concerns are discussed discretely with people served, family members and other service providers as needed. Staff must rely on their skills and knowledge of the individual to resolve issues in a manner that is respectful of the needs and feelings of the person they serve.

Appearance

MARC, Inc. staff are required to present a positive, professional image at all times. This image includes personal appearance. Staff are not permitted to work with any facial piercing including the nose, lip, eyebrow and tongue. Open toed shoes or sandals are not permitted at employment sites. Personal attire is expected to be professional, neat and clean. Ripped, torn or otherwise damaged clothing is not acceptable attire. Tank tops are not allowed. Employment Department staff must also follow any dress code policy of employment sites that they cover. Failure to comply with dress code requirements will result in loss of hours and/or progressive discipline.

Customer Satisfaction

It is the responsibility of staff members to ensure that people served, families, employers and our community are satisfied with their services. Employer satisfaction will result in greater opportunities for people we support and will enhance job retention. Failure to provide adequate support to individuals and employers may result in a loss of hours and or jobs for people served. All complaints received from people served, families, employers and community members regarding the quality of supports provided shall be investigated to determine their validity. Valid complaints of inadequate support, and/or employer dissatisfaction shall result in disciplinary action up to and including termination. Demands from employers that a staff member must be replaced at their business will be honored to protect the jobs of people served. In the event that staff must leave any support assignment due to a complaint there is no guarantee that other hours will be offered. Valid complaints may result in disciplinary action up to and including termination.

These guidelines and expectations are the minimum requirements for success as an employee at MARC, Inc. Staff are expected to perform their job duties with enthusiasm, creativity and professionalism. Achievement of these standards is a requirement of employment at MARC, Inc. The ability to exceed these standards will be considered when determining promotions and wage increases. Demonstration of these standards of conduct is expected in addition to all other agency policies and procedures.