

**EMPLOYEE POLICIES AND PROCEDURES
HANDBOOK**

FOR

SEVEN HILLS FOUNDATION

& AFFILIATES

**The Mission of Seven Hills Foundation and its Affiliates
is to promote and encourage the empowerment
of people with significant challenges so that each may pursue
their highest possible degree of personal well-being and
independence.**

October 2007

Welcome to the Seven Hills Team:

As a staff member of the Seven Hills Foundation, you join a team of men and women who, however diverse in background, share in a common bond – the desire to be of service to children and adults with physical, emotional, or cognitive life challenges.

The strength and *spirit* of Seven Hills Foundation and its operating Affiliates rests with the level of professional care and genuine human concern that distinguishes our employees and volunteers. In whatever capacity you fill, you continue the legacy of selfless giving begun in 1951 with the founding of our organization.

Today our mission is much the same as it was in our beginning – to support children and adults with challenges in achieving the skills necessary to lead self-enriching and meaningful lives. Whether these skills involve offering career training, behavioral health or substance counseling, community-based residential care, recreational and leisure opportunities, respite services, day habilitation programs, or medical and clinical support services, we attempt to tailor each support to the specific needs of each individual. This *individual centered* approach is the hallmark of our efforts and focus of our energies. In all aspects of our work the notion of “dignity” for all is paramount.

On behalf of everyone associated with Seven Hills Foundation and our operating Affiliates, I welcome you as a member of our team and look forward to the talents and skills you will bring to those entrusted to our care.

A handwritten signature in cursive script that reads "David A. Jordan".

David A. Jordan, DHA, MPA
President/CEO

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I. INTRODUCTION

In order to operate and manage its business, Seven Hills Foundation and its operating affiliates (collectively referred to herein as “Seven Hills”) must make many decisions on a daily basis. Because many of its decisions may affect employees, Seven Hills has prepared this Employee’s Handbook as a guideline for employer/employee relations.

While Seven Hills intends to use this handbook on a day-to-day basis, questions concerning application or administration of its various provisions may inevitably arise. All employees should, therefore, understand from time-to-time Seven Hills may be required to interpret portions of this handbook or to deviate from its express provisions. Consequently, although these provisions (which can be altered, modified, or changed without notice) do not constitute a contract, they do represent the spirit with which employee relations will be addressed at Seven Hills. All employees, except those employed pursuant to a written employment contract for a specified term, are employed “at will”. Only the President/CEO of Seven Hills has authority to bind Seven Hills to a written employment contract.

II. A BRIEF HISTORY

Seven Hills Foundation focuses on one theme – to promote and encourage the empowerment of people with significant challenges so that each may pursue their highest possible degree of personal well-being and independence.

In 1951, a handful of parents in Central Massachusetts began gathering to ask questions about caring for their disabled children and to advocate with local public schools to offer early intervention services. In 1953, the parents incorporated themselves as the Worcester Area Association for Retarded Children, and petitioned the city council for four classrooms in the Bloomingdale School. Two years later, a state law was passed requiring communities with five or more mentally retarded children to provide special classes. The classrooms at Bloomingdale School became models for special education and served as a pilot program for the State Department of Education in setting up special classrooms in other parts of the state.

During the 1970s, 1980s and 1990s, Seven Hills grew rapidly, adding residential and respite services to the educational, recreational and vocational services already in existence. During this period of time, Seven Hills became a recognized leader in Massachusetts, providing services and advocacy on behalf of all individuals with disabilities.

In 1995, the Association changed its name to Seven Hills Foundation. Separate non-profit affiliate organizations were incorporated under the umbrella of the Foundation, which provides administrative and support services to its affiliates. Today, Seven Hills Foundation is the umbrella organization for eight affiliated, private, non-profit human service organizations and is the largest vendor for the Commonwealth's Department of Mental Retardation (DMR).

- ***Seven Hills Clinical Associates, Inc.*** operates the *Seven Hills Academy*, provides school support transition services for young adults approaching age 22, operates after school programs, consultative services to early intervention providers, and manages residential homes.
- ***Seven Hills Community Services, Inc.*** provides residential, individual, community-based day services, and family support.
- ***Seven Hills Disability Resources & Advocacy, Inc.*** is the advocacy and information affiliate of Seven Hills. It assists individuals and families in exercising their rights and securing services in the areas of education, housing, medical treatments, legal representation, and recreational opportunities.
- ***Seven Hills Family Services, Inc.*** provides ***recreational and leisure opportunities shared living***, adult day health and day habilitation programs, off-site employment and CareerSource programs to adults with disabilities.
- ***Seven Hills at Groton*** is a pediatric skilled nursing community providing comprehensive health care, therapy, and education in a residential community setting to children and young adults with complex medical and developmental needs.

- ***Children's Aid and Family Service*** provides child care, social and mental health services to income-eligible families in the greater Fitchburg/Leominster area.
- ***Seaside Education Associates, Inc.*** operates a wide array of professional development, assistive technology and quality assurance projects for the Massachusetts DMR and the U. S. Department of Education.
- ***Seven Hills Behavioral Health*** is a comprehensive mental health organization located in New Bedford and Fall River providing substance abuse, psychiatric day supports, HIV/AIDS services, child psychiatry, family behavioral health, residential programs, and related mental health clinical supports.

Seven Hills is licensed by the Massachusetts Department of Mental Health, the Massachusetts Department of Education, the Massachusetts Department of Mental Retardation and the Massachusetts Department of Public Health. Seven Hills is certified every two years by DMR to insure quality assurance standards. Program accreditations include the Commission on the Accreditation of Rehabilitation Facilities (CARF), which is a national accrediting body for rehabilitation organizations. Seven Hills consistently ranks within the top three percent of all rehabilitation organizations nationally through the CARF.

Dr. David Jordan is the President/Chief Executive Officer. Dr. Jordan began his career at Seven Hills in 1995, bringing over 20 years of experience in community, mental health and health care services. Prior to joining Seven Hills, Dr. Jordan was President/CEO of the nationally renowned Crocheted Mountain Foundation of New Hampshire, which operates educational rehabilitation services for children, adults and elders in various New England states. He is a licensed Specialty Hospital Administrator and holds a Bachelor of Science degree in Business Administration from the University of Rhode Island, a Master of Arts degree in Special Education from Salve Regina College, a Master of Public Administration degree from Clark University, and a Doctoral degree in Health Administration from the Medical University of South Carolina.

Autonomy is the foundation of self-respect and self-determination. Seven Hills Foundation works with individuals and their families to promote and protect their rights and interests in education, employment, housing, and medical treatment. Seven Hills Foundation tailors its services to suit the individual, rather than trying to make an individual fit a prescribed and rigid program. We strongly believe that the ability to exercise choice in life and work is crucial to the dignity of every person.

III. GENERAL REGULATIONS

- A. Much of your work as an employee of Seven Hills involves serving people and families in need of help. To assist in this work, it is often necessary to gather information that is personal and confidential in nature. It is expected that you will not divulge such information to persons not involved in client cases. Such information cannot be released to persons or agencies outside the Agency without expressed authorization by the affiliate vice president or staff person so delegated. The unauthorized release of personal and confidential information to persons or agencies outside the Foundation will be considered a serious breach of professional conduct.
- B. You are expected to give utmost respect to all clients served by the Agency, and are expected to read and adhere to our Human Rights Policy.
- C. The welfare of Seven Hills and its programs depends heavily upon support from the membership, business, industry, civic organizations, governmental leaders and agencies, other human service agencies, and the community at large. You are expected to behave hospitably and courteously to members of the Agency, families, and guardians of clients, volunteers and visitors.
- D. Effective and top-quality work within the Agency depends upon good communication and cooperation between employees. You should take personal initiative and responsibility to assure good interpersonal and intergroup relationships.
- E. Volunteers performing direct services must be supervised and have the qualifications required for their assignments. Where volunteers provide professional services, their qualifications must meet the standards set for paid staff doing the same work, standards established by their respective professional group or organization, or by applicable legal requirement.
- F. You shall avoid making public communications in the name of the Agency or of its programs or services without advance authorization of the President/CEO or Affiliate Vice President.

IV. EMPLOYMENT

DIVERSITY

Seven Hills Foundation celebrates our dedication to workforce diversity and will continue our commitment to realize the potential that an inclusive and diverse workforce provides.

EQUAL EMPLOYMENT OPPORTUNITY

Seven Hills and its President/CEO reaffirm Seven Hills' commitment to Equal Employment Opportunity for all persons regardless of race, color, creed, religion, sex, protected sexual orientation, national origin, age, or mental or physical disability. In implementing this goal, Seven Hills will recruit, hire, train, and promote persons in all job titles without regard to race, color, creed, religion, sex, protected sexual orientation, national origin, age, or mental or physical disability in accordance with its obligation under federal law, and will ensure that all personnel actions including those relating to compensation, benefits, transfers, layoffs, education, social and recreational programs are administered without regard to race, color, creed, religion, sex, protected sexual orientation, national origin, age, or mental or physical disability. The Vice President of Human Resources has been designated as the Affirmative Action Manager/Diversity Officer and has been assigned overall responsibility for ensuring equal opportunity in employment practices. Any employee who feels that he/she is being discriminated against should immediately report the matter to the **Affirmative Action Manager/Diversity Officer** without fear of reprisal.

DISABLED AFFIRMATIVE ACTION

Consistent with the obligations imposed by the Americans with Disabilities Act and the Rehabilitation Act of 1973, it is Seven Hills' policy not to discriminate in employment against qualified individuals with mental or physical disabilities and to take affirmative action to employ and advance qualified individuals with disabilities. Any employee or applicant for employment who believes that he or she is disabled and would like to be regarded as an individual with a disability under Seven Hills' Affirmative Action Program is invited to do so by notifying the Affirmative Action Manager. An individual with a disability is not required to request coverage under the program and refusal to do so will not subject the individual to adverse treatment. For more information about the program, employees should contact the Affirmative Action Manager.

DISABLED VETERANS AND VIETNAM ERA VETERANS

Consistent with its obligations under the Vietnam Era Veterans Readjustment Assistance Act, it is Seven Hills' policy not to discriminate in employment against qualified veterans with disabilities and veterans of the Vietnam Era, and to take affirmative action to employ and advance in employment qualified veterans with disabilities and veterans of the Vietnam Era. Any employee or applicant for employment who is a Vietnam Era veteran or a veteran with a disability who would like to be considered under Seven Hills' Affirmative Action Program is invited to do so by notifying the Affirmative Action Manager. This information is voluntary and refusal to provide it will not subject you to adverse treatment. For more information about this program, employees should contact the Affirmative Action Manager.

SEXUAL HARASSMENT

Sexual harassment is illegal and against the guidelines of Seven Hills. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to the conduct is made either an explicit or implicit condition of employment;
2. Submission to or rejection of the conduct is used as a basis for an employment decision affecting the harassed employee; or
3. The harassment substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Any employee or applicant who feels that he/she has been the subject of sexual harassment should report the alleged act immediately to his/her affiliate vice president or the Vice President of Human Resources without fear of reprisal. An investigation of all complaints will be undertaken immediately.

Seven Hills considers sexual harassment to be a major offense. Any employee who has been found to engage in sexual harassment will be subject to the appropriate sanctions, up to and including termination.

Seven Hills encourages any employee to raise questions he or she may have regarding sexual harassment with the Vice President of Human Resources.

DRUG FREE WORKPLACE STATEMENT

In accordance with the Drug-Free Workplace Act of 1988, Seven Hills reaffirms its commitment to a drug-free workplace. All employees are expected to comply with this section.

1. Individuals employed by Seven Hills shall not unlawfully manufacture, distribute, dispense, possess, or use a controlled substance anywhere in the workplace or on Seven Hills property.
2. If an employee is convicted of a violation of any federal or state narcotics statute and such violation occurred as a result of activities in the workplace, the employee must notify the Vice President of Human Resources of the conviction within five (5) days. If the employee is working on a project receiving federal funds, he/she will be removed immediately from the project and Seven Hills will comply with its statutory obligation to notify the granting agency of the conviction.
3. Reporting to work under the influence of illegal drugs or alcohol is prohibited. Use of alcohol anywhere in the workplace or on Seven Hills' property is also prohibited, except at functions sponsored by Seven Hills where alcohol is provided. Although use of alcohol may be permitted in these circumstances, unruly or inappropriate behavior as a result of alcohol use is not permitted and will not be tolerated.

4. Any employee who violates this section will be subject to discipline up to and including immediate termination of employment.

Seven Hills considers violation of this section to be a very serious matter, which can result in serious consequences for both Seven Hills and the employee. Failure to ensure a drug-free workplace can result in Seven Hills losing its eligibility to obtain federal grants and/or perform federal contracts—upon which Seven Hills is very dependent.

If any employee suspects another employee of violating this section, he/she should contact Seven Hills' Vice President of Human Resources. All such communications will be held in strict confidence, and Seven Hills will promptly investigate the matter to determine if a violation has occurred. Reports or Incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis.

The Vice President of Human Resources may be contacted concerning questions about this section, or for assistance in finding a drug abuse assistance program or rehabilitation program.

ORIENTATION

In order to help new employees become acquainted with the organization and their job, Seven Hills requires all new employees to complete an orientation program. Generally, orientation consists of the following:

1. Initial Orientation: Employees are also required to attend a general orientation session provided by the Seven Hills Corporate College, and any in-service training requirements mandated for the employee's particular job.
2. Departmental Orientation: Arranged by each department head/supervisor in accordance with Seven Hill's assessment of the needs of the department and/or employee.

Orientation Period:

During the first 180 days of employment with Seven Hills, employees are not eligible for certain benefits (please refer to the actual benefit for clarification). During this 180-day orientation period, the employee is not eligible to apply for transfer to any other position. Moreover, an employee terminated during this period shall have no access to Seven Hills' internal issue resolution procedure, and shall not receive notice or pay in lieu of notice under the discharge procedure. At any time during the 180-day orientation period, an employee's performance may be evaluated. All employees are employed at-will unless employed pursuant to a written employment agreement for a specific term. Employees with new job assignments will be considered to be in an additional 180-day orientation period. Employees with a new job assignment will be evaluated during and after the new orientation period. Employees with new job assignments will be eligible for benefits as determined by job classification.

PERSONAL DATA CHANGES

It is your responsibility to promptly notify your supervisor/department head and the Human Resource Department of changes in personal information, including changes of name, address, telephone number, marital status, number of dependents, beneficiary, person to contact in case

of emergency, and other personal data. Such changes may impact upon eligibility for certain company benefits and may also trigger rights under COBRA, the federal law which allows certain dependents and others to continue their participation in the Company's medical plans when they would otherwise be ineligible for coverage.

CONFIDENTIALITY

All information concerning the Seven Hills Foundation, its affiliates and its residents (including in and outpatients, consumers, and clients) must be held in strict confidence and must not be discussed or otherwise shared with persons who do not have a legitimate need to know about such information.

Any employee who discloses information concerning an employee, consumer, or client (including but not limited to such matters as the reason for admission, diagnosis, treatment, financial means or reputation), or who discloses confidential information concerning Seven Hills or its affiliate's business (including, but not limited to consumer lists, financial information, lists of service providers, lists of referral sources, and other matters not generally known outside of Seven Hills) may be subject to discipline, up to and including immediate termination.

EMPLOYEE HEALTH

It is Seven Hills' practice to screen employees in specific job categories for tuberculosis. This screening is conducted on an annual basis with results confidentially maintained by the Human Resource Department. An employee may be required to undergo follow-up testing and, if necessary, treatment in accordance with Guidelines issued by the Center for Disease Control.

An employee who develops an acute illness, which may be infectious (e.g., sore throat, skin rash, upper respiratory infection), should immediately report to his/her supervisor who shall make a determination concerning whether the employee should continue working.

An employee who is absent from work for a period in excess of three (3) consecutive workdays, as a result of illness or accidental injury, may be required to provide a doctor's note to the supervisor before returning to work. Permission from the treating physician to return to work must be obtained and the employee may be required to be examined by a Seven Hills approved physician to determine if the he/she is physically able to perform the functions of his/her position.

EMPLOYEE CLASSIFICATIONS AND DEFINITIONS

Regular Full-time:

Regular full-time employees are those who are regularly scheduled to work 35-40 hours per week. Regular full-time employees are eligible for fringe benefits. Regular full-time employees can be either exempt, or non-exempt. Employees in this classification who are regularly scheduled to work less than 40 hours per week are eligible to receive fringe benefits on a pro-rata basis, with certain exceptions, dependent on hours regularly scheduled to work. Exempt employees are those individuals paid on a salary basis who are executive, administrative, or professional employees as defined by the Federal Fair Labor Standard Act.

Regular Part-time:

Regular part-time employees are those who are scheduled to work less than 35 hours per week on a regular basis. These employees are not eligible for any fringe benefits unless otherwise determined by job classification.

Temporary:

Temporary employees are hired for a specific project for a specific limited time. Temporary employees are not eligible for any fringe benefits.

Per Diem:

Per Diem employees are those employees who work irregularly, only when called in response to short-term need for extra staff. A per diem employee is not eligible for any fringe benefits.

Coop/Work Study Students:

A co-op/work study student is a person working in connection with his/her educational training. A coop/work study student is not eligible for any fringe benefits.

Casual Employees:

Casual employees are employees hired to perform a specific project for a period of time not to exceed 12 months, or hired for a limited period of time not to exceed four (4) months. Casual employees are not eligible for any fringe benefits except accrued time.

WORK SCHEDULES

An employee's regular work week and daily schedule is dependent upon his/her particular job and will be established by the employee's department head. A schedule will be given to each employee at the time he/she begins employment. If changes in an employee's schedule occur due to business needs, Seven Hills will endeavor to afford the employee adequate notice of the change. The regular work week/schedule for full-time professional and clerical employees is Monday through Friday, 8:00 a.m. to 4:00 p.m./9:00 a.m. to 5:00 p.m. (including ½ hour paid lunch period). At affiliate locations, the schedules vary.

ATTENDANCE, TARDINESS, AND ABSENCE

It is expected that all employees will report for work as scheduled and on time. You are responsible for notifying your supervisor or, in the absence of your supervisor your supervisory designee, before the start of your scheduled shift if you will be tardy or absent. Repeated attendance or tardiness problems may give rise to disciplinary action up to and including discharge.

RECORDING TIME WORKED

All hourly paid employees must PERSONALLY register when they begin and end their work shift or day. Although you are not required to register "in" or "out" for meal periods, you must register "out" whenever you depart for personal reasons during the normal work day and register "in" on return. Since the time record is the basis on which you are paid, you should be sure to register "in" and "out" properly. No employee is permitted to register "in" or "out" for another employee and such action may be cause for serious disciplinary action up to and including immediate discharge.

PAY PERIODS AND PAY DAY

The payroll period consists of 14 days and is based on two 40-hour workweeks beginning on Saturday at 12:01 a.m. and ending two weeks later on Friday at 12:00 midnight. Employees are paid bi-weekly on the Friday following the end of each pay period. Paychecks are normally available from your department head after 2:00 p.m. on scheduled pay days. When a pay day falls on a holiday, employees will normally be paid the day before.

LOST PAYROLL CHECKS

Anyone who loses a paycheck, thereby causing a stop payment to be applied by a bank, will be charged the appropriate fee as determined by the bank. A replacement check will be issued no sooner than two business days following the report of a lost check.

PAYROLL DEDUCTIONS

Payroll deductions are made for Federal Withholding Tax, FICA (Social Security) and any other deductions required by law. Optional deductions may include but may not be limited to: health insurance, tax sheltered annuity, etc.

OVERTIME PAY

Overtime is not encouraged; however, it may sometimes be necessary for a department head to require an employee to work overtime hours to ensure proper coverage for the department. Pay for overtime hours worked will be in accordance with the Federal Fair Labor Standards Act (Wage and Hour Law). Overtime will be paid in the following manner to non-exempt employees:

Some non-exempt employees will be paid one and one-half times the employee's regular rate for work in excess of 8 hours in one day or in excess of 80 hours in the 14 day pay period. This is determined by job classification and these employees are notified by their supervisor directly of this arrangement.

All other non-exempt employees will be paid one and one-half times the employee's regular rate for work in excess of 40 hours in a seven-day workweek.

For hours worked in excess of the regularly scheduled hours, but less than 40 per week, employees will be paid their regular rate. No overtime shall be worked by a non-exempt employee without the prior authorization of the employee's supervisor.

Whenever possible, compensatory time off may be utilized in lieu of overtime pay, **provided that the employee take compensatory time off during the same work period.**

HOLIDAY PAY

Non-exempt employees who are scheduled to work on a Seven Hills Foundation designated holiday, will be paid eight (8) hours holiday pay, plus straight time for the first eight hours worked and time and a half for any hours over eight (8) worked that same day. Non-exempt employees who are scheduled to work on Thanksgiving Day, Christmas Day, or New Year's Day, will be paid eight (8) hours holiday pay plus straight time for the first eight hours worked and double time for any hours over eight (8) worked that same day. Employees must have the PRIOR approval of their supervisor to be eligible for Holiday Pay.

TRAVEL REIMBURSEMENT

It is within Seven Hills' practice to reimburse employees for all reasonable business expenses incurred while carrying out work assignments. Generally, local travel should be in a Seven Hills-owned vehicle. If a Seven Hills vehicle is not available, then an employee may use a private vehicle. However, an employee may not use a private vehicle to transport a consumer/resident without advance approval of the affiliate vice president or his/her designee. Any employee who is approved as stated must also provide proof of adequate insurance for the private vehicle, hold a valid driver's license, and ensure that the vehicle has been properly inspected and is in proper and safe working order.

Travel must be approved in advance by the staff member's immediate supervisor, and receipts must be submitted for all expenses. Reasonable expense for meals will be approved. Reimbursement for parking tickets, fines, property damage, insurance, or extravagant meals will not be allowed.

When the anticipated costs of a business trip may be significant and would place a burden on the employee if he/she had to use personal funds and then wait for reimbursement, cash advances may be available. If a cash advance is granted, an expense report must be submitted by the employee to the Accounting Office within ten (10) working days after the completion of the trip and must include all receipts and reimbursement to Seven Hills of any monies not expended.

PERFORMANCE EVALUATIONS

It is within Seven Hills' practices to evaluate new employees prior to or upon completion of the 180-day orientation period. You will be evaluated by your immediate supervisor or department head, and a written performance evaluation will be filed in the Human Resources Office or in your specific Area Office.

After completion of the orientation period, it is within Seven Hills' practices to evaluate employees annually around the anniversary date of employment. Depending upon job classification, the evaluation process may include an annual verification of possession of a valid Driver's License and good driving record, as well as, verification of CORI information. Seven Hills may deviate from this annual cycle when an employee changes job category, exempt vs. non-exempt status changes, or in the event an employee is experiencing significant performance problems. When this occurs, you will be notified regarding the new review cycle. Performance evaluations will be discussed with you, a copy of the written evaluation may be reviewed by you, and the evaluation will be submitted to the Human Resources Office for filing in your personnel file. If you choose to comment, you may do so on the evaluation itself and/or attach such comments directly to the evaluation. Disputes concerning the Performance Evaluation are not subject to the Employee Dispute Resolution Process. If an employee has concerns regarding the process or content of their evaluation they should contact the Vice President of their subsidiary or the Vice President of Human Resources.

PROMOTIONS AND TRANSFERS

As a general rule, Seven Hills will recruit from within in conjunction with seeking outside candidates for a position. Through the formal application procedure, Seven Hills will consider for promotion or transfer any employee qualified for a posted vacancy or position. An employee must have a minimum of 6 months experience in their current position to apply for a posted

vacancy. All internal applications must be processed through the Human Resource Office. To be considered for an internal transfer, an employee MUST complete an internal application, and be processed through the CORI check procedure. Failure to follow this procedure will nullify the employee from consideration.

DISCIPLINARY ACTION

There are times when it may become necessary to discipline an employee. The disciplinary action taken will depend on Seven Hills' evaluation of the seriousness of the infraction. As a general rule, verbal warnings will be given to employees for mistakes or infractions deemed by management to be of a less serious nature. Repeated infractions and more serious errors or misconduct may result in written warnings, disciplinary probation, suspension, or immediate discharge. Matters deemed to warrant immediate discharge include, but are not limited to: gross neglect of duties, inability to perform the required duties for your position, regardless of cause; excessive absences and/or tardiness; absence from work without satisfactory explanation; reporting for work under the influence of alcohol and/or controlled substances; misappropriation of Seven Hills supplies, equipment, food or funds; demonstrated discourtesy to any resident, visitor, guest, associate; any inappropriate behavior which would reflect on the individual and/or the Foundation and/or its affiliates; and falsification of employment records or time records. Decisions for immediate discharge are not subject to the Seven Hills Foundation Employee Dispute Resolution Procedure.

Employees of Seven Hills are expected to exercise common sense and good judgment and to conduct themselves in a manner that will be a credit to themselves and Seven Hills. It is hoped that any disciplinary action will aid the employee in correcting the problem, and avoid a recurrence of the problem.

TERMINATION OF EMPLOYMENT

All Seven Hills employees (except those employed pursuant to written contract stating a specific term of employment) are employed "at-will." Thus, an employee or Seven Hills can terminate the employment relationship at any time with or without cause.

Seven Hills, however, asks that any employee who wishes to voluntarily resign his/her employment:

1. Submit a written notice to his/her Department Head/Supervisor, stating the reason for the resignation; and
2. Give Seven Hills four weeks advance notice (if an exempt employee) and work through such notice, or two weeks advance notice (if a non-exempt employee), and work through such notice period.
3. Severance: In the event that staff reduction beyond anyone's control must occur, Seven Hills will give two weeks advance notice, or pay in lieu of notice and will give one week's advance notice, or pay in lieu of notice, if it terminates a non-exempt employee. Any employee who in Seven Hills' discretion is terminated for gross misconduct may be immediately discharged without notice or pay in lieu of notice. During the orientation period, employees may be discharged without notice or pay in lieu of notice.

4. Payment of Accrued Time: Upon ending employment with Seven Hills Foundation, employees who have accrued vacation time on the books will be paid that time in their final pay. Personal and/or sick time is not paid to an employee upon ending employment. Accrued vacation time is only paid out up to **one time** your annual accrual upon termination of employment, voluntary or otherwise.

EMPLOYEE DISPUTE RESOLUTION PROCEDURE

Effective communication between supervisors and employees can minimize the occurrence of misunderstandings and employee complaints. Seven Hills Foundation maintains the policy and practice of resolving, in a reasonable fashion, all employee work-related problems dealing with policy and procedures. Occasionally, it may become necessary to utilize a resolution process for work-related problems, concerns, and issues:

The procedure for an employee to utilize for Dispute Resolution is:

- Level 1- The employee should inform and discuss the problem, concern or issue with his/her supervisor.
- Level 2- If the result of Level 1 is unsatisfactory to the employee, or if the problem or complaint involves the conduct of the supervisor, the employee should contact the Vice President of their subsidiary or their designee to discuss the matter.
- Level 3- If the result of Level 2 is unsatisfactory to the employee, he/she should contact the Vice President of Human Resources for assistance in resolving the matter. The Vice President of Human Resources will work with all levels of management personnel to resolve the employee's conflict.
- Level 4- If no satisfactory resolution is achieved, the process will be reviewed by the President/CEO of Seven Hills who will ensure that all procedures have been followed appropriately. The decision of the President/CEO shall be final.

At any time, an employee may contact the Vice President of Human Resources to discuss a work-related problem, concern or issue and request assistance

V. BENEFITS

FLEXIBLE BENEFITS PLAN

Seven Hills offers an Employee Benefits Program to eligible employees. The purpose of the program is to offer eligible employees cost effective options in selecting health and welfare benefits for themselves and their families. The details of the program are explained in the Employee Benefits package of information and the plan documents. The following is intended merely to provide an overview of the benefits available. In the event of a conflict between the information provided below and the Plan Documents, the plan documents will control.

All regular full-time and specified job classification employees are eligible to participate in

benefits offered under the Benefit Plan. Once an election of benefits is made by an employee, it will remain in effect until the following open enrollment period unless the employee has an earlier change in family status such as birth or death in the family, a marriage or divorce, or a termination of his/her spouse's employment. Benefits included in the Benefit Plan are as follows:

1. Health Insurance: Eligible employees may elect to participate in a Seven Hills offered health plan. Health insurance eligibility is from the 30 days date of hire for eligible employees.
2. Dental Insurance: Eligible employees also may elect to participate in a dental insurance plan. Coverage can be elected for the employee and the employee's family with the full cost covered by the employee. If the employee chooses not to be covered under the Health Insurance plan, then Seven Hills will cover the full costs of the dental insurance, if desired. Dental insurance eligibility is from the first date of hire for eligible employees.
3. "Opt-Out" Payment: In the event an employee has health insurance from another source and chooses not to enroll in Seven Hills Dental Insurance, Seven Hills will pay the employee \$1,000.00 per year if they elect to opt-out of the agency's Health coverage plan. To be eligible for the opt-out payment, employees must show proof of healthcare coverage through another source. For additional information on the "opt-out" payment program, please consult the Human Resources Office. The Opt-Out payment schedule concurs with the eligibility date of 30 days after the hire date.

OTHER INSURANCE BENEFITS

1. Life Insurance: Seven Hills also offers life insurance for all regular full-time and specified job classification employees who are regularly scheduled to work 35 or more hours per week. The life insurance benefit is 1 times base annual compensation for all employees. The plan also provides for additional payment in the event of Accidental Death or Dismemberment.
2. Long-term Disability: Seven Hills offers a long-term disability plan to regular full-time and specified job classification employees who are regularly scheduled to work 35 or more hours per week. In accordance with the terms of the long-term disability plan, an eligible employee may continue to receive weekly benefits after the 90th day of disability until he/she is able to work again or attains age 65. Pay is at 60% of the normal weekly earnings up to a maximum of \$4,000.00 per month, exclusive of overtime, dependent upon earnings.
3. Additional Benefits: Seven Hills Foundation strives to provide a comprehensive benefits package that change to meet the nature of our workforce. Additional benefits may be added from time to time.

Contact the Human Resource Office for an up to date list of benefits.

CONTINUATION OF BENEFITS

Employee benefits are provided to active eligible employees. When an employee is placed on inactive status or his/her employment is terminated, this causes all benefits to cease (insurance, vacation, holiday, etc.). Benefits may also cease due to a reduction in hours.

Some insurance may allow for conversion to individual membership at such time. Some insurance may allow for your continued participation in the group plans, entirely at the employee's expense, for a limited period of time.

If your employment with Seven Hills should terminate for any reason, or you otherwise assume inactive status, or become ineligible for benefits, you must be certain to contact the Human Resources Department to discuss the Consolidated Omnibus Budget Reconciliation Act (COBRA). There are certain federal regulations you need to know about regarding the continuation of benefits after you cease active regular full-time employment.

Questions regarding continuation of benefits should be directed to the Human Resources Department.

PAID TIME OFF FOR REGULAR FULL-TIME AND SPECIFIED JOB CLASSIFICATION EMPLOYEES

Regular full-time and specified job classification employees are eligible to receive compensation for time off in accordance with the following guidelines.

1. Vacation: Regular full-time and specified job classification employees with less than five (5) years of service accrue 1.25 days of annual vacation per month of work completed (equivalent to three (3) weeks per year). Regular full-time and specified job classification staff with five (5) or more years of service accrue 1.66 days of annual vacation per month of work completed (equivalent to four (4) weeks per year). Regular full-time and specified job classification employees with ten (10) or more years of service accrue 2.08 days of annual vacation per month of work completed (equivalent to five (5) weeks per year). Regular full-time and specified job classification employees who work less than 40 hours per week accrue vacation on a pro-rated basis. All annual vacation time should be used within the calendar year. Vacation time may be accrued to a maximum of one time you're entitled annual vacation.

Vacation requests must be submitted to the employee's supervisor at least ten (10) working days prior to the start of vacation, and will be granted **subject to the program's operating needs**. Vacation time, however, is not accrued until the employee completes his/her 180-day orientation period.

2. Vacation Cash Out Policy: After six months of service, employees are eligible to cash out a portion of their accrued vacation time. Vacation Cash Out request forms must be made in increments of at least 40 hours. Vacation Cash Out request forms must be submitted directly to the Payroll Manager **at least** 10 working days in advance of the pay cycle in which it will be received. Vacation Cash Out is available at the following maximum amounts:

<u>Years of Service</u>	<u>Annual Accrual</u>	<u>Maximum Cash Out</u>
Less than 5 years	3 weeks	Up to one week (40 hours)
Five to Ten years	4 weeks	Up to two weeks (80 hours)
Ten or more years	5 weeks	Up to three weeks (120 hours)

Seven Hills Foundation believes that employees should have opportunities to enjoy time away from work to help balance their lives. Seven Hills Foundation has established this policy to ensure that eligible employees will have the ability to cash out accrued vacation time, while using at least two weeks vacation time to assure employee well being. Employees are accountable and responsible for managing their own vacation hours to allow for adequate vacation reserve. Employees are eligible to use the Vacation Cash Out benefit *once* in each calendar year.

3. Sick Bank Days: Regular full-time and specified job classification employees earn sick bank days at the rate of 1/2 day per month of work completed. Employees of this category who are scheduled to work less than 40 hours per week earn sick bank days on a pro-rated basis. Earned sick bank days may be used for those days when the employee is absent due to illness or injury. An employee who will be absent due to illness must notify his/her supervisor of the absence during the morning of the day of the absence. A physician's written statement may be required prior to returning to work after an absence in excess of three (3) consecutive work days.

Sick Bank days may be carried forward and accumulated based on the following schedule:

<u>Length of Service</u>	<u>Maximum Accrual</u>
0 thru 4 years	40 days
5 thru 10 years	50 days
10 thru 14 years	60 days
15 and above	90 days

Because Seven Hills' long-term disability coverage, if applicable, begins after 90 consecutive days of disability, the employee must use accumulated benefit time if he/she wishes to be paid during the first days of the absence due to illness or injury.

4. Personal Days: All regular full-time and those in specified job classification shall be granted three personal days on July 1st each fiscal year. Personal Leave for full time employees and those in specified job classification will be granted on a prorated basis as follows:

Hired between July 1 through September 30	3 days
Hired between October 1 through December 31	2 days
Hired between January 1 thru March 31	1 day
Hired between April 1 thru June 30	0 days

Personal time will be granted in units of not less than ½ hour. Personal leave cannot be carried over from one year to another. Where possible, twenty-four hour notice is required.

HOLIDAYS

Seven Hills observes the following holidays:

New Year's Day	Independence Day (July 4th)
Martin Luther King Day	Labor Day
President's Day (Monday)	Columbus Day
Patriot's Day (Monday)	Thanksgiving Day and the day after
Memorial Day	Christmas Day

WORKER'S COMPENSATION INSURANCE

In accordance with its obligations under state law, Seven Hills participates in a worker's compensation insurance program. Worker's compensation insurance covers work-related illness and accidental injury to an employee.

In order to comply with insurance obligations, all employees must report any occupational illness or work-related injury to their Supervisor/Department Head and Human Resource Office, or other designated personnel within 24 hours of the illness or injury, and must complete an incident report, or other required insurance forms.

Employees who are absent due to work-related injury or occupational disease may utilize accrued time, or accrued and unused sick, personal or vacation time to receive pay for any waiting period prior to workers' compensation benefits becoming effective. Seven Hills will pay health benefits for up to 12 weeks, at which time you will be offered COBRA.

MALPRACTICE AND LIABILITY INSURANCE

Seven Hills maintains malpractice and liability coverage for employees under its comprehensive liability policy. Coverage is effective only for hours when the employee is on duty at Seven Hills and only for those duties and responsibilities within the job description for which the employee is regularly employed.

SOCIAL SECURITY

Seven Hills participates in the F.I.C.A. or Social Security System. The cost of this program is shared by Seven Hills and the employee equally. The amount of an employee's contribution is established by law and will be deducted from his/her paycheck. Seven Hills' contribution toward an employee's Social Security is also established by law.

TAX SHELTERED ANNUITY

Federal law allows employees of nonprofit and certain tax-exempt organizations to receive special income tax treatment under the United States Internal Revenue Code on amounts set aside for the purchase of annuities, usually referred to as tax sheltered annuities or tax deferred annuities. Seven Hills makes available to its employees a Tax Sheltered Annuity (TSA) Program, so that they can take advantage of this unusual tax treatment. The Tax Sheltered Program is available as a voluntary employee contribution. For further information, contact the Human Resources Office.

FLEXIBLE SPENDING ACCOUNTS

Medical and Dental Care Reimbursement Accounts, or Flexible Spending Accounts (FSA's) allow you to set aside money on a PRE-TAX BASIS to cover medical or daycare expenses for yourself, your spouse and all dependents claimed on your tax return. You may select either the Medical Reimbursement Account to help cover out-of-pocket medical, dental, or vision expenses; a Dependent Care Account, which will reimburse you for daycare expenses; or you may choose to participate in both accounts.

Eligibility for enrollment is upon hire or during open enrollment periods.

LEAVES OF ABSENCE

1. Family and Medical Leave:

In compliance with the Family and Medical Leave Act of 1993, the Agency will grant up to 12 weeks of unpaid leave during a 12-month period to an "eligible employee" for one or more of the following reasons:

- A. The birth, adoption, or foster care placement of the employee's child, and in order to care for that child during the 12-month period after birth or placement;
- B. To care for the employee's child, spouse, or parent, if that child, spouse, or parent has a serious health condition; and
- C. To attend to the employee's own serious health condition that renders the employee unable to perform the functions of his or her job.

Except as outlined in the paragraph below, if an employee wishing to take family or medical leave is entitled under existing Agency policy to take paid leave (for example, vacation, personal, family or sick leave), the Agency will require that all available paid leave be taken and exhausted before unpaid family or medical leave may be used.

Notwithstanding the paragraph above, a female employee who takes up to the maximum eight weeks of maternity leave provided under state law (which, in most cases, also counts as FMLA leave time) will not be required to use any accrued paid leave during this period if she does not wish to do so. However, to the extent that such an employee takes any additional FMLA leave time beyond these eight weeks, accrued paid leave must be applied in accordance with the previous paragraph. All requests for leave must be made in writing to the Vice President of Human Resources.

2. Personal Leave:

A leave of absence without pay for up to six (6) months may be granted at Seven Hills' discretion. Requests for personal leave should be submitted in writing to the Human Resource Office. While reinstatement cannot be guaranteed, at the time the employee is scheduled to return from such leave, Seven Hills will consider the employee for any openings that may exist in similar positions.

3. Military Leave:

Military leave will be granted in accordance with state and federal laws relating thereto.

4. Bereavement Leave:

A maximum of three (3) consecutive work days of absence, up to and including the day following the funeral, will be allowed with pay for funeral time in case of a death in the immediate family (father, mother, spouse, son, daughter, brother, sister, grandparents, and mother or father-in-law). Up to one day's absence with pay may be granted in the case of the death of sister-in-law, brother-in-law, or grandparent-in-law. Pay will be based on an eight (8) hour day or less, based upon the employee's regular schedule, if applicable, for days that an employee is regularly scheduled to work. Seven Hills may require acceptable proof of death of the decedent's relationship to the employee and the date of the funeral. The employee shall report the occurrence of the death in his/her family to his/her supervisor as early as possible in order to allow his/her department to obtain adequate coverage.

5. Jury Duty:

Employees will be granted time off to serve as jurors. Any employee who is unable to report for work because he/she is required to perform jury duty will be paid up to 3 days in accordance with Massachusetts State Law. In order to qualify for pay, the employee must submit copies of the summons at least two weeks before scheduled jury duty and submit all official receipts received from the Court for serving as a juror to the Human Resources Department. When Court is not in session, the employee is expected to report for work and to complete his/her scheduled shift. Absences due to jury duty will not be deducted from accrued time, vacation time, personal days, or sick bank days.

6. General Information:

Employees on leave of absence will not accrue fringe benefits. Any employee who wants to continue his/her participation in Seven Hills' health and/or dental insurance plan may do so for up to eighteen months, or twenty-nine months if disabled, pursuant to the Consolidated Omnibus Budget Reconciliation Act (COBRA) and will be responsible for payment of the full insurance premium on a timely basis as required by law.

For eligible employees on approved family and medical leave, Seven Hills will continue its contribution toward the health and dental insurance for the first three (3) months of the COBRA period. After such time has expired, and for employees on all other approved leaves of absence, the employee will be responsible for payment in full of the health and dental insurance premiums on a timely basis.

Any employee who fails to return from a leave of absence on the scheduled date for his/her return will be deemed to have resigned from his/her employment.

7. Inclement Weather:

It is the expectation of Seven Hills that all employees will report to work on days of inclement weather unless otherwise notified by your supervisor. If you are unable to report to work you should notify your supervisor as required by written policy. In the event that your assigned affiliate program closes to staff due to extreme inclement weather, you will have the option of using a personal day or a vacation day.

TUITION REIMBURSEMENT/TUITION REMISSION PROGRAM

Seven Hills offers a tuition reimbursement program to employees who have completed one year of service and are regularly scheduled to work at least 35 hours per week for educational courses that are approved in advance and satisfactorily completed. Employees interested in this benefit should contact their supervisor or the Chief Learning Officer for specific details and requirements.

Seven Hills Foundation participates in the Massachusetts State Funded Tuition Remission Program. Contact the Chief Learning Officer for more information.

REPLACEMENT OF DAMAGED CLOTHING, ETC.

Occasionally, an employee's clothing or other personal property may be damaged by a consumer while the employee is on duty. If such damage occurs, it should be reported to the employee's supervisor as soon as possible. Seven Hills may, at its discretion, repair the article or pay the employee the reasonable depreciated value of the article at the time of the loss. Only items of personal property required by the employee for the performance of assigned duties will be repaired or replaced. Any item defined as jewelry will not be covered under this guideline.

VI. PROFESSIONAL EDUCATION/SEVEN HILLS CORPORATE COLLEGE

SAFETY

Seven Hills Foundation and its operating affiliates recognize the importance of safety in the workplace. To that end Seven Hills has established a Safety and Risk Management Plan. All employees are responsible for adhering to such programs, and for attending mandatory safety training sessions conducted in accordance with state and federally mandated safety regulations.

Each Seven Hills affiliate has appointed a Safety Committee which meets regularly to promote safety and to review all accident/incident reports. Employees should make a concerted and diligent effort to be ever cognizant of safe operating practices.

Additionally, all employees are evaluated on safety and should be familiar with all safety practices for their area(s). Employees are encouraged to refer all safety questions to their supervisor, or to the Professional Education Office. Failure to adhere to safety programs, or; failure to maintain reasonable safety practices while in the course of work, will lead to disciplinary action, up to and including termination.

IN-SERVICE TRAINING

Seven Hills conducts or will arrange for employee training on topics that are required for staff positions. These courses are provided at no cost to the employee. Employees are notified of job related training requirements at the time of hire or job transfer by their supervisor. All employees are evaluated on their participation at required training sessions. Employees who fail to maintain the required training requirements for their position will be subject to disciplinary action, up to and including termination.

LICENSURE/REGISTRATION REQUIREMENTS

As an employee of Seven Hills, it is your responsibility to maintain any licensure or registration, which is required for the position in which you are employed. This may include, but not be limited to, a Valid Driver's License, Compulsory Auto Insurance, CPR/First Aid Certification, Medication Administration Certification, and Nursing Licenses.

PROFESSIONAL CONFERENCE

Any employee who wishes to attend a professional conference or seminar should obtain written approval in advance from his/her department head and the Director of Professional Education. Subject to its operating needs, Seven Hills may permit an employee to have reasonable time off to attend such conferences or seminars and may assume reasonable expenses associated with such activities, provided that the employee has completed his/her training on topics that are required for their position. These courses are provided at no cost to the employee.

OCCUPATIONAL EXPOSURE TO BLOODBORNE PATHOGENS:

Seven Hills expects all employees to use universal precautions and engineering controls in an effort to minimize the risk of transmissions of HIV and HBV from blood and/or other body fluids. Seven Hills has developed an exposure control plan which describes the classifications of employees with potential occupational exposure, the universal precautions and engineering controls which employees must follow, and the procedures to be followed when an exposure incident occurs. Failure to do so may result in disciplinary action up to and including termination.

All employees with potential occupational exposure must participate in the training program set forth in the exposure plan prior to initial assignment and at least annually thereafter. The training program is offered by Seven Hills at no charge to the employees. A copy of the Exposure Control Plan is available upon request for review at any time during normal business hours by contacting the Professional Education Office.

VII. CONDUCT

WORKPLACE VIOLENCE STATEMENT

Seven Hills Foundation provides a safe workplace for all employees. We do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. Prohibited conduct includes, but is not limited to:

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer property or property of another employee
- Possession of a weapon of any kind while on employer property or on employer business
- Committing acts motivated by, or related to, sexual harassment or domestic violence

Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

CONDUCT

Every employee is expected to fulfill, to the best of his/her ability, the duties and responsibilities of his/her position in accordance with the goals and mission of Seven Hills Foundation. Employees are expected to exercise good judgment and inform the appropriate supervisor or the Human Resource Office if any employee exhibits behavior which could be a potential risk to others. Reports may be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis.

CLEANLINESS

It is absolutely essential that Seven Hills' Properties and Premises be maintained in a clean and sanitary condition in order to protect the consumers' health, abide by the Commonwealth's State Health Regulations, and avoid insect infestation.

It is the responsibility of each employee to help make sure that all areas of Seven Hills are clean and neat. Failure to do so may result in disciplinary action up to and including termination.

DRESS CODE

Each employee is expected to appear for work dressed in clothing that is neat, clean, and appropriate for his/her specific area of employment and professional discipline. Each department or program is authorized to establish reasonable dress codes for its area of responsibility. All employees are expected to comply with their department/program dress code as defined by their affiliate vice president. Failure to do so may result in disciplinary action up to and including termination.

UNIFORMS

All employees who are required to wear uniforms are responsible for obtaining uniforms from their supervisor and maintaining such garments. Your supervisor will advise you if you are required to wear a uniform. Failure to do so may result in disciplinary action up to and including termination.

FIRE PROCEDURE

If you discover a fire:

1. Pull the nearest manual fire alarm or call 911.
2. Evacuate residents or consumers in immediate danger.
3. Continue with evacuation procedure from the building.
4. Inform your supervisor or affiliate vice president.

In order to ensure that all possible steps are taken in the correct sequence to protect our consumers when an emergency occurs, all employees should be trained to react to emergencies in accordance with established procedures. Thus, all personnel must be familiar with the specific fire safety procedures, which pertain to their position, and with the location of the manual fire alarm boxes, where available.

GRATUITIES

The solicitation or acceptance of money or a gift of more than \$5.00 from consumers, consumer's family members, or any other source including persons with whom Seven Hills does business is not permitted. Any accepted gratuities must be registered with the employee's Department Head/Supervisor.

Anyone wishing to make a donation or gift to Seven Hills should be referred the Foundation's Office of Advancement.

CONFLICT OF INTEREST

1. Employment of Family Members: Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:
 - (i) Create a supervisor/subordinate relationship with a family member,
 - (ii) Have the potential for creating an adverse impact on work performance: or
 - (iii) Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when assigning, transferring, or promoting and employee. Employees who become immediate family members or establish an intimate relationship may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, attempts will be made to find a suitable position within Seven Hills to which one of the employees will transfer.

2. Outside Employment: Employees may hold other jobs during non-scheduled working hours, as long as such jobs do not interfere in any way with the employee's performance and responsibilities to Seven Hills, and so long as such other job does not adversely reflect on the image or reputation of Seven Hills.

SMOKING:

In an effort to comply with the Massachusetts Indoor Smoking Act, Seven Hills prohibits smoking in all public and program areas of Seven Hills, except in segregated areas designated as smoking areas and posted with "Smoking Permitted" signs.

SOLICITATION, ACCESS AND DISTRIBUTION

Solicitation: Persons who are not employed by Seven Hills may not solicit or distribute materials or literature for any purpose on Seven Hills' property. All sales persons should

be directed to the Seven Hills Foundation Accounting Office, affiliate vice president, or designated representative. In order to prevent interference with the work of Seven Hills, employees are prohibited from soliciting for any purpose during working time and from soliciting in consumer care or treatment areas at any time.

Access: Employees are not permitted to receive personal visitors during work time, except in emergencies. All personal visitors should be referred to the Program Manager. If an employee receives an emergency visitor, the employee will be contacted without delay.

Distribution: Employees are prohibited from distributing materials or literature during work time, and from distributing literature in consumer care or other working areas at any time. Work time does not include break periods, mealtime, and other similar non-work periods.

STAFF/CONSUMER RELATIONSHIPS AND NONDISCRIMINATION IN SERVICES

A primary goal at Seven Hills is the development and maintenance of therapeutically oriented programs intended to address the individual needs of its consumers. Staff/consumer relationships must be conducted in a manner that assures professionalism, preserves the consumer's right to privacy, and is consistent with the goals and objectives of each consumer's Individual Service Plan.

In addition, Seven Hills and its President/CEO reaffirm Seven Hills' ongoing commitment to Non-Discrimination in the provision of services to qualified individuals. In complying with this goal, employees of Seven Hills must not:

1. Deny any qualified individual the opportunity to participate in, or benefit from a service offered by Seven Hills because of unlawful discriminatory reasons;
2. Aid or perpetuate unlawful discrimination against qualified individuals; or
3. Otherwise limit a qualified individual in the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving the same service because of unlawful discriminatory reasons.

For purposes of this guideline, a "qualified individual" is one who meets lawful, predetermined, and announced eligibility requirements by Seven Hills for receipt of services or program participation. For more information regarding non-discrimination in the provision of services, employees should contact the Vice President of Human Resources.

VIII. AGENCY FACILITIES AND SERVICES

BULLETIN BOARDS

Announcements concerning Seven Hills' policy guidelines, organization, and other work-related information are posted on bulletin boards in each building. Employees will be responsible for reading all notices posted on bulletin boards. Unauthorized postings will be removed. Bulletin Boards are for agency information only; no other items will be posted.

Additionally, Seven Hills posts federally and state mandated postings and certain Seven Hills written procedures for the convenience of all employees.

KEYS AND OTHER SEVEN HILLS PROPERTY

All Seven Hills keys are issued by the affiliate vice president or designee. Each employee is responsible to return keys to the affiliate vice president or designee upon termination or when there is no longer a need for a key. There will be a charge of up to \$25.00 for any lost keys.

Employees are also expected to return any other property of Seven Hills upon discharge, resignation, or other termination of employment.

LOST AND FOUND

Anyone finding an apparently lost article of personal property should take it to his or her Program Director. Anyone losing an article of personal property should notify the Human Resource Office. If the lost personal property is turned in, it will be returned upon satisfactory identification.

PETS

No pets are permitted on property controlled by Seven Hills unless specific prior permission has been granted by affiliate vice president.

TELEPHONES

Telephones are to be used for official business only. Personal calls are to be avoided. When, due to circumstances, private calls happen, the employee shall reimburse the agency for the costs of the toll call. The use of cellular phones for personal use while on duty is prohibited. Excessive use of agency phones or excessive use of personal cellular phones while working is grounds for disciplinary action.

TOURS

Tours of Seven Hills for individuals or groups must be arranged through the Affiliate Vice President. The affiliate vice president's office will, if appropriate, arrange for the tour at a mutually convenient time, so as not to disrupt Agency programs. The Office of Development should be contacted with any request for agency information or tours of facilities.

USE OF AGENCY FACILITIES BY STAFF, INDIVIDUALS, OR GROUPS

The Affiliate Vice President, at his/her discretion, may grant staff members, as well as other individuals, groups, and organizations not directly connected with the Agency, permission to use the Agency's facilities (buildings, equipment, grounds, etc.).

Such permission must be requested in advance. Anyone wishing to use the agency's facilities should contact the affiliate vice president concerning restrictions and conditions on such use.