

## MID-OHIO PSYCHOLOGICAL SERVICES PERSONNEL PROCEDURES

### SECTION I: SALARIES

- A) Employees shall be paid every-other-week in a cumulative twenty-six pay periods per year as budget permits. Pay is paid on a two week delay, meaning pay is not actually received for the time worked during one pay period until two weeks after the end of that pay period.
- B) The following deductions will be made from each employee's salary:
  - 1) The following income tax deductions will be made from each employee's salary:
    - a) A proportionate amount of each check shall be withheld according to the number of deductions declared by the employee for federal income tax.
    - b) A proportionate amount of each check shall be withheld according to the number of deductions declared by the employee for state tax.
    - c) A proportionate amount of each check shall be withheld according to the number of deductions declared by the employee for the City of Lancaster income tax.
    - d) A proportionate amount of each check shall be withheld according to the number of deductions declared by the employee for any other municipal/school taxes required by law.
  - 2) Other deductions may be made from each employee's salary as requested by the employee, including but not limited to deductions for health benefits.
- C) A W-2 form (statement of earnings and deductions) will be issued to each employee after the first of each new year.
- D) Pay rates for all employees should be reviewed annually.
  - 1) Employees may be granted an increase to the base salary of a particular position at the discretion of the Executive Director.
- E) No employee will be eligible for a raise during a probationary period. The Executive Director reserves the right to approve an raise during the probationary period.
- F) All employees shall be paid at a rate no lower than the Federal minimum wage or the established pay range for a classified position.
- G) Pay adjustments are made by the Executive Director based on the following criteria:
  - 1) The established position description, duties, and responsibilities.
  - 2) Required education, skills, and training when and where it would apply.
  - 3) The established qualifications, abilities, and aptitude.
  - 4) Demonstrated continuing proficiency.
  - 5) The length of service previously performed.
  - 6) The established salary plan and classification schedule when applicable, and as the budget will allow.
- H) Performance Evaluation will be conducted upon employment or when changing positions within the agency, performance evaluations are conducted at 90 days, 180 days, 360 days, and annually for each job position by immediate supervisors.
  - 1) If an employee changes job positions, the performance review period will start over.
  - 2) Employees seeking licensure as a Counselor/Social Worker/Psychologists will also have performance reviews conducted consistent with licensure requirements.

- 3) Performance evaluations shall be permanently kept in the employee's personnel file and used to record overall quality of work performance as well as to indicate capabilities or identify deficiencies in work or in work attitude or behavior.
  - 4) Performance evaluations must be signed by the employee to verify that they have received it.
  - 5) Each employee will be provided a copy of their performance evaluation.
  - 6) Performance evaluations may be appealed in writing to the Board of Directors within 30 days.
- I) Anyone employed with MOPS for six months shall be eligible for a raise provided the employee's performance evaluation is acceptable and the budget will permit.

## **SECTION II: SCHEDULE OF WORK HOURS**

- A) Normal working hours for employees shall fall within the hours of 7:00 a.m. to 10:00 p.m. Monday through Saturday as negotiated by individual contract.
- 1) Each full time employee is entitled to a one hour lunch approximately half way through their shift if they are working more than four hours each day with the following limitations:
  - 2) Clinical Staff are not compensated for the lunch period.
  - 3) Support staff may be compensated for the lunch period based on negotiated arrangements with the Executive Director in writing.
- B) Working hours other than those regularly scheduled (flexible schedules) can be established when authorized by the Executive Director and the employee's immediate supervisor.
- C) All overtime work must be approved in writing by a supervisor prior to the hours being worked. However employees are expected to create flexible schedules that ensure they do not work over 40 hours.
- D) All compensatory time must be approved in writing by a supervisor prior to the hours being worked. However employees are expected to create flexible schedules that ensure office coverage at all times.

## **SECTION III: STATUS OF EMPLOYMENT**

- A) Each employee shall be given a position description, specifying duties to be performed, and shall sign a statement of having received them. Staff credentialed by professional regulatory boards in Ohio shall not practice outside of their scope of practice as defined by their regulatory board.
- B) Each employee working for MOPS will do so in one of the following capacities.
- C) Regular Employees
- 1) Full-time employees will work a 30 hour or more normal or flexible work schedule. Full-time employees are entitled to all benefits and privileges herein.
  - 2) Part-time regular employees will work up to a 29 hour normal or flexible work schedule. Part-time regular employees may be entitled to benefits on a prorated basis. See the Employee Benefits Section for hour restrictions.
- D) Temporary Employees
- 1) Full-time temporary employees will work a 30 hour or more normal or flexible work schedule. Full-time temporary employees are not eligible for benefits.
  - 2) Part-time temporary employees will work up to 29 hours normal or flexible work schedule. Part-time temporary employees are not eligible for benefits.

- 3) Temporary Employees include Bachelor's and Master's Interns.
  - 4) Part-time employees will work hours convenient to MOPS as needed.
  - 5) Probationary employees are employees who have been in a job position for less than 120 calendar days. The probationary period is intended as a working test period and shall be utilized for the purpose of closely observing an employee's work as a final determination of the employee's suitability and qualification for the position. Probationary employees may be eligible for benefits.
  - 6) Contract employees are will work hours as stated in their contract and will not be eligible for benefits unless eligibility is expressed in the contract.
- E) Each employee will be charged with the duty and responsibility of, efficient, and knowledgeable performance of the work for which they are employed. Each employee will be afforded a copy of these policies, and shall read and sign a statement verifying such receipt. The signed statement will acknowledge agreement with and compliance to the policies. The Board will review these policies annually to assure their currency and applicability. The Executive Director is charged with the uniform application of these policies for employees of MOPS.
- F) Each employee of MOPS is both protected, as well as responsible, in accordance with Title VI and Title VII of the Civil Rights Act of 1964.
- 1) This agency will not discriminate against any employee volunteer, or applicant for employment, because of AGE, RACE, COLOR, ETHNICITY, RELIGION, SEX, SEXUAL ORIENTATION, HIV INFECTION WHETHER ASYMPTOMATIC OR SYMPTOMATIC, OR AIDS, NATIONAL ORIGIN OR DISABILITY.
  - 2) This agency will take affirmative action to insure that applicants are employed, and that employees are treated during employment without regard to their AGE, RACE, COLOR, ETHNICITY, RELIGION, SEX, SEXUAL ORIENTATION, HIV INFECTION WHETHER ASYMPTOMATIC OR SYMPTOMATIC OR AIDS, NATIONAL ORIGIN OR DISABILITY. Such action shall include, but not be limited to the following: Employment upgrading, demotion, transfer, recruitment, advertising, lay-off, termination, and selection for training.
  - 3) The agency will not exclude any person, on the grounds of AGE, RACE, COLOR ETHNICITY, RELIGION, SEX, SEXUAL ORIENTATION, HIV INFECTION WHETHER ASYMPTOMATIC OR SYMPTOMATIC OR AIDS, NATIONAL ORIGIN OR DISABILITY, from participating in, be denied the benefits of, or be otherwise subjected to discrimination, under any program or activity for which the applicant receives full financial assistance".
- G) MOPS will attempt to have a staff composition that reflects as nearly as possible the racial composition of its service area.
- H) MOPS strives for continuous improvement in individuals and the agency. We expect moral conduct and professionalism by all employees as the conduct day-to-day duties. To provide a high level of service each member of the agency must be committed to individual responsibility, integrity, teamwork, and the agency's mission/vision/goals.

#### **SECTION IV: BACKGROUND INVESTIGATIONS AND CREDENTIAL VERIFICATIONS**

- A) Background checks will be conducted in order minimize risks to agency safety and security and to safeguard our clients and agency from potential harm. Our agency deals with those members of society who are most vulnerable and the least able to protect themselves. Additionally, some agency staff have access to the living quarters and/or the residences of our clients. The public, the courts, and regulatory agencies expect extra vigilance during the selection process of those dealing with vulnerable populations. MOPS will conduct background investigations, education and license verifications, and reference checks on all newly hired personnel and all agency staff. The background check and reference checks will be a condition of employment. Updated background checks will be a condition of continued employment with the agency.
- B) Official background checks will be conducted on all new employees/volunteers/student interns using BCII and FBI services by the local sheriff's office or other approved sites to conduct fingerprinting for a criminal background check in Ohio. MOPS will pay the fees for the background check for employees. The BCII background check will be repeated on all employees every five years based on hire date and as necessary if information is received by the agency that would require verification.
- C) Annual background checks updates and credential verifications will be conducted by the Operations Director using local court websites, sex offender registries, and state-licensing websites. Website verifications will be printed and placed in the personnel file.
- D) An official transcript of the highest degree completed will be requested for all clinical staff. All associated fees will be paid by the agency.
- E) No prospective employee/volunteer/student intern may have pled guilty to or have been convicted of any of the offenses listed in division (4)(a) of section 109.572 of the Revised Code or those listed in Agency level 5101:2-5-09(K) except as provided in 5102:2-5-09(J). A conviction for a crime does not automatically preclude employment.
- F) The Executive Director, on a case-by-case basis, shall consider all convictions and any pending or past charges revealed through a background check to determine whether or not the past conduct of the employee is compatible with working within the agency. Among other factors, consideration shall be given to the nature and character of the conduct, how the past conduct relates to the employee's job, the length of time since the offending conduct, rehabilitation of the employee, the employee's job performance record, and how such conduct affects the integrity of the workplace.
- G) All background investigation information will be retained in the personnel file of the employee. Website verifications will be printed and placed in the personnel file. The criminal background investigations conducted by local sites will be mailed to the agency in 2-3 business days. The employee may view a copy of the results.

#### **SECTION V: CONDITIONS OF EMPLOYMENT**

- A) As an Equal Opportunity Employer, MOPS shall adhere to the following practices, when soliciting for employment:
  - 1) Notice of vacancies to be filled shall be made known to employees by email and to the public through the use of no less than two separate media.
  - 2) Advertising shall include the title of the position available and minimum requirements..

- 3) A non-discriminatory application shall be given to any and all applicants seeking employment.
  - 4) Applicants will be informed that the program follows the rules and regulations governing fair employment practices, that the program respects the applicant's right to privacy, and that all inquiries for employment will be treated in confidence.
  - 5) Applicants will be reviewed by the Site Supervisors, Administrative Supervisors, or Operations Director and the most qualified candidates shall be personally interviewed.
  - 6) The three best candidates shall be discussed with the Executive Director and second interviews will be conducted by appropriate staff as needed. The Executive Director and supervisors will make the hiring decision.
- B) Employees, contract staff, volunteers, and student interns in positions responsible for direct care and/or supervision of children and/or adolescents shall be at least 21 years old and possess a high school diploma/equivalency certificate.
- C) Current employees may apply for other positions within the organization; however no preference will be made for current employees when considering the employment of a person for a particular position. That is, although internal promotion is possible, candidates will not receive preference simply because they are a current employee of the organization.
- D) New employees shall be subject to a probationary period in accordance with the following guidelines:
- 1) There shall be a probationary period of 120 calendar days in length.
  - 2) The probationary period is intended as a working test period and shall be utilized for the purpose of closely observing an employee's work as a final determination of the employee's suitability and qualification for the position.
  - 3) Probationary employees may be removed for reasons of unsatisfactory performance between sixty-one and one hundred-twenty calendar days of the probationary period. The decision for removal may be made by the Executive Director by recommendation of the immediate supervisor.
- E) Upon any employee's promotion, a 120-calendar day probationary period will be served.
- F) Terms for the separation of employment with the agency will be in the following manner:
- 1) Resignation is the voluntary separation of an employee and should be written and submitted to the Executive Director or supervisor with a four weeks' notice. Resignation of a supervisory employee or an administrative assistant should be written and submitted with a six weeks' notice.
  - 2) Retirement can be voluntary. MOPS does not offer a retirement plan. There shall be no mandatory age at which an employee must retire.
  - 3) Lay-off is temporary or permanent separation of employment for several reasons. In the event of the necessity for lay-off of classified employees, the following procedures will be followed:
    - a) Employee seniority and performance evaluation results will be important considerations in the lay-off process.
    - b) Reasons for lay-off may be because of lack of work, budget restraint, and/or position abolishment.
    - c) Unemployment compensation can be provided by the agency and rate of compensation will be in accordance with the Ohio Department of Unemployment Compensation Services.
- G) All employees are employed on an "at will" basis unless specifically contracted otherwise.
- H) MOPS is committed to providing a safe environment for employees; therefore violence will not be tolerated.

- 1) Any employee witnessing violent behaviors or acts such as
  - a) Noticeably erratic or abnormal behavior
  - b) Making threats or engaging in threatening behaviors
  - c) Bringing a dangerous instrument to the work premises
  - d) Participating in an off-duty commission of a violent act

Should report information to the Executive Director or Operations Director immediately. The employees' activity will be investigated within three working days. If after investigation, it is determined that a violation of this policy has occurred or a threat exists, the Executive Director will take disciplinary action.

## **SECTION VI: ABSENTEEISM**

One of the most disruptive acts on the part of any employee is that of absenteeism or tardiness. As such, absenteeism and tardiness will be subject to appropriate, progressive discipline, applied in a consistent manner. An employee who cannot report to work due to illness, accident, or illness of an immediate family member is required to notify their supervisor as soon as possible on the morning of the first day of absence, within one half hour after the start of the work day and each morning thereafter that they are unable to report for work. If this procedure is not followed, absence for illness may not be considered an excused absence.

- A) Bi-weekly timesheets should be reviewed for absenteeism and tardiness by the supervisor for each assigned employee. Supervisors should review the bi-weekly records of all assigned employees for any incidents of absenteeism or tardiness for action as mentioned in the procedure below. The key factor is that supervisors must regularly review all records, not only those of employees with previously unsatisfactory records, copies of timesheets for any employee with unexcused absences or tardiness should be given to the Operations Director.
- B) It is at the discretion of the employee's immediate supervisor to excuse or not excuse and absence based on documentation and or explanation by the employee. Decisions will be made on a case by case manner and the supervisor should consult their supervisor and agency policies and procedures as needed. The agency will use a rolling six month period for calculation of absences, meaning that the six month period starts on the date of the first incident.
- C) If absences equal or exceed the following standards, discipline as indicated will result:
  - 1) An employee who has one incident of unauthorized absence or tardiness in any rolling six month period will receive a written warning from the supervisor, supported by a Staff Attendance Disciplinary Report Form. In the event the employee's absence was due to illness authorized by a physician's note, no action should be taken.
  - 2) An employee, who is absent or tardy on a second occasion in any rolling six month period, will receive a written reprimand documented by a Staff Attendance Disciplinary Report Form.
  - 3) An employee who has a third incident of tardiness or absenteeism in any rolling six month period will be required to work at the current State/Federal Minimum Wage rate for one day. Documentation will be made using the Staff Attendance Disciplinary Report Form
  - 4) If, following the day of reduced pay for tardiness or absenteeism, an employee should again be absent or tardy, the employee is subject to termination with the approval of the Executive Director. Documentation will be made using the Staff Attendance Disciplinary Report Form.

- D) Absences approved pursuant to the company's leave policy (e.g., FMLA leave) will not be used for disciplinary purposes. The supervisor can raise the issue of whether the employee can perform the essential functions of the job or whether the employee should be moved to another position to better accommodate the absences and the impact on the agency.
- E) Copies of documentation for each step will be submitted to the Operations Director for appropriate filing and disciplinary action approval.
- F) If, following any of these steps, an employee has no further incidents of tardiness or absenteeism for a rolling six month period, the last such incident will be removed. Each subsequent rolling six month period with no absenteeism or tardiness will also result in the removal of the previous disciplinary actions. Thus, long-term, on-time attendance could eventually result in an employee having a totally clean record.

## **SECTION VII: DISCIPLINE**

The agency has adopted a progressive discipline procedure to identify and address employee and employment related problems. This procedure applies to any and all employee conduct that the agency, in its sole discretion, determines must be addressed by discipline. No discipline procedure can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the agency takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline. Progressive steps will be followed in employee disciplinary matters except in matters that the Executive Director and supervisory staff determine need to be addressed outside of the progressive system.

- A) Usually, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the agency's policies, practices or procedures. Discipline may be issued for conduct that falls outside of those identified areas. The agency need not resort to progressive discipline, but may take whatever action it deems necessary to impose in a given situation. Some agency procedures such as attendance contain specific discipline procedures. Normally, the employee's immediate supervisor will administer any appropriate corrective or disciplinary action. Appropriate disciplinary action will be determined based on factors such as severity, frequency, and degree of deviation from expectations and length of time involved. Due to the variety of situations that may arise, the agency may need to make decisions related to employment in a manner other than what is defined here.
- B) Disciplinary actions may take place in several forms. The forms of disciplinary actions are: written warning, written reprimand, suspension, and termination. The Executive Director and/or Operations Director must be consulted before disciplinary action with an employee is taken.
  - 1) Written Warning
    - a) An employee will usually be given a written warning when he or she engages in problematic behavior. This first step is meant to alert the employee that a problem may exist or that a problem has been identified that must be addressed. A written warning may take place between employees and supervisors in situations that are deemed less serious in nature. Every effort to determine and resolve the cause of the problem should be made.

Documentation of the written warning will be made and maintained in the employee's personnel files for one year, if there are no further incidents of discipline, then the documentation will remain in the employees personnel file, but will not be used in future instances of progressive discipline. However, a written warning will be considered in instances of cumulative discipline action. The written warning shall be documented using the Staff Disciplinary Report form.

2) Written Reprimand

a) A written reprimand is more serious than a written warning. A written reprimand will be given when an employee engages in conduct that is more severe than behavior that receives a written warning or the employee engages in unacceptable behavior within one year of a written warning. Written reprimands should be documented using the Staff Disciplinary Report Form. Copies of all written reprimands are to be distributed to the employee and to the employee's personnel file. A report of suspension will remain in the personnel file indefinitely.

3) Suspension

a) A suspension without pay is more serious than a written reprimand. An employee will be suspended when the employee engages in conduct that justifies a suspension or the employee engages in unacceptable behavior within one year of a written reprimand. Suspensions are issued when it is determined that a second warning would not suffice or that an initial incident is too severe for a warning yet not sufficiently severe to warrant dismissal. Suspensions may vary in length, according to severity of the offense or deficiency. Suspensions will be documented using the Staff Disciplinary Report Form . Copies of all suspensions are to be distributed to the employee and to the employee's personnel file. A report of suspension will remain in the personnel file indefinitely.

4) Termination

a) An employee's employment may be terminated after other disciplinary measures have failed or when a first time incident occurs that is extremely serious. An employee may be discharged at any time without regard to any progressive steps if he or she commits an offense for which immediate discharge is specified as a penalty or if in the agency's judgment the employee's continued presence would be contrary to the well-being of the agency or its employees. The Executive Director must be consulted before the termination of an employee. The termination will be documented using a Staff Disciplinary Report Form.

C) Behaviors That May Result in Disciplinary Action

Employees are prohibited from engaging in conduct listed below and may receive discipline up to and including termination for doing so. This list has been established to serve as examples of behavior that could warrant a range of disciplinary sanctions. Appropriate levels of discipline may be based on the severity of employee behavior. This list is not exhaustive.

- 1) Displaying a disrespectful and/or inappropriate behaviors toward a client, employee or supervisor;
- 2) Refusing to do assigned work or failing to carry out the reasonable assignment of a supervisory figure; any other form of insubordination;

- 3) Being inattentive to duty, incompetence, inefficiency, and loafing
- 4) Falsifying a time card or other agency record or giving false information to anyone whose duty is to make such record;
- 5) Being repeatedly or continuously absent or late, being absent without notice or reason satisfactory to an agency supervisor or leaving one's work area without authorization;
- 6) Failing to report an MUI;
- 7) Smoking within no-smoking areas of the agency that must be entered for the conduct of the agency's business;
- 8) Conducting oneself in any manner which is offensive, abusive or contrary to common decency or morality; carrying out any form of harassment including sexual harassment;
- 9) Operating private vehicles on agency business without proper license or operating any vehicle on agency property or business in an unsafe or improper manner;
- 10) Having an unauthorized weapon, firearm or explosive on agency property.
- 11) Appropriating agency equipment, time or resources for personal use or gain;
- 12) Computer abuse, including but not limited to misuse of computer accounts, unauthorized destruction of files, creating illegal accounts, possession of unauthorized passwords, disruptive or annoying behavior on the computer and non-work related utilization of computer software or hardware;
- 13) Conviction of a felony; conviction of a misdemeanor which adversely reflects on an individual's suitability for continued employment;
- 14) Violation of local, state, or federal regulations or laws which are associated with or related to the employee's employment with the agency.
- 15) Misusing or willfully neglecting agency property, funds, materials, equipment or supplies;
- 16) Unlawfully distributing, selling, possessing, using or being under the influence of alcohol or drugs when on the job or subject to duty;
- 17) Distributing, selling, possessing or substantiated abuse of illicit substances by employees.
- 18) Fighting, engaging in horseplay or acting in any manner which endangers the safety of oneself or others. This includes acts of violence as well as threats of violence.
- 19) Interfering in any way with the work of others;
- 20) Stealing, theft, or possessing without authority any equipment tools, materials, or other property of the agency or attempting to remove them from the premises without approval or permission from the appropriate authority;
- 21) Marking or defacing walls, fixtures, equipment, tools, materials or other agency property, or willfully damaging or destroying property in any way;
- 22) Willful violation of safety rules or agency policies, including the agency's code of conduct.
- 23) Negligence
- 24) Malicious use of profane/abusive language to others.
- 25) Conviction of a misdemeanor which adversely reflects on an individual's suitability for continued employment.
- 26) Conduct dangerous to others
- 27) Falsifying or inappropriately changing agency records
- 28) Material misrepresentation of agency services
- 29) Promoting ill-will toward the agency

#### D) Appeal

The employee may appeal disciplinary action to the Executive Director and/or agency board in writing within 5 business days of the action. The Executive Director and/or the agency board will provide a written response and decision to the employee within 10 business days. All decisions made in this manner are final.

### **SECTION VIII: GRIEVANCE ISSUE**

- A) Employees of MOPS shall adhere to the following grievance procedures when having concerns or complaints with employees or MOPS.
- 1) First, the employee should consult the other(s) involved, discuss the complaint, and make a serious attempt to resolve it. If the employee with the complaint is satisfied with the resolution, no further procedure is necessary.
  - 2) Second, if the employee is not satisfied, they should register a formal, written complaint, stating their perception of the alleged grievance, time and place, and any other applicable data within ten work days of the date of the occurrence, and address it to the supervisor and/or the Executive Director.
  - 3) Within ten working days of receipt of the written grievance, by the supervisor, and/or the Executive Director, an informal hearing will be scheduled between the parties to the dispute. The supervisor and/or the Executive Director will serve a final written ruling on the matter within fifteen days of the hearing.
- B) If the employee(s) are not satisfied with the resolution of the supervisor, and/or the Executive Director, they should so state, in writing, to the Executive Director, the exact reason of dissatisfaction. The Executive Director shall bring the matter to the attention of the Board, within ten working days, who will bring the matter to the floor of the earliest possible meeting, for a hearing of the resolution. The members of the Board will respond in writing to the employee(s) involved, within ten working days, following the hearing, filing the final formal complaint and resolution.

### **SECTION IX: TRANSPORTATION**

- A) Employees shall record miles traveled in making necessary calls, meetings, etc. and turn in a service activity log by the end of the pay period in which the travel occurred.
- B) An employee may be reimbursed (if approved by the Executive Director or supervisor) for travel at the rate assigned by the Executive Director for that period. Proof of valid and appropriate insurance and driver's license must be made before an employee will be reimbursed for mileage.
- C) Employees are to carry sufficient insurance on the car to protect others, as well as self.
- D) Employees required to travel must provide a safe, reliable vehicle for doing so. The employee is responsible for ensuring the safety and operability of the vehicle.

**SECTION X: HOLIDAYS**

- A) Except in emergencies or special assignments, employees will not be required to work on legal holidays.
- B) Staff are paid holiday hours based on their usual work week hours as noted below:

Usual Work Week Hours	Earned Holiday Time
Under 20 hours	0 hours
21-25 hours	4 hours
26-30 hours	5 hours
31-35 hours	6 hours
36-40 hours	8 hours

- C) Eligible Staff will be paid for the following legal holidays:
  - 1) Legal holidays are:
    - a) New Year’s Day - January 1<sup>st</sup>
    - b) Memorial Day - Last Monday in May
    - c) Independence Day - July 4<sup>th</sup>
    - d) Labor Day - First Monday in September
    - e) Thanksgiving Day - Fourth Thursday in November
    - f) Christmas Day - December 25<sup>th</sup>
  - D) If the holiday falls on a Saturday, the paid holiday will be the preceding Friday, if the holiday falls on a Sunday, the paid holiday will be the Monday after.
  - E) Other days may be designated as non-work days with or without pay as determined by the practices of the Board and/or the Executive Director.

**SECTION XI: PAID LEAVE**

- A) Eligible employees of the MOPS shall earn and be entitled to paid leave as follows:
  - 1) Each eligible employee shall earn paid leave at the established rates. One year of service shall be computed on the basis of twenty-six bi-weekly pay periods.

Full Time Employee	Accrued Rate
0-1 year	104 hours/year (24 hours is granted at the end of the 4 month probationary period; the remaining 80 hours is accrued during the remaining 8 months.
1-5 years	104 hours/year
5-10 years	144 hours/year
10+ years	184 hours/year
APA Doctoral Interns	80 hours/year granted at the beginning of internship year

- 2) Eligible employees working less than full time will accrue paid leave at an hourly rate equal to full time employees. To illustrate, an employee working 30 hours per week (or 75% of full time) will be granted 24 hours after their 4 month probationary period, then begin accrual that will allow them to earn 64.8 additional hours until their one year anniversary. Employee would then accrue 84.24 hours per year for the next four years. APA Doctoral Interns who are hired by the agency will begin accruing paid leave at a rate of one hundred four hours per year from the date they are hired by the agency.
  - 3) Temporary full time and temporary part time employees will not accrue leave unless they are converted to regular employees, at which time they begin accruing at a rate of twenty four hours of paid leave per year or the prorated rate for which they are entitled on the date that they are hired as regular employees of the agency.
  - 4) The Executive Director has the discretion to change the rate of accrual.
- B) An employee requesting paid leave should submit a leave request through the agency's HR database at least one month in advance of the requested leave time.
- 1) In the event there is any conflict of paid leave, it shall be resolved by the seniority of the employees involved.
  - 2) Paid leave being used and falling on a day specified as holidays shall not be charged to an employee's paid leave.
  - 3) Paid leave shall be taken by the employee during the year in which it is accrued.
    - a) Employees may accumulate and carry over paid leave to the following year.
    - b) Normally employees will have no more than 184 hours of paid leave accumulated at any time; employees must gain approval by the Executive Director to go beyond this limit.
    - c) Paid leave shall be limited to four consecutive weeks at any one time.
- C) Employees may request a pay out of accrued paid leave twice per calendar year (January-December) with the following restrictions:
- 1) Employees must retain a minimum of 100 hours of accrued paid leave. As an example if the employee has 140 hours of accrued paid leave, the employee could request a pay out of no more than 40 hours of paid leave.
  - 2) The request for a pay out of accrued paid leave must be submitted in writing to the payroll department and the employee's supervisor. Requests will be processed during the next payroll cycle.
  - 3) Employees are responsible for all taxes and tax implications created by requesting the pay out of accrued paid leave.
  - 4) Accrued paid leave will be paid out at the employees current rate of pay and will not be paid at an overtime rate.
  - 5) The Executive Director reserves the right to approve a request in extenuating circumstances that are not covered here.
- D) An employee is entitled to compensation at their current rate of pay for any earned but unused paid leave at the time of separation.
- E) Paid leave is restricted in the following manner:
- 1) Employees working less than half-time (20 hours) are not eligible to earn annual leave or benefits.

- 2) Eligible employees working half-time for the agency (20 hours or more) will receive paid leave at a prorated rate based on the number of hours worked
  - 3) Contract employees are not eligible for paid leave unless specifically defined in the contract.
  - 4) In case of death of an employee, the approved unused paid leave shall be paid to date in accordance with Section 2113.0 of the Ohio Revised Code.
- F) MOPS does not offer sick leave. An eligible employee may request, in writing, that paid leave be used for emergencies. This leave will be approved at the discretion of the immediate supervisor and the Executive Director.

**SECTION XII: BEREAVMENT LEAVE**

- A) Bereavement leave will be granted to employees for the death of an immediate family member. An immediate family member is defined as a (1) spouse, child, step-child, parent, sibling, grandchild, great grandchild, foster child, grandparent or great grandparent or (2) a spouse’s parent, child, step-child, sibling, grandchild, great grandchild, foster child, grandparent or great grandparent.
- B) Full time employees may receive up to three days of paid bereavement leave in the case of the death of a person set forth above, this would normally be the day before the services, the day of services, and the day after services. If more than three days are required, the days in excess will be deducted from the available vacation of the employee. Part time employees are eligible for bereavement leave for regular scheduled work hours missed over the course of up to three consecutive workdays. The agency reserves the right, in its sole discretion, to request written verification of an employee’s familial relationship to the deceased and attendance at the funeral or memorial as a condition of the leave.
- C) Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may with approval of a supervisor, use paid leave for additional time off as needed. In the case of a death of a person not set forth above, employees may take up to three days of paid leave with approval of a supervisor normally covering the day before the services, the day of the services, and the day after the services.
- D) The Executive Director reserves the right to approve paid bereavement leave in extenuating circumstances that are not covered by the definition of immediate family used here.

**SECTION XIII: INCLEMENT CONDITIONS**

- A) Days in which the environmental conditions would pose a threat or hazard for employees to attempt to work shall be allowed off with pay.
- B) Only on those days officially declared by the Executive Director or his designee as “inclement”, will MOPS allow employees off with pay. In most cases this would be if there were a Level 3 Snow Emergency declared in the counties that MOPS provides services in, then the employees working in the county under a Level 3 would be paid for the time they were scheduled to work.
- C) On days when it is difficult to report to work, employees are still expected to come to work.
- D) Employees deciding not to come to work on a non-declared inclement day shall notify his/her immediate supervisor. Employees will not receive pay for that date, unless paid leave time is taken.

#### **SECTION XIV: LEAVE WITHOUT PAY**

- A) An employee may request a leave of absence from the Executive Director for a maximum duration of three months for any personal reason.
  - 1) A leave of absence must be requested in writing and submitted to the immediate supervisor and/or Executive Director.
    - a) Leave shall be considered for not less than 30 days and not to be renewed or extended beyond three months.
    - b) Leaves are to be considered when circumstances merit such consideration.
    - c) Leave may be granted for a maximum period of two years for the purpose of specialized experience, which would be of benefit to MOPS by improving performance at any level, or for voluntary service in governmental sponsored programs for public betterment. (See continuing education for educational leaves).
- B) The authorization of leave of absence without pay is a matter of administrative leave discretion. The Executive Director shall decide in each individual case if a leave of absence is to be granted.
  - 1) A leave of absence must be requested in writing to the Executive Director.
  - 2) An employee's eligibility for pay increases occurring during time spent on leave of absence will be reviewed in each case by the Executive Director.
  - 3) If a leave of absence is granted for a specific purpose, and it is found that the leave is not actually being used for such purposes, the Executive Director may cancel the leave and direct the employee to report to work by giving written notice to the employee.
  - 4) If the employee does not return to work on the first business day following the end of the approved leave, the employee is automatically terminated.
- C) Upon completion of a leave of absence, an employee is to return to the position formerly occupied, or to a similar position, if the employee's former position no longer exists. Any replacement in the position while an employee is to be on leave of absence is to be on a temporary basis.
  - 1) An employee may be returned to work before the scheduled expiration date of leave, if requested by the employee, and agreed to, by the Executive Director.
  - 2) If an employee fails to return to work at the expiration of an approved leave of absence, and does not submit a resignation, the employee will be terminated.
- D) An employee who is a member of the United States Armed Forces who is called to active duty should notify their supervisor and the Executive Director when orders are received or when they are notified of the possibility of being called to active duty. MOPS will grant the employee unpaid leave without benefits during the time of deployment and will comply with the requirements of USERRA during the deployment and upon the employees return from active duty. The agency would also grant unpaid leave for United States Armed Forces Reserve Training. The employee would be given the option to take paid leave, but will not be required to do so.

## **SECTION XV: LEAVE WITH PAY**

- A) The Executive Director shall grant full pay to an employee who is attending authorized duties of MOPS
- 1) An employee shall be granted full pay when the Executive Director and supervisor approve attendance at specified meetings, workshops, training seminars, etc.
  - 2) An employee shall be granted full pay when subpoenaed for any court appearance by the United States, State of Ohio, or a political subdivision as part of their employment with MOPS
    - a) All compensation received for court duty is to be remitted by the employee to the appropriate account, unless such duty is performed outside of working hours.
    - b) An employee must honor any subpoena issued to them.
    - c) Pay will not be granted when in preparation for or appearing in court for criminal or civil cases, when the case is being heard in connection with the employee's personal matters of any kind, i.e. traffic court, divorce proceedings, custody suits. These absences would be leave without pay.
- B) Employees will be granted leave without pay if they receive a subpoena for jury duty, the employee can use paid leave; however, they are not required to do so.

## **SECTION XVI: EMPLOYEE BENEFITS**

- A) Definitions
- 1) An eligible employee is qualified to elect the identified benefit.
  - 2) An ineligible employee is not qualified to elect the identified benefit.
- B) Health Insurance - The agency has three health insurance plans available from which eligible employees may choose: Two Preferred Provider Insurance (PPO) and one Qualified High Deductible Health Care Plan (QHDHCP)
- 1) Each new eligible employee who is employed at least 30 hours per week will be provided with the opportunity to purchase a medical insurance plan. Ineligible employees are employees who work less than 30 hours, Consultants (contract persons), and Temporary Employees.
  - 2) Each eligible employee will have paid, for them, up to 45% of the premium of either an individual or family policy, if so desired under the agency's traditional insurance plan.
  - 3) Each eligible employee will have paid, for them, up to 50% of the premium of either an individual or family policy, if so desired under the agency's high deductible insurance plan.
  - 4) The agency will review premiums annually and make adjustments as needed to employee only coverage to meet the requirements of affordability under the Affordable Care Act (ACA).
  - 5) Any eligible employee who chooses the high deductible medical insurance plan, may also chose to contribute into a Health Savings Account (HSA), the agency will match eighty percent of the employees contributions to their HSA, up to a maximum agency contribution of \$1,000 annually. It is the employee's responsibility to establish their own HSA account, all contributions will be deposited each pay. An employee cannot have a high deductible plan and a medical savings account through the flexible spending account (see below); however, an employee may elect to use the dependent care, dental or vision portion of the flexible spending account and also have an HSA.

- 6) Coverage is limited to the conditions of the group policy.
- 7) A new eligible employee has twenty calendar days, after employment, to decide whether to subscribe to the individual or family plan. An eligible employee can enroll upon employment, during the open enrollment period (September) or upon the occasion of a life change qualifying event (marriage, loss of coverage, birth, adoption, etc.). Modifications may be made over time due to mandatory provisions.
- 8) The date the policy will go into effect is determined by the date the employee applies for coverage.
- 9) Additional information about medical benefits can be found at [www.welcometouhc.com](http://www.welcometouhc.com).
- 10) These benefits may change in response to federal/state rules and plan changes beyond the agency's control. As part of the Affordable Care Act (ACA) we are required to provide employees notice of the new Marketplace information and description of the services provided by Marketplace. Additional information can be found at [www.healthcare.gov](http://www.healthcare.gov).

#### C) Life Insurance

- 1) Each eligible employee who is employed at least 30 hours per week will be provided with a group term life policy after 30 days of continuous service. Ineligible employees are employees who work less than 30 hours, Temporary Employees and Consultants (contract persons).
- 2) This plan's premiums will be paid for by the agency and will be made available to all eligible employees.. An eligible employee may add their spouse and or dependent(s) to their term life policy at no additional cost. The employee may add the spouse or dependent(s) by informing the Operations Director.
- 3) Coverage is limited to the conditions of the group plan.
- 4) These benefits may change in response to federal/state rules and plan changes beyond the agency's control.

#### D) FlexSystem Section 125 Cafeteria Plan

- 1) Eligible employees can participate in the plan if they work two or more hours per week for the agency.
- 2) The agency's Flexible Spending Account (FSA) allows eligible employees to set aside a pre-established amount of money per plan year on a pre-tax basis of some taxes. Each eligible employee may establish an account to fund payment of dependent care, vision, and dental. Each eligible employee not enrolled in the "Qualified High Deductible Health Care Plan" may also establish an account to fund payment of medical expenses.
- 3) A new eligible employee has twenty calendar days, after employment, to decide whether to participate in the plan Open enrollment after this period is in December.
- 4) An eligible employee who participates in the FSA must place a certain dollar amount into the FSA each year. This "election" amount is divided by the number of payroll periods and is automatically deducted from the employee's paycheck. An employee may elect to withhold up to \$2,500 for medical and \$5,000 for dependent care. This money is held in an account by the plan administrator TASC to be reimbursed upon request. Coverage is limited to the conditions of the group plan.
- 5) The plan year is one full-year, the agency's year begins on January 1st and ends on December 31<sup>st</sup>. Employees may submit expenses incurred within the plan year up to 90 days after the end of the plan year.
- 6) The "Use It Or Lose It Rule" states that any funds remaining in the employee's FSA account at the end of the plan year will be forfeited to the employer.

7) These benefits may change in response to federal/state rules and plan changes beyond the agency's control.

8) For more information, refer to the <https://www.tasconline.com>

E) 401(k) Plan

1) All regular employees of the agency can participate.

2) The 401(k) is an agency sponsored retirement plan that allows employees to make pre-tax salary deferrals consistent with IRS rules governing 401(k) plans. The plan is managed by Edward Jones.

3) Employees may elect to participate during the first 30 days of employment. After the initial enrollment period, employees may elect to participate or make changes to elections twice a year (January and June) by contacting the Accounts Payable Clerk and/or Operations Director.

4) A deduction is made from each participating employee paycheck the amount determined by the employee's elected percentage. The agency will match dollar for dollar, up to four percent of a participating employee's annual compensation. The amount deducted from employee's paycheck and the agency's contributions are deposited into each employee's 401(k) account on a tax-deferred basis. For example, if an employee contributes one percent, the agency matches the one percent, so the total contribution to the employee's plan is two percent. If an employee contributes four percent, the agency matches the four percent so the total contribution to the employee's plan is eight percent. If an employee contributes ten percent, the agency matches up to four percent so the total contribution to the employee's plan is 14%.

5) In addition to becoming immediately taxable, an early withdrawal is subject to a federal income tax penalty of ten percent. Exceptions do apply.

6) For further information or questions, contact [Adam Custer](#) at Edward Jones.

These benefits may change in response to federal/state rules and plan changes beyond the agency's control.

F) Employee Selected Benefits (Disability, Dental, Vision)

1) Any eligible employee who works 30 or more hours for the agency is eligible to purchase/enroll in benefits offered by AFLAC. Ineligible employees are employees who work less than 30 hours, Temporary Employees, and Consultants (contact persons).

2) Eligible employees are responsible for all premiums associated with these benefits.

3) A new eligible employee has twenty calendar days, after employment, to decide whether to subscribe to the individual or family plan. Open enrollment after this period is in November and December.

4) Premiums are payroll deducted from the employee's paycheck and paid to AFLAC on behalf of the employee.

5) Coverage is limited to the conditions of the group plan.

6) For further information about AFLAC enrollment, refer to the [AFLAC Options](#) .

7) These benefits may change in response to federal/state rules and plan changes beyond the agency's control.

The Executive Director can make exceptions to an employee's eligibility criteria on a case by case basis within the term's rules, laws, and contracts that govern employee benefits when it is in the best interest of the agency.

## **SECTION XVII: BUSINESS ETHICS AND CONDUCT**

- A) The successful business operation and reputation of MOPS is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a regard for the highest standards of conduct and personal integrity.
- B) The continued success of MOPS is dependent upon our client's trust and we are dedicated to preserving that trust. Employees owe a duty to MOPS its clients, and stakeholders to act in a way that will merit the continued trust and confidence of the public.
- C) Mid-Ohio Psychological Services, Inc. complies with all applicable laws, regulations, and professional codes of conduct. MOPS expects its directors, officers and employees to conduct themselves in accordance with the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct in clinical, administrative or marketing endeavors. In all marketing activities, MOPS communications are clear, accurate, straightforward, fully informative and non-deceptive.
- D) All MOPS employees are advised to take care to avoid any conduct by word or deed that could reasonably appear to be improper or might injure MOPS reputation. In general, the use of good judgment, based on high ethical principles, provides a guide with respect to the lines of acceptable conduct. If situations arise where it is difficult to determine the proper course of action, employees are expected to discuss the matters openly with supervisors or managers, and, when appropriate to consult with the Corporate Compliance Officer and/or the Executive Director.
- E) Compliance with this policy of business ethics and conduct is the responsibility of every MOPS employee. Disregarding or failing to comply with this standard of business ethics and conduct leads to disciplinary action, up to and including termination of employment. Procedures for investigation and acting on violations of this standard are described in MOPS Personnel Policies and Procedures (Section V: Conditions of Employment)

## **SECTION XVIII: DUAL RELATIONSHIPS**

- A) Agency staff will maintain professional boundaries with clients, ex-clients, client family members, and related parties. Staff should avoid having multiple relationships with clients including but not limited to: familial relationships; social relationships; emotional relationships; and financial relationships. Agency staff shall not engage in sexual activities or sexual contact with any agency client. Agency staff are discouraged from accepting gifts from clients and shall not accept financial gifts.

## **SECTION XIX: FUNDRAISING**

- A) Charitable solicitations, fund-raisers, and other charitable activities conducted by employees during normal working hours, should be approved by the Executive Director or Operations Director. Fundraising events may be held to raise money to benefit individual employees. Examples include purchasing gifts and collecting donations to assist a fellow employee with some family or medical hardship. Other permissible fundraising activities include individual voluntary efforts such as the

annual Girl Scout Cookie sale, sales of candy bars to support a child's school, and various walk-a-thons, swim-a-thons, etc. for organized charities.

- B) If such discretionary charitable activity is permitted, precautionary measures must be taken to assure that all money collected for a stated purpose actually goes to that purpose. Money collected on behalf of an individual (i.e., gift) should be reasonably accounted for and secured in the workplace. Money collected by employees as part of their individual efforts to support a charity (i.e., child's school candy bar sales) should not be left at the workplace; the agency is not responsible for any lost goods or money. Fundraising activity of this nature must be strictly voluntary, staff members should not be pressured to participate. Clients of the agency should not be involved in fundraising activities. Fundraising activities should not interfere with work activities.

## **SECTION XX: CONFIDENTIALITY**

- A) All employees are expected to respect the confidentiality of professional records, reports, and conferences, as referred to in the Federal Confidentiality Regulations and the Ohio Privacy Act.
- B) The Federal Government has detailed regulations governing the confidentiality of patient/client records. The regulations cover a range of complex legal issues, but their intent is basic and easy enough to understand. **ALL RECORDS ARE FILLED WITH VITAL INFORMATION THAT SHOULD BE HANDLED WITH EXTREME CARE.**
- C) Information on patient/client records should only be disclosed within the context of local, state, and federal regulations, and after thoughtful consideration has been given to the reason for the request, and the possible consequences to the parties involved.
- D) All records maintained by MOPS are subject to HIPAA regulations.  
Any employee who is uncertain of a request for the release of information, pertaining to an individual case should first consult with their supervisor or Executive Director.

## **SECTION XXI: CONTINUING EDUCATION**

- A) All employees are encouraged to continue professional development through continuing education opportunity. Several of the professions represented at MOPS require licensure, certification, regulation, etc., and are contingent upon accumulated hours of continuing education for renewal.
- B) The following policy will apply to all full time employees of MOPS:
  - 1) An employee may be granted permission to attend bona-fide educational conferences, and professional meetings, training seminars, etc., by the Executive Director.
    - a) Each employee may be authorized to attend up to two weeks (80 hours) of such training annually. Exceptions will be made for approved interns whose internship requires more than 80 hours in a year.
    - b) Any additional educational attendance is at the discretion of the Executive Director. (Also, see Section XIII & XIV, Leave Without Pay, Leave With Pay).
  - 2) Generally, an employee attending in-service training, local educational conferences, association meetings, etc., beyond normal working hours, (when attendance is not required) will be considered part of an employee's voluntary community involvement, and therefore, not a basis for a request for training time or reimbursement.

- 3) All expenses for meals, parking fees, meeting fees, transportation costs, and lodging must be supported by receipts, before reimbursement may be authorized.
  - a) Reasonable expenses incurred by the employee, while attending a meeting will be submitted to the supervisor on a service activity log for approval by the supervisor and/or Executive Director.
  - b) An employee will not receive overtime or compensatory time for time spent traveling to and from continuing education meetings.
  - c) At any such meetings or educational training, an employee may be paid for 8 hours a day, at the employee's current rate of compensation, with the Executive Director's approval.
  - d) Meals while attending conferences shall be limited to those associated with conference activity only and is limited to ten dollars a day when not covered in the registration cost.
  - e) Conference training and allocations and limitations are to be approved at the discretion of the supervisor, availability of funds, and authorization of the Board.
  - f) Authorization for conference attendance and expense reimbursement must be presented and authorized by the supervisor prior to incurment of expenses.

## **SECTION XXII: BONDING**

- A) The Board shall purchase a blanket bond contract, as necessary to assure adequate coverage for all employees, for the handling and transfer of money to be deposited in the various accounts. The bond should not be less than \$5,000.00 per employee.

## **SECTION XXIII: REPORTING EMERGENCIES**

- A) Employees shall report any and all injury or death of fellow workers or clients.
- B) The following steps shall be taken to assist persons being injured or appearing deceased:
  - 1) Assess the situation and when appropriate and when within the employee's scope of competency, administer first aid, CPR, etc.
  - 2) Contact emergency squad and physician.
  - 3) Notify the person listed as the emergency contact listed on the Client's Self Report Psych-social Intake form in the client's chart or the employee's personnel file.
  - 4) Complete an MUI form.

## **SECTION XXIV: LIABILITY INSURANCE**

- A) All employees, and members of the Board except licensed physicians, shall be provided general liability protection, resulting from employment with the agency. Coverage is subject to the condition and limits of the policy in force.
- B) All full-time, part-time, intermittent, and seasonal employees at MOPS are insured, covering injuries, occupational diseases, individual and/or family medical problems, disability arising out of employment, by the Ohio Worker's Compensation Act, and death (either accidental or natural), while employed by MOPS

## **SECTION XXV: DRUG FREE WORKPLACE**

- A) To protect the health and safety of MOPS clients and staff through the maintenance of a working environment free of tobacco products, alcohol, and illicit drugs.
- B) It is the policy of MOPS to prohibit the use of tobacco products inside or near the entrances of MOPS. The agency further prohibits the possession of or use of alcoholic beverages and illicit drugs on any agency premises. This policy applies to both staff and clients. Staff may refuse service to clients refusing to comply with this policy.
- C) It is the responsibility of MOPS staff to be aware of this policy and to abide by it. It is the responsibility of staff to inform clients of this policy and ask that clients abide by it. Staff will document any refusal of service due to noncompliance with this policy in an incident report which will be kept on file at MOPS and in the individual's clinical chart if the individual is an established client.
- D) It is the policy of MOPS that the manufacture, distribution, dispensing, possession, use, or arranging distribution of alcohol or drugs, or under the influence of alcohol or drugs, is prohibited by all staff, except for lawfully held prescription medications and over the counter medicines.
- E) Violations of this policy can result in disciplinary action, dismissal, referral to treatment, contract cancellation, and/or criminal prosecution.

## **SECTION XXVI: SEXUAL HARRASSMENT**

- A) MOPS is committed to providing an environment that is free of sexual harassment. Due to the fact that the agency prohibits any form of sexual harassment, it is the responsibility of the employee to avoid any action or conduct, which could be considered sexual harassment, these may include:
  - 1) Quid Pro Quo Harassment – a supervisor who uses supervisory authority/power to create pressure for a subordinate employee to grant sexual favors. It is the illicit exchange of job benefits in return for sexual favors.
  - 2) Hostile Environment – Conduct either physical or verbal that is sexually harassing committed by any employee. This could include actions such as unwelcome offensive sexual flirtation, advances, propositions, or any other repeated abuse of a sexual nature. Also included are complements about an individual's body, sexually degrading descriptions of a person, or the display in the agency of sexually suggestive objects or pictures.
- B) Any employee, who has a sexual harassment complaint by any party including supervisors, co-workers, clients, or visitors, should bring the issue to the attention of the agency immediately by reporting the problem to the Operations Director.
- C) All complaints will be handled promptly and in a confidential manner that is appropriate for the circumstances, however information will be disclosed on a need to know basis in order to investigate and resolve the issue. The accused or any other employee of the agency will not retaliate against employees making complaints of sexual harassment. If the allegations are confirmed appropriate corrective actions will be taken including disciplinary measures up to and including termination.

## **SECTION XXVII: TRAINING**

- A) The agencies Professional Staff Organization (PSO) will ensure that all clinical staff are appropriately licensed and qualified to perform the duties which they are assigned.
- B) All persons will be directed to the agency's website for Policy and Procedure material and will sign a statement to this effect. All staff will be trained in the Policy and Procedure requirements of the agency. The agency will make every effort to keep employees informed of any changes made to Policy and Procedure. Employees will sign a statement indicating they have reviewed any major changes and updates to the agency's Policy and Procedure material. Employees should review the Policy and Procedure material annually.
- C) All staff and volunteers will receive training in meeting the needs of a culturally diverse community. All clinical staff and volunteers shall receive training in ethically sensitive methods of practice.
- D) All persons performing forensic services will receive at least eight clock hours of specialized training in the field of forensic psychology.

## **SECTION XXVIII: PERSONNEL RECORDS**

- A) A personnel file will be maintained by the Operations Director for each staff person. The personnel files will only be available to the Executive Director, Associate Director, and the Operations Director without approval of the Board of Directors. Staff may review their own personnel records in the presence of the Executive Director, Associate Director or Operations Director.
- B) Personnel files will be maintained for a period of seven years after termination of employment. The personnel files will be destroyed after the seven year period.
- C) Each personnel file will contain the following information:
  - 1) Application for employment
  - 2) Verification of Credentials (IE. documentation or visual verification of the original professional license or certificate)
  - 3) Documentation of training, education, work experience, and ongoing continuing education
  - 4) Copy of notification of hiring, to include starting date and starting salary
  - 5) Wage and salary information, to include adjustments
  - 6) A copy of the position description
  - 7) Employee performance evaluations
  - 8) Commendation, if any
  - 9) Disciplinary actions, if any
  - 10) Documentation of employee orientation to mission, policies and procedures of the agency
  - 11) Documentation that the employee has been oriented to and reviewed copy of all of the agency's policies and procedures.
  - 12) Record of employee references (written or verbal)
  - 13) Verification of citizenship and employment eligibility according to Title 8, United States Code, Section 1324A.
  - 14) Documentation that when a policy or procedure has been changed that all staff have been oriented to the change.

## **SECTION XXIX: AMENDMENTS**

- A) To provide more efficient management, the Executive Director may temporarily amend these policies and procedures, subject to approval by the Board.
- B) These personnel policies and procedures may be altered, amended, and repealed by a majority of members present at any regular Board meeting at which a quorum is present. Any employee shall have the right to testify, in regard to proposed changes at such meetings.
- C) Any proposed changes in the future of the personnel policies will be proposed to the Board members prior to the next scheduled Board Meeting, discussed and voted upon at the meeting.
- D) Amendments made will be posted to this document and all staff will receive an email explaining the change and where the change is located in the procedures, with a signature page document attached requiring them to sign and return acknowledgment of the change to the Operations Director.

## **SECTION XXX: VOLUNTEERS**

- A) Volunteers may be utilized from time to time as needed by the agency and based on the skills of persons volunteering their services. In most cases, volunteers will be utilized in the form of interns. Interns may be recruited from universities to support existing professional staff under the direction of independently licensed clinicians. In no case will volunteers be used to replace paid staff or to function independently.
- B) Volunteers will be held to the same standards of accountability as paid staff, including upholding standards of care, confidentiality, and professional responsibility. Volunteers must complete the same application utilized for employment, noting the “volunteer” status of the application, and will be subject to the same level of re check as paid staff.
- C) Volunteers will be assigned to a paid staff member who will oversee all activities and who will take personal responsibility for the work of the volunteer.
- D) Clinical volunteers will function under the additional supervision of the PSO.

## **SECTION XXXI: NEPOTISM**

- A) MOPS will not accept applications or hire people who are related to anyone currently employed within the agency. In the instance that current employees are related every effort will be made to insure that these parties do not supervise, audit, or discipline any person they are related to.
- B) This policy includes the following:
  - 1) Closely related by blood or marriage is defined to include, but is not limited to, spouse, children (whether dependent or independent), parents, grandparents, siblings, aunts, uncles, in-laws, steps and other persons related by blood or marriage who reside in the same household.
  - 2) Significant relationship means persons living together as a spousal or family unit when not legally married or related where the nature of the relationship may impair the objectivity or independence of judgment of one individual working with the other.
  - 3) Business associates are defined as parties who are joined together in a relationship for business purposes or acting together to pursue a common business purpose or enterprise.

- 4) Supervision means the direct ability or power to effectively recommend the hire, suspension, layoff, promotion, discharge, reward or discipline of a person.
- C) The Executive Director can make exceptions to this if it is in the best interest of the agency.

## **SECTION XXXII: PSYCHOLOGY DOCTORAL INTERNS**

Psychology Interns are individuals in training who are matched with MOPS through the Association of Psychology Postdoctoral and Internship Centers. The purpose of their relationship with the agency is to gain experience in providing services of a psychological nature under the direction of a licensed psychologist to complete the requirements of their degree program. The interns are subject to the rules and regulations set forth by the State of Ohio, ethical guidelines and professional standards of the profession, and the policy and procedures of the agency. **For further reference, please refer to the Intern Handbook.**

- A) The selection for Psychology Doctoral Interns will adhere to the rules and regulations set forth by the Association of Psychology Postdoctoral and Internship Centers (APPIC), American Psychological Association, and other regulatory bodies. Mid-Ohio Psychological Services Inc. will make a copy of the APPIC match guidelines available to all prospective interns. The Training Director and the Executive Director will review the application materials of all intern applicants. The most qualified applicants will be invited to interview with the Selection and Training Committee; which consists of the Training Director, Executive Director, and Internship Supervisory Staff. The Selection and Training Committee will then work together to determine the rank status of each prospective candidate.
- B) Progress Evaluations will be conducted twice during the training year by the intern's clinical supervisor and reviewed by the Training Director; once after six months and once at the conclusion of the internship. The evaluation must address progress toward goals and any needed remediation of weaknesses. Interns who wish to appeal their performance evaluation must submit a written appeal within 30 days to the Training Director.
- C) Due Process: Professionals in training are expected to evidence minor problematic behavior, and the intern's clinical supervisor shall address these issues in supervision. The clinical supervisor and intern may consult with the Training Director to discuss the problematic behavior and explore options of remediation to address the behavior. However, if unsatisfactory performance persists, the following process may be utilized:
  - 1) The clinical supervisor will inform the Training Director of the nature of the problem and actions taken to correct the problem in writing.
  - 2) The Training Director will review the written documentation and any supporting materials, and notify the Training Committee of the reported concerns.
  - 3) The Training Director will issue a notice to the intern in writing that a problematic behavior has been identified and that the internship program is seeking to address the problem. The letter will include a copy of the Due Process Procedure that is presented to all psychology interns during their orientation at the start of the internship year.
  - 4) The Training Director will schedule a hearing consisting of the Training Committee, the intern, and clinical supervisor. This allows the intern to hear the concerns and respond to them. The

Training Committee will determine the appropriate course of action based on the information and the intern's response. The decisions of the Committee can include a variety of outcomes including but not limited to, suspension, probation, or termination.

- 5) Should probation be warranted, the Training Director will issue a Probation Notice; copies will be given to the intern, the clinical supervisor, and placed in the intern's personnel file. The intern's sponsoring institution will also be notified of this event and input solicited regarding remediation of the intern. A written plan of correction and timetable will be developed to address the concern.
  - 6) At a specified time the Training Director, Training Committee, intern, and clinical supervisor will meet again to review the progress in remedying the problem. If the intern fails to correct the problem or make sufficient progress toward correction, the intern will be notified in writing. The Training Director will then schedule a meeting with the intern, Training Director, Executive Director, and a representative from the intern's sponsoring institution as quickly as possible to discuss the continued problematic behavior. The results of this meeting may include termination from the internship placement or continued probationary monitoring of the intern's performance.
  - 7) An intern who disagrees with a finding of the hearing of the Training Committee may appeal the Training Committee's decision to the Executive Director. The intern must present a written challenge and documentation to the Executive Director within five working days of the Committee's decision. The Executive Director will render a decision and notify the Training Director, Training Committee, intern, the clinical supervisor, and the intern's sponsoring institution in writing.
- D) Intern Grievance: Most problems are best resolved through face-to-face interaction between intern and staff, as part of an ongoing working relationship. If these interactions do not produce a satisfactory resolution of the concern, an intern may seek mediation or file a grievance.
- 1) Mediation – Either party may ask a member of the Training Committee to act as a mediator. The mediation may facilitate a resolution through continued discussion or recommended changes in the learning environment.
  - 2) Grievance - An intern may file a grievance if he or she believes that a supervisor or the internship has violated ethical, legal, or professional standards aspect of the training program is unfair, biased, or unprofessional. To do so the intern must follow these procedures:
    - a) The intern will present a written grievance to the Training Director. The written document should include the intern's perception of the grievance, time and place, and other applicable data.
    - b) Within ten days of the receipt of the grievance, the intern, the Training Director, the intern's clinical supervisor, and one additional member of the Selection and Training Committee (chosen by the intern) will schedule an informal hearing to address the concern. The intern's sponsoring institution will be notified of the grievance in writing and kept apprised of the review process. The intern may request to have a representative from their sponsoring institution present at this hearing.
    - c) Within fifteen days of the meeting, the written findings of the meeting and the recommendations will be reported to all relevant parties.
    - d) The intern has five days to file an appeal for further review of his or her grievance by submitting a written request to the Executive Director.

- e) The Executive Director will review the information and present the findings in writing to the relevant parties.
  
- E) Due to the time-limited nature of the Psychology Doctoral Internship Program, interns are expected to work 2,000 hours during the 12-month internship. Interns are not permitted to work more than a 40-hour workweek. Interns receive 80 hours of paid leave during the 12-month placement, with prior approval from the Training Director. If an intern fails to complete the needed 2,000 hours, they will be unable to successfully complete the internship program. Each intern who works the required 2,000 hours will receive a certificate indicating that he or she has successfully completed the Psychology Doctoral Internship.
- F) The Training Director will have access to the personnel files of the Psychology Doctoral Interns. Each intern's personnel file will contain the information listed in Section XXV (C) of the agency's Personnel Policy and Procedure; and will also include:
  - 1) APPIC Application for Psychology Internship (AAPI)
  - 2) Transcripts of all graduate level course work
  - 3) Three letters of reference
  - 4) A clinical writing sample

Previous Revision 3/18  
Recent Revision 8/18