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Introduction

Quality Services in Accordance with Part C IDEA

Policy Number	101
Board Approval Date	3/22/12
Effective Date	3/22/12
Revision Date	2/8/23

Policy

PIC provides our clients with the highest quality services possible.

Purpose

From the PIC policy manual, this policy supports the delivery of high-quality early intervention services by establishing clear expectations and standards for timely, family-centered practices. It is included in the guidelines to help staff consistently meet Part C requirements while promoting positive outcomes for children and families.

Practice

1. Parent Role: PIC providers collaborate with parents in all aspects of assessment, planning and intervention. Parents are the ultimate decision makers for their children and PIC providers will respect and facilitate informed choices and decisions.
2. Primary Service Provider: PIC services are provided to parents through a primary service provider. The primary service provider is selected at a weekly team meeting with information gathered through referral. The primary service provider may be PT, OT, DT, SLP, or SW and consideration is given to long-term needs of the child, availability of the providers and all providers have consultation available by professionals of other disciplines.
3. Primary Service Provider will ensure that Services will be provided in a timely manner and in accordance with State ILP policies and procedures to include, but not limited to:
 - a. 45-day timeline
 - b. Prior Written Notice
 - c. Intake
 - d. Eligibility Evaluation
 - e. Enrollment and IFSP development
 - f. Exit/Discharge/Transition
4. Services will be provided in accordance with Part C requirements:
 - a. a reasonable effort must be made to deliver services in natural environments and within daily routines.

Scope and Function of Policies

Policy Number	102
Board Approval Date	3/22/12
Effective Date	3/22/12
Revision Date	2/8/23

Policy

These policies apply to all PIC employees unless specifically stated otherwise. These policies do not create a contract with employees or modify their employment status. The Executive Director is responsible for administering PIC in accordance with these policies.

Practice

1. These policies are designed to clarify and define agency directives as approved by the Board of Directors.
2. All staff will have received copies of policies and practices as part of orientation to the agency.
3. All staff will periodically review agency policy and practices.
4. Questions and/or clarification regarding practices should be brought to the attention of the Board of Directors through the Executive Director.
5. Revisions to the policies and practices will be distributed to staff when approved by Board of Directors.

Revisions to Policy and Practices

Policy Number	103
Board Approval Date	3/22/12
Effective Date	3/22/12
Revision Date	2/8/23

Policy

These policies may be modified at any time by the PIC Board of Directors and such modifications will become effective on a date established by the Board of Directors. The PIC Board of Directors will endeavor to review these policies periodically.

Practice

1. Additions, revisions or deletions to the policies and practices can be made at any time it is deemed necessary by the members of the Board of Directors or the Executive Director.
2. Changes should be presented in writing to the Board of Directors meetings prior to a regularly scheduled board meeting. However, a special meeting may need to be called to address urgent policy situations that may arise.
3. Any changes (revisions or additions) will be noted at motions in the Board of Director meeting minutes.
4. Board of Directors will include determine the policy effective date or reviewed date as part of the policy.
5. Any new or revised policies will be distributed to agency staff as soon as possible after approval by the board.
6. The Executive Director will monitor policy and practices for need to change or review current policy and suggest additional policies as needed.

Equal Employment Opportunity

Policy Number	110
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

PIC will provide equal employment opportunity without regard to race, sex, age, disability, religion, parenthood, marital status, change in marital status, color, national origin, pregnancy, membership in the Uniformed Services or any other basis prohibited by law. PIC will provide reasonable accommodations based on disability or religion as required by law.

Practice

1. **Applicability**
 - a. This policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs and all other conditions and privileges of employment in accordance with applicable federal, state and local laws.
 - b. There may be circumstances where gender is a bona fide occupational qualification and will be considered in a hiring decision

2. **Accommodation for mental or physical disability**

a. PIC will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made PIC aware of his or her disability, provided that such accommodation does not constitute an undue hardship on PIC.

b. Employees or applicants who desire an accommodation under this policy must submit a written Request for Accommodation, to HR.

c. HR, the employee, and the employee’s supervisor will engage in a good faith interactive process to determine if a reasonable accommodation can be made without undue hardship on PIC. An Executive Director will make the final decision regarding an accommodation.
3. **Responsibilities**

a. Management is primarily responsible for seeing that PIC’s equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that, by their personal actions, the policies are effective and apply uniformly to everyone.
4. **Questions or Complaints**

a. Questions or complaints regarding this policy should be directed to HR.
5. **Definitions**

a. As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to this policy:

b. “Disability” refers to a physical or mental impairment that substantially limits one or more major life activities of an individual. An individual who has such an impairment, has a record of such an impairment, or is regarded as having such an impairment is an “individual with a disability.”

c. A “qualified individual with a disability” means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position which the individual holds or for which that individual has applied.

d. “Reasonable accommodation” means making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modification of examinations, adjustment or modification of training materials, adjustment or modification of policies, and similar activities.

e. “Undue hardship” means an action requiring significant difficulty or expense by the employer. The factors to be considered in determining an undue hardship include:

i. the nature and cost of the accommodation;

ii. the overall financial resources of the facility at which the reasonable accommodation is to be made;

iii. the number of persons employed at that facility;

iv. the effect on expenses and resources or other impact upon that facility;

v. the overall financial resources of the Agency;

vi. the overall number of employees and facilities;

vii. the operations of the particular facility as well as the entire Agency; and

viii. the relationship of the particular facility to the Agency. These are not all of the factors but merely examples.

f. “Essential job functions” refers to the activities of a job that are the core to performing said job and for which the job exists that cannot be modified.

Recruitment and Hiring

Policy Number	120
Board Approval Date	12/9/10
Effective Date	3/1/11
Revision Date	2/8/23

- Policy**

It is the policy of PIC to be an equal opportunity employer and to recruit and hire individuals upon the basis of their qualifications and the requirements of the position except when bona fide business necessity or particular funding sources require other qualifications to be considered.
- Practice**

1. **New Positions**

- a. New job positions must include an accurate job description and be approved by an Executive Director.

2. **Application Process**

- a. All persons interested in employment at PIC must complete a PIC job application form in order to be considered an applicant.
- b. Applications are accepted only for open positions except applications for positions specifically noted as continually open by HR.
- c. All applications are logged into the PIC tracking system.
- d. Any misrepresentation on an application or subsequent documents may be grounds for refusal to hire, rescission of offer or termination of employment.

3. **Selection Process**

- a. All applicants who possess the minimal qualifications for a position will be considered for employment. Selected applicants will be interviewed.
- b. All interviews will be conducted with a list of predetermined questions and all interviewees will be asked basically the same questions. All lists of interview questions must be previewed by HR. Interviewers will take and maintain written notes during the interview.
- c. Tests may be administered to test skills indicated in job descriptions.
- d. The hiring supervisor/HR will endeavor to contact at least three references for any applicant to whom a job is offered. Additional references may be contacted as warranted.
- e. The hiring supervisor will review the job qualifications and recommend the applicant they believe is best qualified for the position. The final hiring decision is made by the Executive Director.

4. **Hiring Process**

- a. The Executive Director will make a written offer of employment to the selected applicant contingent upon the successful completion of any required pre-employment checks as identified in the job description or required by law or regulations.
- b. PIC must at least request a provisional authorization from the Alaska Background Check Unit (ABCU) prior to making a final offer of employment.
- c. PIC will not employ any person who has been convicted of a “barrier crime” in accordance with AS 47.05.300 Et. Seq. or related regulations unless a variance has been granted. The State of Alaska Background Check Unit maintains a list of “barrier crimes.”
- d. Hiring documents will be completed by HR and then forward the documents to the Payroll Department. After entering required information into the payroll system, payroll staff will return the documents to HR to place into the new employee’s personnel file.

The day an employee first reports to work is considered their “hire date” as that term is used in these Policies and Practices.

5. **Transfers, Promotions and Appointments**

- a. PIC encourages employees to continually develop their professional skills and will promote or transfer a current employee into an open position when it is in the best interest of the employee and PIC to do so, as determined by an Executive Director in consultation with all affected supervisors. Employees who are interested in an open position must submit written notice of interest in the open position and submit to HR.
- b. When it is in the best interest to PIC, the Executive Director may authorize or appoint employees to new positions in the agency.

6. **Rehires and Recalls**

- a. A former employee who is recalled from lay off or rehired after a voluntary termination less than six months after their separation date, will retain their anniversary date. They will not be credited with previously accrued paid time off, but will accrue future paid time off at the rate set by their seniority. These employees will go through an abbreviated hiring process as follows:
- b. The hiring supervisor will check with HR regarding the re-hire status and separation date of the former employee.
- c. The Executive Director will complete a new Provisional Offer of Employment.
- d. If it has been more than 1 year from the separation date, HR will initiate a new fingerprint based criminal history check.
- e. HR will oversee completion of the background check paperwork and initiate the Provisional Approval process with the ABCU.
- f. The Team Manager and HR will review the employee’s trainings and schedule any needed training or orientation.
- g. On their first day of employment, the employee will complete a new W-4 form, I-9 form, review and acknowledge their job description, and execute a Confidentiality Agreement and any other required forms or documentation. Within 3 days of employment, the employee is required to provide documents for completion of an I-9 form.
- h. The Team Manager and HR will complete onboarding for the employee.

Employee Orientation

Policy Number	130
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Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

In order to promote a successful employment relationship all employees will receive an orientation appropriate to their position that meets agency requirements, state statutes, state regulations, grant requirements and licensing requirements.

Practice

The HR, ED and Supervisors will coordinate employee orientation efforts to assure that all employees receive an orientation appropriate to their position at PIC. Orientation must address organizational and employee requirements and responsibilities. Training on agency requirements, state statutes, state regulations, grant requirements and licensing requirements will be done as appropriate to the position.

An orientation checklist will be completed by each new employee and filed in the personnel file when completed.

Background Check

Policy Number	140
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

For the safety of its consumers, PIC will follow all background check requirements contained in State laws and regulations and funding sources.

Practice

- Initial Association**
 - Every individual who is to be associated with PIC as an employee, volunteer or practicum/internship student with unsupervised direct client contact must have a valid criminal history check conducted by the State of Alaska Background Check Unit (BCU) in accordance with AS 47.05.300-47.05.390. The only exception to this rule is if the individual does not have unsupervised contact with recipients of services.
 - A criminal history check is not required for the following individuals unless they also meet the criteria as an employee, volunteer or practicum/intern student:
 - A relative of a recipient of services; or
 - A visitor of a recipient of services; or
 - An individual that has submitted evidence of a fingerprint-based background check that is required as a condition of professional licensure or certification; or
 - An occasional guest of PIC.
 - Volunteer without direct client contact
 - Any individual who is required to have a criminal background check must provide all needed information to PIC. Required fingerprint cards is completed as part of orientation prior to independent contact with clients.
- During Association**
 - If an individual is charged with, convicted of, found not guilty by reason of insanity for, or adjudicated as a delinquent for a “barrier crime” as defined by Alaska law or is the subject of a matter that must be reported involving the abuse, neglect or exploitation of a child or vulnerable adult during the course of an individual’s association with PIC that individual must so notify their supervisor within 24 hours or the next business day.
 - The supervisor will notify HR no later than the next business day after they receive notification.
 - PIC must notify the BCU of any such notice within 24 hours in the case of a “barrier crime.”

- iii. The individual must cease all unsupervised contact with any PIC consumer until the individual is acquitted of that crime, the charge is dismissed or the charges are officially dropped unless a variance is granted. Direct service employees will be placed on during an investigation.
- b. In the event of an allegation of abuse, neglect or exploiting as defined above, DHSS will investigate the report. If after its investigation, DOH makes a substantiated finding that an individual committed abuse, neglect or exploitation, DOH will notify PIC and the individual that the individual may not be associated with PIC unless a variance is granted by the BCU.
- c. If, during the course of an individual’s association with PIC, the BCU receives information about an activity that creates a barrier to continued employment with PIC, the BCU will notify PIC.
 - i. Within 24 hours of receiving such notice PIC will terminate its association with that employee, volunteer or practicum/ internship student unless a variance is requested or granted.
- d. PIC may take any action necessary and in the best interest of itself and its consumers if any employee, volunteer or practicum/internship cannot perform his or her job duties because of circumstances described in paragraphs (A) or (B) above.
- e. Fingerprint-based criminal history checks are valid for 6 years. PIC employees, volunteers and practicum/ internship students are responsible for obtaining a timely new finger print card and submitting that card to HR before their prior check expires. PIC will pay for expenses incurred to obtain fingerprints for the new criminal history check for current, active employees.
- f. Any lapse in association with PIC or lapse of unsupervised contact with a PIC recipient of services of an employee, volunteer or practicum/ internship student longer than 100 days will require a new fingerprint-based criminal history check conducted by the BCU.

Variances

- a. If an employee, volunteer or practicum/internship student requests a variance or reconsideration pursuant to state law they may remain associated with PIC pending a decision on the request if:
 - i. an unfilled position is available for which they are qualified; and
 - ii. they are removed from direct contact with consumers; and
 - iii. they are directly supervised when present in any area where services are provided; and
 - iv. they have no access to personal or financial records maintained by PIC regarding consumers; and
 - v. they have no control over or impact on the financial well-being of a consumer.
- vi. If the above conditions cannot be reasonably met, the employee may ask to use any leave to which they may be entitled under the leave policies set out in these policies.

Open Door Policy

Policy Number	150
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC encourages and promotes an atmosphere in which employees can talk freely with members of the management staff. All staff shall implement an open-door policy which employees are encouraged to utilize. PIC has a vested interest in the professional success of its employees

Practice

1. Management staff includes the Executive Director, Deputy Director, Program Managers, and Finance Managers.
2. Management staff is to listen with intent when approached by a staff member with information about the agency, procedures, and practices. The management staff will determine the best path for the information dissemination.
3. If information shared indicates that there has been a violation of agency policy, the management staff member will follow up with HR or the Executive Director. The HR or Executive Director will be responsible for follow up to the complaint in accordance to Policy #730 Conciliation Process or other applicable policies.
4. Other program or agency related information will be presented in appropriate forums such as Managers meetings, staff meetings, and Board of Director meeting as determined by the Executive Director.

PIC is always interested in feedback from staff on topics important to the agency and our work with children and families. PIC endeavors to seek out data and additional feedback to assist the agency in making programmatic decisions. One should appreciate that not all suggestions or feedback can be acted on immediately or in some cases at all due to regulatory assurances or laws.



Employment

At Will Employment

Policy Number	210
Board Approval Date	12/2/10
Effective Date	3/11/11
Revision Date	2/9/23

Policy

All employment with PIC is of an at will nature unless specifically stated otherwise in a collective bargaining agreement.

Practice

1. Nothing contained in this manual or in any other materials or information distributed by PIC creates a contract of employment between an employee and PIC.
2. All employment and compensation with PIC is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and PIC retains that same right.

No statements to the contrary, written or oral made either before or during an individual’s employment can change this. No individual supervisor or manager can make a contrary agreement, except for the Executive Director, and even then, such an agreement must be set forth in a written employment contract with the employee, signed by the employee and the Executive Director.

Code of Ethics

Policy Number	215
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	3/26/15

Policy

PIC will comply with all applicable laws and regulations and its employees are expected to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

All PIC employees must adhere to the highest standards of ethical and professional conduct in their behavior with families, each other and the public in order to be an example for others, earn individual and program respect and increase credibility.

Practice

1. Employees are expected to address any ethical questions or concerns they may have with management and no employee will be retaliated against for raising an ethical concern.
2. Employees are expected to demonstrate respect for our clients in their actions, words, and intentions. The agency believes all families have value and strengths even if they are different than our own.
3. Employees are expected to abide by the covenants adopted by the agency as a way to work together as professionals. The covenants are as follows:
4. All employment and compensation with PIC is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and PIC retains that same right.

All statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor or manager can make a contrary agreement, except for the Executive Director, and even then, such an agreement must be set forth in a written employment contract with the employee, signed by the employee and the Executive Director.

Employment Categories

Policy Number	220
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

For the purposes of the efficient operation of PIC and the enforcement of these policies and practices, each active employee with PIC will be properly classified according to the hours and nature of their work.

Practice

1. **Full-Time Employees**
 - a. To achieve full-time status, non-exempt employees must work a minimum of 40 regular hours per week.
 - b. Exempt employees are Full-Time employees during all pay periods for which they record 40 regular hours of work or personal leave in lieu of work.
 - c. "Regular hours" for the purpose of this policy include paid benefit hours (paid leave, bereavement, jury duty, etc.) and regular hours worked if the hours are submitted on a timely basis. Over time hours are not "regular hours" for the purpose of this policy.
 - d. Full-time employees, who have been on an unpaid leave of absence that has been approved in writing full-time status is retained due to the provisions of the leave of absence.
2. **Part-Time Employees**
 - a. Employees who are not hired as temporary employees and who do not meet the minimum requirement for classification as a full-time employee as described above are classified as part-time employees.
3. **Temporary Employees**
 - a. An employee who is hired for a specific period of time or for completion of a specific project is classified as a temporary employee. A temporary position will not exceed 6 months in duration, unless specifically extended by written agreement. Temporary employees are not eligible for any benefits.
4. **Per Diem: Not Benefit Eligible Employee**
 - a. A per diem employee works fewer than 20 hours per week and is paid an hourly wage for each hour worked.
 - b. Per diem employees do not qualify for benefits such as personal leave, educational leave or reimbursements, health/dental, disability, or life.
 - c. Per diem employees do receive professional liability insurance benefits paid by the agency.
5. **Exceptions**
 - a. An Executive Director may make exceptions to the practices above if it is in the best interest of PIC to do so.
6. **Exempt and non-Exempt**
 - a. All employees are classified as either exempt or non-exempt in their job descriptions in accordance with the federal and state Fair Labor Standards Acts.

Job Descriptions

Policy Number	230
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC will strive to maintain accurate job descriptions for each position.

Practice

1. It is the duty of Deputy Director/Executive Director to update job description to accurately reflect the current duties. It is the duty of all PIC employees to review job descriptions accurately reflect the current duties actually performed in each position and the knowledge, skills and ability needed to perform those duties. Staff are expected to talk with their supervisor if staff feel there is a discrepancy.
2. PIC Management will periodically review all job descriptions for accuracy and appropriateness for current job duties.
3. Employees should notify their supervisor if their job duties and responsibilities change and no longer accurately described in their job description.
4. Supervisors must notify an appropriate manager of an inaccurate job description and the manager will, in consultation with HR, draft a new job description if necessary.

Nepotism and Personal Relationships

Policy Number	240
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC that no person may hold a job or be hired for a job that requires her/him to be supervised by or directly supervise a person with whom they have a close personal relationship. PIC must be made aware of close personal, non-work relationships between any co-workers.

Practice

1. **Supervisory Relationships**
 - a. No person will be hired for a position in which s/he will be supervised by, or will supervise, a person with whom s/he has a close personal, non-work relationship.
2. **“Close personal, non-work relationship”**
 - a. As used in this policy “close personal, non-work relationship” is broadly interpreted and includes, but is not necessarily limited to, spouse, child(ren), step-child(ren), mother, father, mother-in-law, father-in-law, brother, sister, step-mother, step-father, brother-in-law, sister-in-law, step siblings, grandchild(ren), grandparents and great-grandparents, spouse’s grandparents and great-grandparents, roommates, fiancés, or others with whom one has an intimate personal or physical relationship.

Personnel File

Policy Number	250
Board Approval Date	12/2/10

Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC will maintain personnel records to document employment-related decisions comply with record keeping and reporting requirements and provide necessary confidentiality.

Practice

1. Personnel File

HR is responsible for devising a system of personnel files for each employee that includes separate files for the following categories of employee information:

- a. Classification Folder
 - i. The Classification folder contains information related to the employee's qualifications, hiring, job performance and other job-related information. This file is accessible to the employee, Finance, HR, the employee's supervisor, the Executive Director and other designated employees required to have access to the file as a function of their job duties. Each employee's Classification folder contains information as it is needed by PIC in conducting its business or is required by federal, state, or local law. This information will normally include information such as the following:
 - ii. New hire information
 - iii. New employee's orientation check list
 - iv. Signed releases and authorizations
 - v. Memos to and from the employee
 - vi. PR/HR Change Forms
 - vii. Evaluation and Disciplinary documents
 - viii. Commendations
 - ix. Separation forms

Medical File

- a. All records, which contain any medical information about an employee, are placed in the Medical File. Access to Medical Files is limited to the Executive Director, HR, the employee, and other designated employees required to have access to a particular file as a function of their job duties.
- b. Confidential
 - i. The Confidential File contains any confidential information required by federal or state laws or regulations other than medical information such as; information regarding membership in a protected class or information regulated by the Fair Credit Reporting Act. Access to Confidential Files is limited to the Executive Director, HR, the employee, other designated employees required to have access to a particular file as a function of their job duties and external auditors for regulatory, licensing or funding purposes.
- c. Payroll File
 - i. The payroll file contains documents and information relating to wages, hours and pay. The Payroll File is accessible to the employee, Finance, HR, the Executive Director, the employee's supervisor and other designated employees required to have access as a function of their job duties.
- d. I-9 Forms
 - i. I-9 forms and copies of documents used for verification of employment eligibility will be stored in a separate I-9 file. The I-9 forms are accessible to the employee, HR, the Executive Director and other designated employees required to have access as a function of their job duties.
- e. Emergency Employee Information
 - i. All employees' emergency contact forms are kept in a separate binder that is available in the event of an emergency. Upon separation from employment, the employee's Emergency Contact Form is removed from this binder and placed in the employee's termination file.
- f. **Employee Access**
 - a. Employees have the right to receive copies of information stored in their personnel file in accordance with AS 23.10.430 upon the payment of reasonable copying charges. Employees may not remove information retained in their personnel file. Employees may review their personnel file by making an appointment with HR.

- g. **Employee Responsibility**
 - a. Employees are responsible for keeping personal information in their files current. Changes in information should be reported to the employee’s supervisor on the form provided by HR. The supervisor is then responsible for providing that form to HR.
 - b. Employees have the right to bring to the attention of their supervisor any information in their personnel file they believe is incorrect. Upon discussion with the supervisor and HR, the Executive Director may authorize removal or correction of the information. If the information is not removed or corrected the employee may place a brief statement in their file identifying the alleged error or inaccuracy.
- h. **Release of Information**
 - a. All requests from sources outside the agency for personnel information concerning current or past employees shall be directed to HR. Information to outside sources will only be released pursuant to written requests and only after obtaining the written consent of the individual who is the subject of the inquiry except for appropriate requests from external auditors for regulatory, licensing or funding purposes.
- i. **Security**
 - a. To maximize the security of personnel records, all paper files of current and past employees will be kept in a locked filing cabinet under the control of HR or in secure electronic storage.

Attendance

Policy Number	260
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

Each employee of PIC fills a vital role that is necessary to the functioning of the agency. Any absence of an employee from her or his assigned duties, therefore, hinders the whole organization. It is the policy of PIC that unavoidable employee absences be managed in such a way as to minimize disruptions of the organization.

Practice

1. Unless notified otherwise, all employees must be working from the beginning of their assigned daily work hours until the end of their daily work hours except for scheduled breaks.
2. PIC does not guarantee every employee a lunch or other short breaks on a regular basis. Each supervisor is responsible for scheduling any breaks, whether paid short breaks or unpaid lunch breaks, for their department. Any employee who abuses their authorized breaks by frequency or length may be subject to disciplinary action.
3. If an employee knows she or he will miss all or part of their assigned daily work hours, they must discuss the situation with their supervisor as far ahead of time as possible.
4. If an employee only becomes aware that they will miss all or part of their assigned daily work hours on the day of the absence, they must make every reasonable effort to contact her or his supervisor as far ahead of time as possible. The employee is expected to notify their supervisor of the date or time they expect to return to work.

An employee who is absent from work because of illness may be asked to provide a health care provider’s certificate confirming her or his illness. Employees absent for three or more days because of illness of themselves or a family member should talk with their supervisor who will consult with HR to determine if the employee must provide a doctor’s certificate prior to returning to work. A supervisor may request a certificate confirming illness after any absence for medical reasons, after consultation with HR, if the absence appears to be part of a pattern of absences or otherwise suspicious.

Generally, employees absent from work for six or more days for their own illness will be asked to provide a notice from a health care provider that verifies their ability to return to work. The health care provider’s certificates will be delivered to HR and maintained in a confidential file. HR will notify the employee’s supervisor of the notice.

Work Schedules/Flexible Work Plans

Policy Number	265
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC will provide a variety of work schedule including Department of Labor (DOL) approved Flexible Work Plans when it is in the best interests of the employee and PIC to do so.

Practice

1. All employees will submit a work schedule to their supervisor with the planned work schedule the employee intends to work. The work schedule will be given to ED for the final approval and kept on file in their personnel file.
2. Employees will notify their supervisor when their schedule deviates from their schedule for an extended period of time. A permanent change in their schedule will require the employee complete a new work schedule form and be signed by their supervisor.
3. Flexible Work Plans may be established in accordance with AS 23.10.060, if an Executive Director determines that such a plan is in the best interest of PIC. PIC maintains a number of Flexible Work Plans that have been approved by the DOL and signed by an Executive Director.
4. No employee may work flex hours until their Flexible Work Plan is approved by DOL and PIC, they have been assigned to that plan and their paperwork has been completed.
5. Any employee who wishes to participate in a Flexible Work Plan should speak with their supervisor. The supervisor will forward the request to Deputy Director who will forward the request with a recommendation to the Executive Director.
6. Employees must work the exact hours specified in the flexible work plan to which they are assigned unless a change is pre-approved by their supervisor. Supervisors are responsible for notifying Deputy Director of any changes of assignment to a flexible work plan prior to the change taking effect.

Outside Employment

Policy Number	269
Board Approval Date	12/3/10
Effective Date	3/1/11

Policy

It is the policy of PIC that employees may not work for another employer if that employment creates a conflict of interest with their work at PIC or interferes with their ability to properly perform their job duties at PIC.

Practice

1. Any employee considering taking on a second job, including self-employment, must immediately notify HR in writing by completing the Outside Employment/Conflict of Interest Questionnaire. If HR believes there may be a potential conflict of interest s/he will discuss the situation with their employee. In the case of any potential conflict of interest, an Executive Director will make the final decision regarding the appropriateness of outside employment.
2. Examples of the types of conflicts of interest that may be created by an employee working a second job include but are not necessarily limited to:
 - a. situations where there is a conflicting business or financial interest between PIC and the second employer, or
 - b. the employee or a person in a close personal, non-work relationship with the employee as defined in Policy # 240 will financially benefit from PIC action because of the second job, or
 - c. the second job interferes with the employee's performance or availability at PIC.
3. Full time employees are expected to treat PIC's employment as primary and outside employment or business to be secondary.

4. <https://picak.sharepoint.com/:b:/r/hr/forms/01.%20HR%20Employee%20Forms/Personnel%20File%20forms/Other%20Employment%20Report%20Form.pdf?csf=1&web=1&e=9wRe1g> Outside Employment Disclosure Form

Performance Appraisals

Policy Number	270
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

Supervisors and employees will engage in discussions as needed regarding the employee’s performance, goals and needs. PIC will endeavor to engage supervisors and employees in a more formal assessment of performance and needs annually.

Practice

1. Performance appraisals and feedback are not a once a year activity. Supervisors must continuously engage in discussions with employees regarding the employee’s performance, areas of needed improvement and the employee’s needs and goals. These discussions should include areas that need improvement as well as areas of accomplishment.
2. Supervisors will endeavor to conduct a more formal, written appraisal prior to each employee’s anniversary date. This appraisal process includes input from the employee and will address the employee’s strengths, weaknesses, and the employee’s goals. The employee’s job description will be a baseline for measuring skills and abilities. If the job description is no longer accurate, the supervisor will work with the Executive Director, in consultation with HR, to draft a new job description.
3. Lack of a timely performance appraisal may not be cited by an employee as an excuse for unsatisfactory job performance.

Disciplinary Guidelines

Policy Number	280
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

All employees are employed at the will of PIC. However, PIC, through a supervisor or manager, may choose to correct or attempt to improve the performance or behavior of an employee without exercising the right to terminate the employee. In the event of such an election, the “at-will” status of the employee is not changed. The purpose of PIC’s disciplinary policy is to stop inappropriate behavior that interferes with the agency’s values, mission and goals.

Practice

PIC may take any appropriate disciplinary measure without prior notice. Supervisors are responsible for generating appropriate records of disciplinary actions and delivering those records to HR. Discipline may include the following actions that may be taken in any order:

Supervision Notes-

Supervision interactions with employees are documented. The supervisor completes documentation with a general overview of all relevant items discussed, reviews it with the employee, both parties sign the form and the supervisor forwards the form to HR to place in the employee’s personnel file. The supervisor may choose to keep a copy in a locked file for easy reference, but should forward the copies to HR if the employee transfers or separation occurs.

Verbal Warning

During an in-person meeting, the supervisor explains and discusses with an employee any violation of work rules or policies or poor work performance, the behavior or performance that is expected and any consequence of further violation or poor work performance. The supervisor completes an appropriate recording form, reviews it with the employee, both parties sign the form and the supervisor forwards the form to HR to place in the employee’s personnel file.

Written Reprimands

Prior to issuing a written reprimand, a supervisor will generally consult with their manager or HR to discuss the behavior and appropriate consequences. Supervisors will then complete their part of the Disciplinary Action Form that indicates the prohibited behavior or poor work performance in detail, times and dates of previous related disciplinary action, the behavior or performance that is expected in the future and the consequences of further violations or poor work performance. The final Disciplinary Action Form must be submitted to the manager or HR for approval. The supervisor then meets with the employee and discusses the Disciplinary Action Form. The supervisor allows the employee to make written comments if they choose. The document is then signed and dated by the employee and the supervisor and forwarded to the manager for review and then HR for review and placement in the employee’s personnel file.

Performance Improvement Plans

Performance Improvement Plans are designed to assist employees with improving their performance. A Performance Improvement Plan may be implemented in conjunction with discipline. Supervisors will consult with and obtain the approval of their manager or HR before completing a Performance Improvement Plan. A Performance Improvement Plan should indicate the specific performance or behavior improvement that is necessary and the consequences of failure to improve accordingly.

Performance Improvement Plans should be signed by the supervisor and the employee, copies kept by the employee and the supervisor and the original routed to the drafter’s supervisor or an Executive Director and then to HR to be filed in the employee’s personnel file. Employees who refuse to sign their Performance Improvement Plan should be treated as if they are refusing to improve their performance, which may indicate a need for further disciplinary action or termination.

Suspension

All notices of suspension must be in writing, signed by Executive Director. Notices should include the reason for the suspension and its duration. A copy of the Notice will be given to the suspended employee and the original placed in their personnel file. Disciplinary suspensions are without pay and an employee may not use leave benefits while suspended.

Termination

Termination will be conducted in accordance with Separation of Employment Policy #290.

Separation of Employment

Policy Number	290
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

Employees are free to resign their employment at any time and for any reason and PIC reserves the right to terminate employment at any time and for any reason.

Practice

- 1. Voluntary Separation

Voluntary separation describes a situation where the separation is initiated by the employee for any reason.

- 1.
 - a. Resignation
 - i. Exempt employees are requested to provide at least four weeks written notice before a resignation becomes effective and non-exempt employees are requested to provide written notice to their supervisor two weeks before a resignation becomes effective.
 - ii. Upon receipt of a notice of resignation, the supervisor/manager notifies HR as soon as possible and reviews the separation practice and obtains necessary information and forms.
 - iii. An Executive Director may authorize terminating the employment prior to the resignation date with or without pay until the resignation date if it is in the best interest of PIC to do so.
 - iv. Employees may be allowed to rescind a resignation at the discretion of an Executive Director based on the best interest of PIC.
 - b. Job Abandonment
 - i. Employees who fail to report to work or contact their supervisor for three (3) consecutive scheduled workdays shall be considered to have abandoned the job without notice effective at the end of their normal shift on the third day.
 - ii. At the expiration of the third day, the employee’s supervisor notifies HR to review the separation practice and obtain necessary information and forms.
 - c. Failure to work
 - i. Any employee who does not receive a paycheck for six consecutive pay periods will be separated from employment at the end of the sixth pay period. An exception from this policy is made for employees on approved extended leave such as USERRA leave.
- 2. **Involuntary Separation**
 - a. Discharge/Termination
 - i. Employees of PIC are employed on an at-will basis and the agency retains the right to terminate an employee at any time with or without notice.
 - b. Layoffs
 - i. PIC will attempt to avoid layoffs; however, in the event a layoff is necessary, PIC will attempt to give as much advance notice as possible while protecting the interest of its consumers.
 - ii. PIC will develop a lay off plan that considers and implements the overall good of the agency and its consumers.
 - iii. Employees who have been laid off may apply for open position at PIC and will be considered for employment along with all other applicants.
- 3. **Out-Processing**
 - a. For all separations, HR is responsible for completing the separation of employment forms, obtaining the employee information within 3 days of the employee’s last day of work.
 - b. For involuntary separations, the supervisor is responsible for submitting the timesheet to finance, in time to meet the 72-hour pay requirement.
 - c. HR is responsible for assuring return of any agency property or equipment that was in the employee’s possession.
- 4. **Exit Interview**
 - a. HR is responsible for conducting an exit interview with each separating employee unless the employee requests the interview be conducted by other management other than the employee’s supervisor. The exit interview gives the employee an opportunity to discuss the separation freely and provides information to PIC that can be used to improve policies, practices and working conditions and reduce employee turnover. Completed exit interview forms will be forwarded to the Team Manager of the employee, an Executive Director and others with a need to know for review and then maintained by HR.

Telecommuting/Remote Workplace

Board Approval Date	5/13/21
Effective Date	5/13/21
Revision Date	6/6/22

Policy

PIC will consider remote working options for PIC staff when it makes sense for both the employee and the agency. Telecommuting and remote work arrangements require the approval of your supervisor and the Deputy Director and a signed remote workplace agreement.

Practice

Definitions

Telecommuting, also called teleworking, is the availability to work from a location outside of the office and requires the availability of the employee for local in-person visits either at the office or with clients.

Remote work arrangements allow for the employee to work remote 100% of the time and there is not a requirement for in-person meetings, therefore, there is no expectation to live locally.

Practices:

In all cases, telecommute and remote work arrangements should not interfere with the normal operation of the business. Your location should not impact your customers (internal or external), nor interfere with job function or deliverables. You will need to attend and actively participate in meetings via teleconference or in person, respond to emails timely, and provide customer support as if you were in the office. No one should need to cover your workload if you have a remote work arrangement, unless you are on scheduled leave.

The following expectations apply to telecommuting or remote work arrangements:

- - Follow all PIC policies and practices.
 - [Remote Computer & Mobile Device Use Practices.pdf - Copy.pdf](#)
 - Ensure the protection of client and PIC agency sensitive information through the use of locking doors, desks, file cabinets, and media storage, regular password maintenance, and any other steps appropriate for the job and the environment.
- The same expectations for confidentiality, security, and safety apply to those with remote work arrangements as for those in the office.
 - Be available by phone, instant messenger and email without delay during core business hours.
 - Remote workdays may need to be re-scheduled or skipped to meet business or Company needs.
 - If you need to be away from your computer or phone while working remotely due to an appointment, the timeframe you will be unavailable needs to be noted on your work calendar. If you will be away for more than two hours, activate an out-of-office message indicating who can be contacted during your absence.
 - Remote work is not designed to be a replacement for appropriate child or elder care. The focus of the arrangement must remain on job performance and meeting business demands.
 - At any time, your supervisor may request a written summary of the tasks and deliverables that were worked on.
 - If you are paid on an hourly basis, record your hours worked, accounting for lunch and rest breaks, in the timekeeping system. Just as when in the office, you must receive advance written approval before changing your schedule or working overtime.
 - If you are salaried, be available during core business hours and other times as necessary to perform your job duties.
 - Client appointments will be conducted using agency approved video teleconferencing applications, such as Zoom to ensure encryptions and security of protected health information.

To request telecommuting or remote work as your primary work location, Staff will need to acknowledge their responsibilities outlined in the Telecommuting and Remote Work Agreement. The signed agreement will be kept in the employee's personnel file.

[Remote Worker Telecommuting Agreement.pdf](#)

Liability and Insurance for Remote Work Arrangements

Business meetings done in person are not permitted in an employee's home office at any time.

Employees are covered by state statutory worker's compensation benefits. The employee's home workspace is considered an extension of PIC's workspace during the normal agreed upon work hours and while performing work functions. Any work-related injury or illness that may occur during the Employee's normal employment must be reported to a supervisor or Human Resources immediately. To establish and investigate worker's compensation claims, the Company or its designees must be allowed access to the designated home workspace.

The Employee is responsible for maintaining a workspace that is free of hazards or other dangers that could cause undue harm to the Employee or equipment.

The Company does not assume liabilities for injuries occurring in the Employee’s home workspace outside of the agreed upon working hours; therefore, the Company is not liable for loss, destruction, damage or injury within or around the Employee’s home.

The employee is responsible for determining any personal income tax implications of using a home office for a telecommuting arrangement. The Company will not provide tax guidance or assume any additional tax liabilities.

Remote workplaces must be in Alaska for all licensed direct service employees. Working across state lines has licensure requirements that the agency is not able to adequately monitor and ensure compliance.



Compensation

Pay Procedures

Policy Number	310
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC to pay employees for work performed for PIC in a manner that complies with applicable laws or regulations. Preferred payment will be made by direct deposit into a bank account. Time worked will be accounted for through time sheets and such time sheets must be accurate and complete.

Practice

PIC’S standard pay periods are approximately two weeks long. Employees are paid, on the 15th and last working day of each month for a total of 24 pay periods during a year. Standard weeks begin at 12:00 a.m. on Sunday and ends at 11:59 p.m. the following Saturday for all employees

In the event a PIC holiday or other scheduled PIC closing interferes with the standard pay date, the pay date will be the last working day prior to the holiday or scheduled PIC closing.

Employees will have their paychecks directly deposited into their bank account. The initial paychecks may be a paper check if routing information is not available prior to preparing for the pay day. Checks will be made available to employees who choose to pick them up on paydays at the PIC finance office, 161 Klevin Street, Anchorage, AK 99508. Paychecks will be held for up to five working days. Any paychecks/pay-stubs not distributed within five working days will be mailed to the employees’ last known mailing address.

1. Time Sheets/Records

Employees must maintain records of the time worked. All employees (Hourly/salary, exempt/non-exempt) are required to submit their recorded time worked within 48 hours following each time period (15th and the last day of each month). Employees are responsible for accurately recording the dates, times and number of hours worked and timely submittal of time. The recorded time must be an accurate reflection of time actually worked. Falsification of a time sheet may be grounds for dismissal.

2. Overtime Pay- Non Exempt Only

From time to time, it may be necessary for an employee to perform scheduled or incidental overtime work. All overtime must be approved in advance by an employee’s supervisor. Unauthorized overtime is compensable, but failure to receive pre-authorization may result in disciplinary

action. Non-exempt employees will be paid one and one-half (1-1/2) times their regular **rate** of pay for any time worked over eight (8) hours in a working day or for any regular hours worked over forty (40) in a workweek. Overtime will be calculated based on actual hours worked in a 40 hour workweek or 8 hour workday. Paid time off work, such as vacation, sick, personal, or holiday pay will not be included when calculating overtime.

Reference 8 AAC 15.100 and AS 23.10.060.

3. Travel Time

Exempt employees receive the same compensation regardless of any time spent in travel.

Daily Travel

Non-Exempt (hourly) employees are paid for daily travel as listed below.

- a. Ordinary home-to-work and work-to-home travel is not paid work time.
- b. Employees who travel as part of their work, and complete all travel and related work within the same day, will be paid for all work-related travel time as well as all work time.
- c. Time spent by an hourly employee in travel as part of his/her principle activity, such as travel from job site to job site during the workday, will be counted as hours worked regardless of whether the employee has an unpaid meal break between the job sites.
- d. If an hourly employee goes home at the end of workday, then is called back during the same workday to perform emergency or unexpected work, all travel time to and from the unexpected work is paid time.

Overnight Travel

Non-Exempt Employees who travel overnight will be compensated as follows:

- a. If the trip is for more than one day the employee will be paid for all travel time that takes place during normal working hours (even if the travel occurs on a day when the employee would normally not be working).
- b. Passenger travel outside normal work hours will not be compensated unless the employee is performing some other work (e.g. working on a presentation as flying outside normal hours).
- c. If a non-exempt employee is required to work during travel (including driving a vehicle), the employee will be paid for all hours worked.
- d. During otherwise compensable travel time, employees are not paid for uninterrupted breaks of at least 30 minutes in length.
- e. Commuting time--home to work and work to home--is not compensable.

4. Pay Advances

- a. Pay advances may be given to an employee at the discretion of the Executive Director under the following conditions:

- 1) The need for the advance arose because of an emergency (unexpected travel due to death in the family, impending eviction, medical necessity, etc.); and
- 2) The request is submitted in writing; and
- 3) The employee executes an authorization to repay PIC for the entire amount advanced through a payroll deduction from the employee's next pay check; and
- 4) The amount of the advance does not exceed the amount already earned by, although not yet paid to, the employee.

5. Termination & Severance Pay

- a. PIC does not pay severance pay. When employees leave PIC, they will be paid for actual time worked. Accrued personal leave will be paid according to state and federal laws, collective bargaining agreements and PIC policy. Sick leave has no cash value.
- b. If at the time of termination of employment at PIC, an employee has used more paid personal leave than was accrued, the pay for that time will be subtracted from the final paycheck in accordance with an authorization executed by the employee at orientation.

Payment while traveling in active work status

Policy Number	325
Board Approval Date	3/10/16
Effective Date	3/10/16
Revision Date	2/9/23

Policy
PIC will compensate staff when traveling either in state or out of state in an official agency capacity.

Practice

- PIC will pay staff for travel related expenses and per diem when individuals are representing the agency in an official capacity for the purposes of direct service or professional development.
- Providers who travel outside of the PIC service area of Anchorage, Whittier, or Girdwood, will receive a travel per diem of \$60 per day in addition to their salary for staff traveling on PIC business. Per diem starts two hours prior to the scheduled departure of the outbound flight and ends when the flight lands upon its return to Anchorage. Allowances are based on travel status for at least three (3) hours between the hours of:

Midnight to 10am	Breakfast	\$12
10am to 3:00pm	Lunch	\$16
3pm to 12pm	Dinner	\$32

3) Breakfast allowance may not be claimed for the first day of travel when travel status begins after 7:00 am. Dinner allowance may not be claimed for the last day of travel when the returning flight to Anchorage arrives prior to 6:00 pm.

Deductions from Paycheck

Policy Number	330
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy
PIC will make deductions from employee paychecks that are required by law or that are specifically authorized by the employee and are acceptable to PIC.

Practice
PIC will make all deductions from employee paychecks that are required by law or authorized by the employee. Deductions will be itemized on all paychecks.

- In order that PIC may accurately calculate deductions and provide appropriate notices, employees must complete the appropriate form immediately if there is any change in their name, address, telephone number, marital status or number of exemptions. The employee will give the form to finance who will make appropriate modifications and then deliver the form to HR.

Time Off

Paid Time Off-PTO

Policy Number	410
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	5/13/21
Last Updated	6/27/25

Policy

It is the policy of PIC to grant personal leave time with pay to full and part-time employees (benefit eligible) in accordance with established practices and in accordance with any Local, State, or Federal laws. For the good of the agency, the Executive Director may make written exceptions to this policy with the authorization of the Board of Directors.

Practice

1. Accrual
 - a. Personal leave benefits as set out in this policy begin to accrue for all employees, except temporary employees, at hire, unless an employee has an employment contract with PIC that specifically provides terms of personal leave different from the terms provided in this policy.
2. During the first year of employment, employees will accrue paid time off per hour worked according to the job classification
3. Job Classifications are as follows:
 - a. Administrative 26.67 per month or 320 hours annually
 - b. Admin Support/Paraprofessional
 - i. 0-2 years of employment = .138462 per hour or 288 hours annually
 - ii. 3 plus years of employment = .15384 per hour or 320 hours annually.
 - c. “Hours worked” for this calculation includes hours paid but not actually worked such as holidays, professional development leave, or personal leave but does not include overtime hours. Paid time off benefits for exempt employees are based on 40 work hours per week and prorated for benefit eligible employees.
4. Paid time off accrual will cease during any period of unpaid leave.

Request Procedures

- a) Employees must request approval from their supervisor for paid time off.
- b) Requests for paid time off should be made as early as possible, in order to prepare for proper coverage of job duties.
- c) Supervisors may grant or deny requests for paid time off based on the best interest of PIC.

Paid Time Off Usage

- a) Paid time off is intended to be taken as time off to promote good physical and mental health.
- b) Paid time off hours requested and used must be consistent with hours regularly worked.
- c) Paid time off may not be taken for longer than three (3) consecutive weeks or more than five (5) weeks during a three-month period. The Executive Director may allow for more time if it is not a hardship to the agency or if there is a medical reason for the extended leave.
- d) Paid Time Off can be used for any reason including:
 - caring for a sick family member
 - injury or illness
 - when necessary to receive care or legal help related to domestic violence, sexual assault, or stalking.

- e) Paid time off will not be approved during an employee’s last two weeks of employment.
- f) Paid time off will be cashed out at termination.
- g) If an employee has more than 3 days of leave without prior approval, PIC may require documentation from a physician. The documentation should indicate the employee is cleared to return to full work status.

Carry over of personal leave

- 1. Employees may carry over 480 hours of paid time off from one fiscal year to the next or cashed out at the discretion of the Executive Director depending on budgetary restraints.

Holidays

Policy Number	430
Board Approval Date	12/2/10
Effective Date	3/3/11
Revision Date	2/9/23

Policy

It is the policy of PIC to designate and observe certain days each year as holidays. Eligible employees will receive compensation for each PIC designated holiday. Compensation is in the form of Holiday Pay (time off with pay).

Practice

- 1. The following holidays are recognized by PIC as paid holidays:

- New Year's Day (January 1st)
- Martin Luther King Day (3rd Monday in Jan.)
- Presidents Day (3rd Monday in Feb.)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in Sept.)
- Veteran’s Day (November 11 but falls on Friday before if on Saturday and the Monday following if falls on Sunday)
- Thanksgiving Day (4th Thurs. in Nov.)
- Thanksgiving Friday (4th Friday in Nov.)
- Christmas Eve (December 24th)
- Christmas Day (December 25th)
- New Year’s Eve Day..... (December 31st)

- 2. All national and state holidays are scheduled on the day designated by the State of Alaska.
- 3. **Holiday Pay Eligibility**
 - a. Both full-time and part-time benefit eligible employees receive paid time off during the pay period containing the holiday and are eligible for holiday pay immediately upon their date of hire.

- b. Full-time employees are eligible to receive their regular rate of pay, for up to eight (8) regularly scheduled hours, for each observed holiday.
 - c. Full-time employees working a flexible schedule (i.e., four, ten-hour days, etc.) are eligible to receive a maximum of eight regular hours for recognized holidays. Flextime employees may submit a request for vacation/personal leave (if available) for the number of regularly scheduled hours over the eight hours of holiday pay.
 - d. Part-time employees will receive holiday pay based on a pro rata basis according to their FTE status
 - e. Temporary employees and employees on unpaid leave of absence are not eligible to receive holiday pay.
 - f. Employees must properly note the number of holiday hours to be paid on their timesheet.
4. **Other Holidays**
- i. Employees may take time off to observe other major religious holidays utilizing personal leave policy #410.

Civic Duty Leave

Policy Number	440
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the civic duty of employees as a citizen to report for jury duty whenever called. Therefore, it is the policy of PIC to allow employees leave for jury duty when they are summoned and to help avoid excessive financial loss because of such service.

Practice

1. **Jury Duty**
- a. PIC will continue regular pay for non-exempt employees who are called to jury duty for up to 10 full or part days per fiscal year.
 - b. Exempt employees will normally be paid their regular salary while on jury duty. However, if the jury duty interferes with the functioning of PIC or services to consumers, the employee should talk to the Executive Director. It may become necessary for the employee to take paid or unpaid time off work. Payments received for serving on jury duty will be retained by the employee.
 - c. Employees must notify their supervisor and provide a copy of the notice as soon as possible after receiving a notice for jury duty.
 - d. On any day or partial day an employee is not required to serve, they will be expected to return to work unless they are an exempt employee on unpaid time off in accordance with Paragraph B above.

Funeral (Bereavement) Leave

Policy Number	450
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC to allow funeral (bereavement) leave to full and part-time employees in accordance with the guidelines established below.

Practice

1. Full and part time employees may take up to three (3) workdays with pay to attend the funeral and take care of personal matters related to the death of a member of their immediate family (Father, mother, step father, step mother, spouse, sister, brother, children, step sister, step brother, step children, grandparents, step grandparents, mother or father-in-law, brother or sister-in-law, son or daughter-in-law, former legal guardian and domestic partner).

- 2. Additional days may be approved by the Executive Director with such additional time being deducted from the employee's personal leave.

Emergency Closure Leave

Policy Number	460
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC to promote safety when an environmental factor impact the day to day working of the agency. If PIC offices are closed for safety reasons full and part time employees will be granted up to three days of paid leave.

Practice

- Closures**
 - During unusual, inclement weather, natural disaster or catastrophic event, the Executive Director or designee may curtail some or all of PIC services where it appears that employee’s safety may be compromised.
- Emergency Communications**
 - The emergency communication system will be utilized to inform staff of changes to the typical workday.
 - All staff are responsible for providing current contact information for the emergency communication system (Remind). The agency will maintain current contact information for all staff.
 - PIC will provide an emergency number to call for updates.
- Leave Accounting**
 - When an emergency closure occurs, staff will record their regularly scheduled time on their time sheet with a note indicating emergency closure.
 - Staff who have requested and were granted leave will utilize PTO as per the approved leave.
 - Staff who were not scheduled to work are not affected by the closure and receive no leave as they were not expected to be working on that day.
- Delayed Opening or Early Closure**
 - The agency may be on a shortened daily schedule due to extraordinary circumstances in which determining the risk is not possible before the beginning or end of the workday.
 - Delayed openings or early closures are treated as a regular workday and staff will not utilize PTO for the hours effected by the delay if they were in work status at the time of the closure.
 - If a staff member opts to not report to work on a day with a delayed opening or early closure, then PTO will be utilized for the full time the staff member was scheduled to work.
 - Staff may be instructed work from home or telecommute during such emergency event.

Extended Leave of Absence

Policy Number	470
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC recognizes that occasionally employees need to take unpaid leave in addition to their paid leave. Unpaid leave may be granted by an Executive Director if such leave is in the best interest of the employee and PIC.

Practice

1. An employee may be granted paid or unpaid leave for up to 12 weeks per rolling 12-month period if an Executive Director determines that such leave is in the best interests of the employee and PIC.
2. Any employee who wishes to take unpaid leave should speak with their supervisor as far ahead of time as reasonably possible. The supervisor will forward the request to HR who will forward the request with a recommendation to the Executive Director. An Executive Director will make the final decision whether to approve the request.
3. Employees who lose eligibility for insurance coverage because of unpaid leave may be eligible for continued coverage under COBRA. Benefit premiums will be the responsibility of the employee.
4. An employee who is on unpaid leave of absence from work because of illness may be asked to provide a health care provider's certificate confirming her or his illness. Employees on unpaid leave for three or more days because of illness of themselves or a family member should talk with their supervisor who will consult with HR to determine if the employee must provide a doctor's certificate prior to returning to work. A supervisor may request a certificate confirming illness after any unpaid leave of absence for medical reasons, after consultation with HR, if the absence appears to be part of a pattern of absences or otherwise suspicious.
5. Generally, employees absent from work for six or more days for their own illness will be asked to provide a notice from a health care provider that verifies their ability to return to work. The health care provider's certificates will be delivered to HR and maintained in a confidential file. HR will notify the employee's supervisor of the notice.
6. Although we will attempt to return an employee to the same or an equivalent position after an unpaid leave of absence such restoration is not guaranteed. Agency hardship or economic injury is justification for not returning an employee to the same or an equivalent position.
7. Before using unpaid leave, an employee must first exhaust any available applicable paid leave.
8. An employee's total leave, paid and unpaid, may not exceed 12 weeks in a rolling calendar year unless required USERRA or other laws.

Uniformed Services Leave of Absence

Policy Number	480
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

It is the policy of PIC to grant leaves of absence for uniformed service in accordance with established practices and the Federal Uniformed Services Employment and Reemployment Rights Act (USERRA).

Practice

1. **Notice**
 - a. Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.
 - b. Employees may use any available vacation time off for the absence before they go on unpaid status.
2. **Health Insurance**
 - a. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.
 - b. Employees are responsible for paying any health insurance premiums so that their health insurance benefits continue.
3. **Accrued Benefits**
 - a. When an employee returns from USERRA, leave time will be counted as time employed for determining the amount of personal leave to which they are entitled at the time of return.
 - b. Employees on USERRA leave do not accumulate leave time while on USERRA leave.
4. **Return to Work**
 - a. Employees on USERRA leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time.
 - b. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.
 - c. Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Other Employee Benefits

Insurance Coverage

Policy Number	510
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

PIC will provide the opportunity for benefit eligible employees and dependents to participate in the available group insurance programs. Notwithstanding the provisions of this policy, the availability of any group insurance program is subject to change at the discretion of the Executive Director.

Practice

1. An annual review of the insurance coverage PIC makes available to employees will be completed. HR, Executive Directors and key staff will complete an evaluation of its cost/benefits relative to employees' needs. The Executive Directors will determine the insurance programs that will be made available to employees.
2. PIC can modify, reduce or terminate benefits programs with 30 days' notice.
3. Benefits plans and eligibility are subject to the terms provided in the plan summaries.
4. PIC will make available to its employees a program for paying allowable health insurance premiums with pre-tax dollars through pay roll deductions for as long as it can reasonably do so.

COBRA Coverage

Policy Number	520
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC will provide continued health insurance availability pursuant to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA).

Practice

1. In the event of an employee's termination of employment (except for gross misconduct) or loss of full-time status, the employee, spouse, and dependent children may be entitled by law to purchase continuing health care coverage under PIC's group plan. If the employee or any family member is disabled, the disabled individual and non-disabled family members may be entitled to additional continuation coverage.
2. In the event of an employee's death, divorce, or legal separation, or a retiree losing coverage under PIC's group plan because of enrollment in Medicare, the spouse and dependent children of the employee or retiree may have the option of purchasing continuing coverage under PIC's group health plan. If a dependent child loses coverage under PIC's group health plan because he or she has reached the determined age, the child may be able to purchase continuing health care coverage under PIC's group plan.
3. Employees or qualified beneficiaries electing COBRA coverage are responsible for paying the cost of the extended health care coverage.
4. In order for PIC to meet its legal obligations in providing continuing health care coverage, all employees must inform HR within 60 days of a divorce or legal separation or when a dependent child reaches the age the coverage terminates. It also is essential that HR has a current address for all employees and family members.

- 5. This policy will be interpreted in accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA) as amended and as interpreted by the courts.
- 6. This policy statement is a brief description of the COBRA coverage and does not fully explain employees' rights. Employees should read the notice received when first enrolled in the group health plan or the Summary Plan Description for a full explanation. Copies may be obtained from HR. If any part of this practice contradicts COBRA regulations, the official regulations will prevail.

Professional Development/ Training Assistance

Policy Number	530
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

Employees are encouraged to continue their professional development or obtain further training, in addition to performing their full-time job, shows a commitment to improving themselves and their position within the Agency. It is the policy of the Agency to encourage employees to supplement and continue their professional development and obtain additional training in accordance with established practices.

Practice

- 1. **Reimbursement of professional development/training expenses.**
 - a. Full time employees who continue their professional development or obtain further training in a field related to their PIC employment may be reimbursed each fiscal year for the registration and/or tuition costs at a rate to be determined by the Executive Director. In order to qualify for this Professional Development Assistance benefit employees must:
 - i. Complete a professional development assistance request form, prior to enrolling in the course/ workshop, and submit the form to their direct supervisor.
 - ii. The direct supervisor will decide whether the course/ workshop is of a nature that PIC will approve for partial or total reimbursement of tuition or registration.
 - iii. If this is a college class, the employee must receive a grade of "B" or better.
- 2. **Professional Development Leave**
 - a. Full-time staff are awarded up to 40 hours of professional development leave annually. This leave is prorated for less than full time staff.
 - b. If an employee would like to take time off work to participate in training or professional development, they request professional development leave by completing the professional development assistance form and submitting to their direct supervisor.
 - c. The supervisor will forward the request with a recommendation to the Executive Director.
 - d. An Executive Director will make the final decision whether to approve the request.
- 3. **Other Reimbursements**
 - a. If an employee would like reimbursement from PIC for costs not eligible under paragraph I. above, the employee should talk with their direct supervisor prior to incurring the cost. The supervisor will forward the request to the Deputy Director who will forward the request with a recommendation to the Executive Director. The Executive Director will make the final decision whether to approve the request based upon the best interest of PIC and funding availability.
 - b. An employee may use professional development leave and funding toward the cost of travel to and/or from the approved training.
 - c. An employee may wish to use their own personal vehicle to attend trainings occurring within driving distances to the agency but outside of Anchorage. If the personal vehicle is used in lieu of airline travel, mileage reimbursement may not exceed the cost of the commercial 21-day discounted coach airfare.

Retirement Savings Program

Policy Number	541
Board Approval Date	12/2/10

Effective Date	3/1/11
Revision Date	2/9/23

Policy

When reasonably possible PIC offers an agency sponsored retirement program to benefit eligible employees.

Practice

1. Benefit eligible employees are eligible to participate in agency sponsored 401k on the first anniversary of their date of hire.
2. Employees become eligible for agency match of retirement contributions following one (1) complete year of employment.
3. The agency match is set by the board of directors and outlined in plan documents provided to each employee.
4. Employees are able to self-direct their investments through the selected plan administrator.

Professional Liability Insurance

Policy Number	542
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

PIC will maintain appropriate Professional Liability Insurance to protect the organization and employees in case of injury to any person resulting from the rendering of or failure to render adequate professional service within an employee’s prescribed responsibilities, subject to the terms of the insurance policy.

Practice

1. he agency will contract for professional liability insurance as part of the benefit package for all direct service staff.
2. Employees are required to provide the agency information that may be requested by insurance brokers for the purpose of securing appropriate coverage.
3. Employees are required to complete incident forms in accordance with policy #720

Recruitment & Retention Incentive Program

Policy Number	550
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC may, as funding allows and need requires, offer a signing bonus for employees who accept full-time, direct service positions. The bonus will be paid in a manner that assures continued employment to the greatest extent possible.

Practice

1. The Executive Director, with approval of the board, may award a signing bonus as an incentive to the applicant for difficult to hire positions.
2. The employee must agree to remain with the agency for a full year at full time status.
3. If the applicant leaves the agency in less than one full year, the entire bonus will be repaid to the agency as per the agreement signed by the employee at the beginning of their employment.
4. The signing bonus can be paid to the employee in a bulk payment or in installments and will be determined by mutual agreement between the agency and the employee.

Employee Responsibilities

Confidentiality

Policy Number	605
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	6/6/22

Policy

It is the policy of PIC that all consumer information, employee information and certain internal business affairs of PIC are confidential. Each employee has a continuing obligation to protect confidential information and may not disclose any information without written authorization unless required by law.

Practice

1. The individuals and families we serve entrust PIC with important personal information. This includes any individually identifying information, whether oral or written, that can be used to identify the individual. The nature of this relationship requires maintenance of confidentiality and privacy practices. In safeguarding the information received, PIC earns their respect and further trust and operates in compliance with federal laws (HIPAA) and grant agreements.
2. All PIC employees and Business Associates will sign and comply with our Confidentiality Agreement. All employees will receive training on confidentiality and privacy practices.
3. Any violation of confidentiality seriously injures PIC's reputation and effectiveness and could endanger our funding. Failure to protect private health information could result in fines to employees and/or the agency reaching \$250,000 and possible imprisonment, per federal laws protecting individual's private health information.
4. No employee can discuss PIC clients with anyone who does not work for PIC, nor with fellow employees without their "need-to-know" such information to conduct business or provide services.
5. No employee can discuss individuals or families with anyone outside of the agency without a signed authorization to release information.
6. Any employee who becomes aware of anyone breaking this trust must report the matter to management immediately.
7. The following are practices employees must follow to ensure individual's rights to privacy, confidentiality and security of protected health information:
 - a. Keep offices and work areas free of personally identifiable information (names, telephone numbers, addresses, social security numbers, Medicaid numbers, etc.) that can be seen by others without the "need-to-know".
 - b. Lock computers when away from work area and position computer screens so that passers by may not view work.
 - c. When printing or faxing confidential consumer information, employees are required to attend to the printer or fax machine. Do not leave confidential information unattended on an agency printer or fax machine.
 - d. Bulletin boards must remain free of personally identifiable information.
 - e. Confidential information stored in offices must be in locked filing cabinets.
 - f. Telephone and face-to-face conversations should not be conducted as to be overheard by others without the "need-to-know".
8. No one is permitted to remove or make copies of any PIC consumer/family or employee records, reports or documents for non PIC related purposes without prior management approval.
9. PIC employees should only use devices registered to/from PIC. If using a privately owned device (laptop, tablet, smartphone), it must be approved by PIC and the employee must complete a "Bring Your Own Device" acknowledgement form and agree to the confidentiality measures.
10. Information regarding policies, practices and financial or operational systems of PIC are confidential and may be released only by or with the explicit approval of an Executive Director.
11. PIC complies with HIPAA confidentiality and privacy practices requirements.

E-mail

- 11. **Ownership and User Privacy of E-Mail**
 - a. Use of electronic mail is part of PIC’s business processes. All e-mail originating within or received in PIC is the property of PIC.
- 12. **Confidentiality of Electronic Mail**
 - a. When e-mail is used for communication of individually identifiable health or other confidential information:
 - i. A notation referring to the confidential nature of the information should be made in the subject line.
 - ii. The information is to be distributed only to those with a legitimate “need-to-know”.
 - iii. All emails containing client information or PHI should be encrypted.

Faxes

- 13. **Sending Faxes**
 - a. If information must be faxed, it must be accompanied by a fax cover page that specifies the addressee and sender and includes a confidentiality notice.
- 14. **Receiving Faxes**
 - a. In order to protect the confidentiality of consumers via documents received by fax, only PIC staff are authorized to remove information from the fax machine. Incoming documents will be removed promptly, senders will be notified of any problems and instructions noted on the cover page will be followed.
- 15. **De-identified Information**
 - a. PIC may choose to share information that has been “de-identified” with anyone, anytime, for any reason. Generally, this type of information is shared in the form of statistics for funding agents.
 - b. The following identifiers of the consumer or guardian must be removed prior to sharing information; names, addresses, dates, telephone/fax numbers, internet addresses, social security numbers, medical record numbers, account numbers, photographs or fingerprints, and any other unique identifying number, characteristic or code. The only exception to this is personally identified information that is required as part of our funding agreements. ❌ <https://picak.sharepoint.com/:u:/r/hrgen/Forms/New%20Admin%20Hire%20Forms/Signature%20forms/Current%20BYOD%20form.url?csf=1&web=1&e=esS9b6>

Texts

- 1.
 - a. When texting to or about clients/consumers, only agency approved devices should be used.
 - b. Privately owned cell/smart phones should not be used to communicate with clients unless approved by PIC and a "Bring Your Own Device (BYOD) agreement is in place.

HIPAA (Health Insurance Portability and Accountability Act)

Policy Number	606
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

It is the policy of the PIC to operate in a manner that complies with the Health Insurance Portability & Accountability Act (HIPAA).

Practice

- 1. PIC shall maintain and document policies and practices delineating staff responsibilities with respect to the privacy and security of consumer protected health information (PHI) and electronic protected health information (EPHI), in compliance with HIPAA regulations, including sanctions for privacy violations.
- 2. All employees shall be trained on HIPAA and agency practices to ensure that consumers’ confidential information (PHI) and (EPHI) is secure and protected.
- 3. PIC shall have an appointed Privacy and Security Officer whose responsibilities will include:
 - a. overseeing training; ensuring privacy and security safeguards are in place;

- b. receiving, investigation, and mitigating complaints regarding privacy;
 - c. ensuring all relevant documentation of privacy efforts are maintained for at least six years.
4. PIC is responsible for developing practices that protect electronic protected health information (EPHI) and designating physical, administrative and technological safeguards to eliminate or minimize the possibility of “Security Incidents”.
5. PIC shall enter into business associate privacy contracts with any business associates who have access to consumer and/or employee protected health information.
6. PIC shall provide all consumers with a copy of the agency’s Notice of Privacy Practices and receive written acknowledgement of receipt to be filed in consumer’s files.
7. PIC shall provide consumers with access to their protected health information (PHI) and electronic protected health information (EPHI) allow for amendment of consumer records and provide an accounting of disclosures of PHI and EPHI as requested, with some exceptions, in compliance with HIPAA regulations.

Consumer Records

1. Consumer records are maintained in a secure central location in a file. Only individuals with the “need-to-know” will have access to an individual’s file and should only access that part of the file necessary to conduct business.
2. No one is permitted to make copies of or remove from PIC premises any PIC consumer/family without parental release of information without prior approval of their supervisor. Employee records or documents may be not be released with consent of the employee or the Executive Director.

Access to and Amendment of Consumer Records

Access Right

1. PIC gives consumers access to their health and other confidential information whether PIC or our business associates hold that information and whether or not we are the source of that information.
2. The consumer may request access verbally or in writing and we will record the request in the consumer’s file. We will provide the information within 30 days of receipt of request or notify consumer of reasons for the delay. We may charge the consumer the cost of photocopying. Exceptions to this access occur rarely, such as when the information is deemed dangerous. If we feel we need to deny access, we will provide an explanation. The consumer can contest the denial at which time a third party will review the request and determine the appropriate action.

Amendment Right

1. The consumer may request verbally or in writing that we amend our records about that consumer. We will log the request in the file and reply within 60 days. We may deny the consumer request, if we were not the originators of the information or we believe the information is inaccurate.
2. When we make an amendment, we add a note to the record to indicate the change but do not delete the original information. If we deny the consumer request, then we will provide an explanation to the consumer and in the record. If the consumer contests our denial, we will document the consumer concerns in the record.

Accounting and Restrictions of Disclosures of Confidential Information

Accounting of Disclosures

The consumer has a right to receive an accounting of certain disclosures of the consumer’s protected health information. The consumer’s request may occur in writing or verbally and we will record the request in the file. We have 60 days to respond. Our accounting to the consumer will:

- Be in writing
- Include the dates of disclosure and to whom the information was sent;
- Describe what information was sent; and
- State the purpose of the disclosure.

The following disclosures are not subject to the accounting requirement:

- For treatment, payment, or healthcare operations;
- Made with the consumer authorization;

- Covered by a business associate agreement;
- For national security or intelligence purposes; or
- To correctional institutions or law enforcement officials.

Restrictions on Use and Disclosure

The consumer may request restrictions on our use or disclosure of the consumer’s protected health information beyond those restrictions already imposed by the government. We may elect to accept the restriction or not. However, if we accept the request, then we must abide by it and could only reverse our position after notifying the consumer appropriately first.

Restrictions on Communication Method

We will accommodate a request that we communicate with the consumer by alternative means, if we can practically implement such an alternative. The consumer is not required to explain why he or she wants such an alternative means of communication. Our agreement with the consumer for an alternative means of communication channel will be documented and included in the consumer’s medical record.

Harassment Free Work Environment

Policy Number	610
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC strives to maintain a workplace which promotes harmonious, productive working relationships and in which people are treated with dignity, decency and respect. We believe that discrimination and/or harassment in any form constitutes misconduct that undermines the integrity of the employment relationship.

Therefore, PIC prohibits harassment that is sexual, racial, or religious in nature or is related to anyone’s disability, gender, national origin, age, color, pregnancy, marital status, change in marital status, membership in the Uniformed Services, status as a covered veteran, or any other basis that would be in violation of any applicable federal, state, or local law. This policy applies to all employees throughout the organization and all individuals who may have contact with any employee of this organization.

Practice

1. Definition

The definition of harassment is; unwelcome verbal, non-verbal, or physical conduct that threatens, intimidates, or coerces an employee, creates a hostile working environment, or impairs an employee’s ability to perform his or her job.

2. Examples of harassment are:

- a. Verbal: Comments which are not flattering or are unwelcome regarding a person's nationality, origin, race, color, religion, gender, sexual orientation, age, body, disability, appearance, or membership in a protected class described above, epithets, slurs or negative stereotyping.
- b. Non-verbal: Distribution, display or discussion of any written or graphic material that ridicules, denigrates insults, belittles, or shows hostility or aversion toward an individual or group because of membership in a protected class described above.

3. Sexual Harassment

Sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of such conduct is used as the basis for employment decisions or such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment."

Sexual harassment includes unsolicited and/or unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when such conduct:

- a. is made explicitly or implicitly a term or condition of employment; or
- b. Is used as a basis for an employment decision; or
- c. Unreasonably interferes with an employee's work performance or creates an intimidating, hostile, or otherwise offensive environment.

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is unwelcome, that is personally offensive, and that lowers morale and therefore interferes with work effectiveness. Sexual harassment may take different forms.

4. Examples of conduct that may constitute sexual harassment are:
 - a. Verbal: Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks, and threats. Requests for any type of sexual favor (this includes repeated, unwelcome requests for dates). Verbal abuse or "kidding" which is oriented towards a prohibitive form of harassment, including that which is sex oriented and considered unwelcome.
 - b. Non-verbal: The distribution, display, or discussion of any written or graphic material including calendars, posters, and cartoons that are sexually suggestive, or show hostility toward an individual or group because of sex, suggestive or insulting sounds, leering, staring, whistling, obscene gestures, content in letters and notes, facsimiles, e-mail, that is sexual in nature.
 - c. Physical: Unwelcome, unwanted physical contact; including but not limited to, touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, forced sexual intercourse, or assault.
5. Harassment, including sexual harassment, can occur in a variety of circumstances, including but not limited to the following:
 - a. The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
 - b. The harasser can be the victim's supervisor, an agent of the agency, a supervisor in another area, a co-worker, or a non-employee.
 - c. The victim does not have to be the person harassed but could be someone unreasonably affected by the offensive conduct.
6. Unlawful harassment may occur without economic injury to or discharge of the victim.
7. PIC will not tolerate retaliation against an individual for filing a complaint of harassment or discrimination, testifying, or participating in any way in an investigation, proceeding, or litigation.

Complaint Resolution Procedure

8. The following complaint resolution procedure will be followed in order to address a complaint regarding, harassment, discrimination, or retaliation:
 - a. A person who feels harassed, discriminated or retaliated against by anyone in the work environment may initiate the complaint process by bringing their complaint to HR Manager or the Executive Directors. When reporting suspected harassment, discrimination or retaliation employees are not required to follow the Conciliation Process in Policy 730. Employees should report harassment before it becomes severe or pervasive.
 - b. If a supervisor or manager becomes aware that harassment or discrimination is occurring, either from personal observation or as a result of an employee coming forward, the supervisor or manager should immediately report it to HR Manager or an Executive Director.
 - c. Any person electing to utilize this complaint resolution procedure will be treated courteously, the problem will be handled swiftly and as confidentially as feasible in light of the need to take appropriate corrective action, and the registering of a complaint will in no way be used against the employee, nor will it have an adverse impact on the individual's employment status. While reporting such incidents might be a difficult personal experience, allowing harassment activities to continue will most certainly lead to less desirable outcomes. For that reason, employees are strongly urged to utilize this procedure.
 - d. When an employee complains about, or a supervisor reports alleged harassment, discrimination or retaliation, PIC will investigate the allegation regardless of whether it conforms to a particular format or is made in writing. However, a written complaint is preferred to clarify issues and assist the investigation.
 - e. PIC will conduct a prompt, thorough, and impartial investigation into alleged harassment.
 - f. Upon completion of the investigation, PIC will undertake immediate and appropriate corrective action, including discipline up to and including termination, whenever the Executive Director, with the advice of HR, determines that harassment has occurred. HR will inform both parties whether the investigation substantiated the complaint. If the complaint was substantiated, HR will tell the complainant whether or not disciplinary action was taken.
 - g. Either the complainant or the accused employee may contest the results of the investigation by submitting a written statement to the Executive Director. The statement should include the reason for contesting the determination. The investigation may be re-opened at the discretion of an Executive Director. If the Executive Director modifies the earlier decision, both parties will be so notified.

- h. PIC will protect the confidentiality of harassment, discrimination or retaliation allegations to the extent possible. We cannot guarantee complete confidentiality, since we cannot conduct an effective investigation without revealing certain information to the alleged harasser and potential witnesses. However, information about the allegation of harassment will be shared only with those who need to know about it. Records relating to harassment complaints will be kept confidential on the same basis.
- i. PIC provides this complaint resolution procedure in a good faith effort to eliminate harassment, discrimination, and retaliation and to respond quickly and appropriately should such behavior occur. However, PIC can only act if it is aware of the inappropriate conduct. Therefore, employees are required to follow this complaint resolution procedure in a timely manner if they feel they have been harassed, discriminated, or subjected to retaliation. Failure to comply with this procedure may be used against an employee at any proceeding outside PIC.

Responsibility:

- 9. All employees must comply with this policy. All incidents and suspected violations should be reported immediately to HR or the Executive Director.
- 10. Supervisors/managers are responsible for recognizing, preventing, and reporting harassment in their areas and to act promptly to eliminate any discrimination or harassment that exists in their areas of responsibilities.
- 11. HR has the primary responsibility for implementing this Policy. In particular, HR will respond to inquiries and complaints from management and employees regarding discrimination, sexual harassment, other harassment, or retaliation; maintain records of these inquiries and complaints as well as their resolution, and keep the Executive Director advised of the status.
- 12. Prevention is the best tool to eliminate harassment in the workplace. PIC takes the following steps to prevent harassment:
 - a. Clearly communicate to employees that harassment will not be tolerated.
 - b. Provide harassment prevention training to employees and supervisors.
 - c. Create a respectful working environment that is free from harassment.

Personal and Professional Conduct

Policy Number	620
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

In order for PIC to realize its vision and reach its goals, all employees must engage in appropriate, ethical and professional conduct while conducting PIC work. Employee conduct should inspire the confidence of consumers, families, other professionals and fellow staff. Conduct which interferes with operations, discredits the agency or is disrespectful or offensive to consumers or co-workers will not be tolerated.

Practice

Responsibility.

- 1. All employees are responsible for maintaining their personal competency and maintaining a working environment that is productive, respectful and free from all forms of harassment and violence. Employees are expected to conduct themselves in an appropriately mature and responsible manner as judged by a reasonable person at all times they are on PIC property or engaged in PIC work.

Consumer and Staff Relationships

- 2. All employees are expected to interact with and relate to consumers and their families in a respectful and professional manner in all circumstances at all times. To do so, staff must seek to understand consumers' choices, culture, beliefs and values. Employees must avoid personal relationships with consumers, which may impair professional judgment, increase the risk of harm to consumers or lead to exploitation of consumers.

Prohibited Behavior

3. Obviously, no list of prohibited or acceptable behavior can be complete. Therefore, employees are expected to conduct themselves in accordance with the above standards at all times when they are on PIC property or performing PIC work. Employees are expected to use good judgment in choosing their behavior. Specific examples of prohibited behavior are provided below. However, this list is by no means comprehensive.
- a. Physically or verbally abusing or harming others, including making threats of harm or intimidating others;
 - b. Committing fraud, waste or abuse relative to the delivery of state and/or federally funded services as set forth in the Deficit Reduction Act, the False Claims Act and other federal and state laws and regulations;
 - c. Violating any PIC rule, policy or practice;
 - d. Insubordination;
 - e. Engaging in activity that endangers the life or safety of themselves or others;
 - f. Willfully or negligently damaging or stealing the property of PIC, another employee or a consumer;
 - g. Dishonesty;
 - h. Inappropriately disclosing confidential or proprietary information about PIC, another employee or a consumer;
 - i. Physically, financially, emotionally or sexually abusing a consumer;
 - j. Sexual relationships with consumers are prohibited;
 - k. Engaging in conduct which creates discord or interferes with another employee’s ability to perform their job;
 - l. Obscene or abusive language;
 - m. Careless or negligent job performance;
 - n. Creating unsanitary conditions.

Enforcement

- 4. PIC reserves the right to search any item on agency property or being used for agency work at any time without consent. Employees have no expectation of privacy while on agency property or conducting agency work.
- 5. PIC reserves the right to search unlocked and/or publicly used agency property at any time without consent. PIC may request a search of personal property at the worksite or locked agency property assigned to an individual if there is reasonable suspicion that evidence of illegal or prohibited activities resides therein. Refusal of such a request may result in disciplinary action up to and including termination.
- 6. PIC may take disciplinary action against employees whose conduct violates this or other PIC policies and practices. See Disciplinary Policy #294.
- 7. For discussion of weapons in the workplace, please see the Weapons Policy # 760. For discussion of harassment, please see the Harassment Free Work Environment Policy #610.

Corporate Integrity

Policy Number	621
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC requires its directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities within the agency. As representatives of PIC, we must practice honesty and integrity in fulfilling our responsibilities and must comply with all state and federal laws and regulations including the prevention and detection of fraud, waste, and abuse. Examples of state and federal regulations include but are not limited to Title VI of the Civil Rights Act, The Health Insurance Portability and Accountability Act (HIPAA), the Deficit Reduction Act (DRA), and the Federal False Claims Act.

Practice

- 1. **Reporting Responsibility**
 - a. It is the responsibility of all employees to report any action or suspected action taken within PIC that is illegal, unethical or violates any adopted policy of PIC.

- b. Anyone reporting a violation must act in good faith, without malice to the agency or any individual in the organization and have reasonable grounds for believing that the information shared in the report indicates that a violation has occurred. A person who makes a report does not have to prove that a violation has occurred. However, any report that the reporter has made maliciously, or any report that the reporter has good reason to believe is false, will be viewed as a serious disciplinary offense.
2. **No Retaliation**
- a. No employee who in good faith reports a violation or who, in good faith, cooperates in the investigation of a violation shall suffer harassment, retaliation or adverse employment consequences.
 - b. Any individual within the agency who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment or volunteer status. If you believe that an individual who has made a good faith report of a violation or who has, in good faith, cooperated in the investigation of a violation is suffering harassment, retaliation or adverse employment consequences, please contact the Compliance Officer.
3. **Reporting Violations**
- a. PIC maintains an open-door policy and suggests employees share questions, concerns, or complaints with someone who can address them properly. In most cases, an employee’s supervisor is in the best position to address an area of concern. However, employees who are not comfortable speaking with their supervisor or are not satisfied with their supervisor’s response are encouraged to speak with the Deputy Director or anyone in management the employee is comfortable approaching.
 - b. Supervisors and managers are required to notify the Executive Director of every report of a violation. The Executive Director has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following PIC’s open-door policy, individuals should contact the Executive Director directly.
4. **Compliance Officer**
- a. The Executive Director will serve as PIC’s Compliance Officer.
 - b. Responsibilities include; investigating all reported violations and for causing appropriate corrective action to be taken if warranted by the investigation.
 - c. The Executive Committee of the board of directors is responsible for addressing all reported concerns or complaints of violations relating to corporate accounting practices, internal controls or audits. Therefore, the Compliance Officer must immediately notify the Executive committee of any such concern or complaint.
 - d. The PIC Compliance Officer has direct access to the board of directors and is required to report to the board of directors at least annually on compliance activity.

Document Retention

Policy Number	622
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC to retain all records for the time periods specified by Federal, State and other regulatory agencies.

Practice

All PIC records are important assets and include essentially all records produced by employees, whether paper or electronic.

PIC and/or regulatory agencies may establish retention/destruction policies or schedules for specific categories of records in order to ensure legal compliance. Failure to retain those records for minimum periods could subject the employee and the agency to penalties and fines, cause the loss of rights, obstruct justice, spoil potential evidence in a lawsuit, place the agency in contempt of court or seriously disadvantage the agency in litigation.

PIC expects all employees to fully comply with all with all PIC records retention/destruction policies and schedules. All employees must abide by the following general exception to any stated destruction schedule: **If you believe, or the agency informs you that agency records are relevant to**

litigation, or potential litigation (i.e., a dispute that could result in litigation), then you must preserve those records, until it is determined that the records are no longer needed. This exception supersedes any previously or subsequently established retention/destruction schedule for those records.

Personnel records will be retained for 7 years after termination from the agency. An electronic accounting of terminated employees will be kept that includes name, date of hire, position held, and date of termination.

Financial records will be kept for 4 years after the close of a fiscal year.

Billing records (daily batches) will be kept for 7 years.

Client records will be retained for 7 years past majority or until a child is 28 years old.

Employees must not destroy agency records other than as allowed within the retention/destruction schedule.

Conflict of Interest

Policy Number	623
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is in the best interest of PIC to be aware of and properly manage all conflicts of interest and appearances of a conflict of interest. A conflict of interest arises when a staff member has a personal interest that conflicts with the interest of PIC or in situations where a staff member has divided loyalties (also known a “duality of interest”). It is the duty of all staff to: be aware of this policy; identify conflicts of interest or situations that may result in the appearance of a conflict; and disclose these circumstances to (i) the employee’s supervisor (ii) the Deputy Director/Human Resources. Situations or transactions arising out of a conflict of interest can result in either inappropriate financial gain or the appearance of a lack of integrity in PIC’s decision-making process. Both results are damaging to PIC and are to be avoided.

Practice

- For purposes of this policy, the following circumstances shall be deemed to create a Conflict of Interest:
 - An employee or family member of an employee is a party to a contract, or involved in a transaction with PIC for goods or services.
 - An employee or a family member of an employee engaged in some capacity or has a material financial interest in a business or enterprise that competes with PIC.
 - An employee or family member of an employee has a material financial interest in a transaction between PIC and an entity in which the employee of a family member of the foregoing is a director, officer, agent, partner, associate, employee, trustee, personal representative, receiver, guardian, custodian or other legal representative.
 - An employee shall not provide therapy or related services outside of his or her employment with PIC to any child residing in the agency’s service region who is at the time of such service is three years of age or younger, or enrolled for services. An employee shall not directly or indirectly solicit employment outside of PIC from the families of those children. Employees may not work for another employer if that employment creates a conflict of interest with their work at PIC or interferes with their ability to properly perform their job duties at PIC.
 - PIC expects its employees to avoid all actual or potential conflicts of interest including influencing any decision from which an employee or an employee’s relative may realize personal gain or benefit. Further, Employees must not work with their loyalty divided between PIC and some other organization or person.
 - Employees are encouraged to serve on community committees and boards. However, it is the policy of PIC that political activity on the part of the employee must not be done during scheduled work hours or at the location of employment. Political activity on the part of the employee outside working hours or the workplace must not suggest any endorsement whatsoever by PIC. No person may require any assessment, subscriptions, contributions or service for any political party from any employee.
- When the conflict involves a decision-maker, the person with the conflict (“interested party”):
 - must fully disclose the conflict to all other decision-makers;

- ii. may not be involved in the decision of what action to take but may serve as a resource to provide other decision-makers with needed information.
 - iii. Staff should disclose to their supervisor, department manager, or executive director as soon as the person is aware of a conflict, potential conflict or appearance of conflict. Staff will complete a Conflict of Interest form to disclose their potential conflict to the agency.
 - iv. In some cases, the person with the conflict may be asked to recuse him/hers from sensitive discussion so as not to unduly influence the discussion of the conflict
 - v. In all cases, decisions involving a conflict will be made only by disinterested persons.
3. The Executive Directors will monitor proposed or ongoing transactions of the organization (e.g., contracts with vendors and collaborations with third parties) for conflicts of interest and disclose them to the Board and Staff, as appropriate, whether discovered before or after the transaction has occurred.

Gifts, Gratuities and Entertainment

Accepting gifts, entertainment or other favors from individuals or entities can also result in a conflict or duality of interest when the party providing the gift, entertainment, favor does so under circumstances where it might be inferred that such action was intended to influence or possibly would influence the interested person in the performance of his or her duties. This does not preclude the acceptance of items or entertainment of nominal or insignificant value, which are not related to any particular transaction or activity of PIC.

Definitions:

- 4. A “Family Member” is a spouse, parent, child or spouse of a child, brother, sister or spouse of a brother or sister, of an interested person.
- 5. A “Material Financial Interest” in an entity is a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an Interested Person or Family Member’s judgment with respect to transactions to which the entity is a party.
- 6. A “Contract or Transaction” is any agreement or relationship involving the sale or purchase of goods or services, the providing or receipt of a loan or grant, the establishment of any other type of financial relationship, or the exercise of control over another organization. The making of a gift to PIC is not a Contract or Transaction.

Dress and Appearance Standard

Policy Number	630
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC’s public image is very important to its missions and the dress and appearance of its employees can greatly impact that image. Therefore, all employees are required to maintain a professional appearance that is neat, clean and consistent with the job and tasks being performed.

Practice

- 1. Employees must maintain a neat and clean appearance that is professional and appropriate for the activities in which they will engage during the workday.
- 2. Extreme appearance that is not consistent with PIC’s image or the employee’s activities must be avoided. We cannot give examples of all such extreme appearance. However, following are some examples that may be used for guidance:
 - a. Offensive or inappropriate tattoos,
 - b. Excessive body piercings,
 - c. Extreme hairstyles or colors,
 - d. Clothes with offensive or political images or statements,
 - e. Fragrances,
 - f. Open toed shoes when providing consumer care or when otherwise unsafe,
 - g. Provocative clothes.

- 3. Supervisors, in consultation with management, will make any final decisions regarding employee dress and appearance. A supervisor may send an employee home to change, require tattoos or body piercings be covered or body piercings removed if an employee is in violation of this policy.
- 4. Many consumers and coworkers have respiratory challenges. Please be sensitive to others and avoid strong fragrances while working, including perfume, cologne, hair spray, scented lotions, air fresheners and other scented products.

Contagious Disease Policy

Policy Number	640
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	12/13/21

Policy

PIC may require physical examinations, tests, and immunizations of its employees as dictated by the needs of the agency, the health and safety of its clients and employees and laws and regulations.

Practice

Employee Responsibility:

Employees will sign in/out when in office.

Employees are expected to maintain good physical health and to practice preventive health care.

If an employee develops any infection or contagious condition that may reasonably have a negative impact on others, the employee must immediately report that fact to their supervisor or HR so that appropriate action may be taken to guard against the spread of the condition.

Employer Responsibility:

Maintain in office attendance records to aid in contact tracing if necessary.

Records of vaccinations, exposure and evaluations will be maintained in employee’s confidential medical file.

Required tests and immunizations:

- 1. Periodic TB Testing

Employees must participate in TB testing as required by law and regulation and provide written documentation of the results to Human Resources.

- 2. Measles vaccination (MMR) is required for all staff working directly with children. All direct service must demonstrate proof of MMR vaccination prior to initiating employment at PIC or titer for Measles with a result indicating has been vaccinated for the disease and has active antibodies.
- 3. Covid-19 vaccines and boosters are required for all staff at PIC. Exemptions for medical or religious reasons are permitted. Staff requesting an exemption would request through Human Resources.

Recommended tests and immunizations:

- 1. Pertussis/Tetanus (DTaP) vaccinations are recommended for all staff.
- 2. Hepatitis B vaccination series is recommended to employees working directly with clients.
- 3. Annual Flu vaccinations are recommended due the high-risk population of PIC clients.

HR is responsible for monitoring compliance. Test results will be maintained in the employee’s confidential medical file.

Substance Abuse

Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

PIC is committed to providing and maintaining a workplace free from alcohol, illegal drugs or other intoxicating substances that may affect job performance). PIC also complies with the Federal Drug Free Workplace Act. PIC may require an employee to submit to appropriate testing if there is reasonable suspicion that they are violating this policy or in the case of a work related accident. All alcohol and drug testing will be conducted in accordance with A.S. 23.10.600 et. al. seq

Practice

On-the-Job

1. It is a violation of PIC policy for any employee to use, purchase, manufacture, transfer, possess, be under the influence of, or distribute alcohol or any illegal drug while performing PIC related job duties, either on or off PIC premises.

Legal Medication

2. It is a violation of PIC's policy for any employee to use prescription or over the counter medication in an illegal manner.
3. If an employee is taking any over-the-counter or prescribed medication, the employee should consult the prescribing medical professional to determine whether the drug may reasonably have an adverse effect on his or her personal safety or job performance while at work.
 - a. If the effects of the medication could reasonably pose a danger or affect judgment, the employee should make his or her supervisor or Human Resources aware of this condition.
 - b. Reasonable efforts will be made to adjust the worker's duties until full, effective, and safe work activities can be resumed.
 - c. If alternate duties are not available, the employee may be subject to provisions of the leave policy.

Drug and Alcohol Testing

4. PIC reserves the right to require a drug and alcohol screening test when there is reasonable suspicion to believe that an employee is under the influence of alcohol or illegal drugs or illegally using prescription medication while at work or on work premises. The test may be required based on the recommendation of the Executive Director to make that determination.

Substances Tested and Reported

5. PIC may require testing for
 - a. Marijuana,
 - b. Cocaine,
 - c. Opiates,
 - d. Alternate Opiates,
 - e. Amphetamines,
 - f. Alternate Amphetamines,
 - g. PCP,
 - h. Barbiturates,
 - i. Benzodiazepines
 - j. and Alcohol.

Refusal to Test, Adulterated or Diluted Samples

6. An employee's refusal to test when required to do so will be treated the same as a positive test. The passage of more than 120 minutes between being notified to take a test and arriving at the collection site will be considered a refusal to test.
7. An adulterated sample will be treated the same as a positive test.

- 8. A diluted sample will result in an immediate re-test.

Waiting for Results

- 9. After being tested, the employee will be placed on unpaid leave of absence pending the test results.
 - a. If the test results come back negative, the employee will be paid for the loss of scheduled work.
 - b. If the test results come back positive, the employee will not be paid for time loss from work and their employment will be terminated.

Privacy and Rehabilitation

- 10. To protect the rights of PIC as well as that of the employee, PIC will take reasonable measures to safeguard the privacy of employees in connection with this policy, including storing test results in a locked environment and maintaining the confidentiality of employees who come forward to discuss alcohol or drug use affecting them.
- 11. Neither PIC, nor any of its supervisors/managers or other personnel, shall disclose any information regarding the fact of testing or test results to any other employee except supervisors or managers on a need to know basis.
- 12. An employee who needs help due to the use of drugs and alcohol is encouraged to voluntarily seek help.
 - a. PIC will cooperate in rehabilitation to the greatest extent reasonably possible, although an employee may still be subject to disciplinary action for unacceptable behavior or policy violations at work.
 - b. The employees' continued employment may be contingent upon further drug or alcohol testing with negative results.

Compliance with State Law

- 13. PIC complies with all terms and conditions of drug and alcohol testing set out in AS 23.10.600 et. seq.
- 14. Employees may request a copy of the test results within 6 months of the test date by submitting a written request to HR.
- 15. Within 10 days of a positive test result, an employee may request an opportunity to explain the result to a Medical Review Officer at the testing agency or to PIC by submitting a written request to HR.

Education Program

- 16. PIC will educate and train its management and supervisors to identify problems and symptoms of drug and alcohol abuse to meet the objective of this policy. PIC will establish and implement a program to inform employees about:
 - a. The dangers of drug and alcohol abuse.
 - b. PIC's policy of maintaining a drug-free environment.
 - c. Penalties for violations of this policy.

Reporting conviction of illegal drug activity

- 17. Any employee who is convicted of illegal drug activity, either on or off the job, must report that conviction to HR within 3 days of the conviction. Such a conviction may be considered to be in violation of this policy. In deciding what action to take, PIC will take into consideration
 - a. the nature of the offense charged,
 - b. the employee's present job assignment,
 - c. the employee's record with PIC,
 - d. the disposition of the charge by law enforcement officials or the courts, and
 - e. other factors, including the impact of the offense charged upon the conduct of PIC business.

Use of PIC Property

Policy Number	660
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	6/6/22

Policy

It is the policy of PIC to regulate the use of all agency owned property including but not limited to, computers, office supplies, equipment, communication systems, vehicles and inventory to avoid misuse or theft and to protect the confidentiality, integrity and accessibility of PIC's and its consumer's information. Misuse of PIC property is detrimental to consumers and the agency.

Practice

Telephone Systems General

1. The primary function of all PIC provided telephone systems is to support agency business. Limited, occasional, or incidental use of PIC's telephone systems by employees for personal purposes is acceptable as long it is reasonable, not detrimental to the functions of PIC and not discriminatory, harassing, abusive, derogatory or threatening, illegal, or otherwise contrary to PIC's policies or business interests.
2. Employees may not use PIC telephones in any manner that increases the cost to PIC for their personal use.
3. PIC reserves the right to monitor any PIC telephone use and employees have no expectation of privacy as to their use of PIC telephone systems.

E-Mail and all computer based communication

1. The primary function of all PIC provided e-mail and computer based communication is to support agency business. Limited, occasional, or incidental use of PIC's computer based communication systems by employees for personal purposes is acceptable as long it is reasonable, not detrimental to the functions of PIC and not discriminatory, harassing, abusive, derogatory or threatening, illegal, or otherwise contrary to PIC's policies, security or business interests.
2. Employees may not use PIC's computer based communication system to promote or solicit any commercial venture, religious or political cause.
3. Employees may not use PIC's computer based communication system to send unauthorized proprietary or confidential information or similar materials without prior authorization from their supervisor.
4. Employees may not join list serves, chat groups, blogs or similar electronic communication systems on the PIC email or computer system as a representative of PIC without prior authorization from their supervisor. Employees who participate in these systems must comply with all PIC's policies and agreements, including any on ethics, code of conduct, confidentiality and discrimination/harassment.
5. PIC's computer based communication system, including hardware, software and any stored data is the property of PIC. **PIC reserves the right to access, review, monitor and disclose any PIC email content and system use and employees have no expectation of privacy as to their use of PIC e-mail system.**

Web access

1. The primary function of access to web sites on PIC's computers is to support agency business. Limited, occasional, or incidental access to web sites on PIC's computers by employees for personal purposes is acceptable as long it is reasonable, not detrimental to the functions of PIC and is not used to access discriminatory, harassing, abusive, derogatory or threatening, illegal information or any other information contrary to PIC's policies, security or business interests.

General Computer Use

1. Storage of personal files on an employee's PIC computer is acceptable only if it is not detrimental to PIC's use of the computer.
2. Employees must follow all IT policies including policies regarding deleting and backing up information, downloading programs, etiquette, virus protection and scans, changing settings, passwords, confidentiality and HIPPA requirements, transferring data to or from portable or private portable media and destruction procedures.

Laptops, PDA's, Blackberries and other portable electronic devices

1. Employees are responsible for any laptop, PDA, Blackberry or other portable electronic device assigned to them and must follow all practices established by the IT department for its use.
 1. Never leave a device unattended in at car or public place.
 2. PIC staff will secure devices and will be treated with reasonable care such as protected from extreme heat or cold
 3. PIC staff will report immediately if a device is lost or stolen.

All Agency Property and Equipment

1. All PIC workplace property, equipment and supplies are agency property. All employees must use agency property and equipment safely and properly. Any personal use of PIC equipment or supplies, other than that described above, must be approved by the Executive Director.

Motor Vehicle Usage and Drivers Safety

Policy Number	670
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23
Last Updated	6/27/25

Policy

It is the policy of PIC to safeguard the lives and well-being of its employees, consumers and the public and to protect property by requiring that all motor vehicles be operated on behalf of the agency in a safe, responsible manner and in accordance with local, state and federal laws and regulations.

Practice

Driver Qualifications

1. An employee may only operate a motor vehicle on behalf of PIC if he or she:
 - a. Is acting at the direction and with the permission of the Agency; and
 - b. Meets all insurance requirements including age and experience; and
 - c. Holds a valid driver's license; and
 - d. Has an acceptable driving record.

Unacceptable Driving Records

2. Employees will be required to submit copies of his or her driving history as requested. Employees may not operate agency vehicles or their own personal motor vehicle for agency business if they have an unacceptable driving record.
 - a. An unacceptable driving record is defined as a driving record that indicates the driver poses an unreasonable risk to employees, consumers or the public including, but not necessarily limited to, a conviction for any of the following violations within the prior 5 years:
 - i. Impaired driving while under the influence of drugs, alcohol or a controlled substance or prescription medication; or
 - ii. Refusal to submit to a breathalyzer test; or
 - iii. A second violation for reckless driving or careless driving; or
 - iv. Leaving the scene of an accident; or
 - v. Driving with a revoked driver's license.
 - vi. Other driving convictions may also result in driving restrictions.
3. A current employee who is charged with any of the offenses listed above may not operate an agency vehicle or their own personal motor vehicles for agency business pending resolution of the charge.

Exceptions

4. The Executive Director may include driving restrictions when it is in the best interest of PIC.

Reporting Violations

5. Employees operating their own personal motor vehicles for agency business are required to promptly report all motor vehicle violations to their immediate supervisor whether or not the violation is work related that result in their ability to maintain the required insurance to Human Resources. Human Resources will be responsible for documenting reported motor vehicle violations in the employee's personnel file and discussing with the Executive Director to decide whether or not an exception is able to be granted. Exceptions may be considered when driving is not in the employee's job duties.

6. Employees are not permitted, under any circumstances to operate personal vehicle for agency business, when any physical or mental condition affects his or her ability to drive safely. This prohibition includes, but is not limited to, circumstances in which an employee is temporarily unable to operate a vehicle safely or legally due to any of the following conditions:
 - a. illness,
 - b. injury,
 - c. medication(s),
 - d. emotional conditions,
 - e. intoxication or
 - f. any other circumstance that may impair an employees' ability to drive.

Employees are cautioned to follow label warnings and medical advice regarding driving while using medications.

7. **Employees may only use hands-free cell phones or other mobile communication devices while driving any vehicle for PIC business. This includes, but is not necessarily limited to cell phones, mobile phones, Blackberries, PDA's and laptop computers. However, studies indicate that talking on cell phones, even hands-free is distracting and creates a hazard.**
8. While operating a personal vehicle on agency business, employees must obey all traffic rules, drive safely and report any accidents in accordance with this policy.

Accidents

9. In the event of an accident while driving her or his own personal vehicle on agency business, the employee must:
 - a. Report the accident to the Alaska State Troopers, Anchorage Police Department, or local police and then their supervisor, regardless of the amount of damage sustained.
 - b. Decline from signing or making any statements regarding responsibility or fault for the accident except to public safety personnel, PIC supervisor, claims adjustor or an attorney for PIC's insurance company.
 - c. Obtain names, addresses, phone numbers, license numbers and insurance company contact information of the other drivers involved and the phone number of the public safety officer.
 - d. Complete any state required accident (crash) report form and timely file any required Certificate of Insurance with police department where the accident report will be prepared.

Return to work after an Accident

10. An employee will complete the Incident Report as soon as possible and no later than 24 hours after the incident. The incident report will be reviewed by HR and the Executive Director. The reviewer will temporarily authorize or deny authorization for the employee to continue driving.
 - a. If the employee is not allowed to continue driving on behalf of PIC, the Executive Director will determine what steps should be taken by the employee to resume driving for PIC.

Auto Insurance

12. Employees who use personal vehicles for work purposes must meet the motor vehicle insurance policy requirements State of Alaska and are required to meet auto insurance policy limits of \$100,000/\$300,000 bodily injury and \$50,000 property damage.
 - a. Employees who use personal vehicles for work purposes must show proof of motor vehicle insurance coverage at the time of hire. Proof of insurance information will be treated confidentially and will be maintained in the employee's personnel file.
 - b. Employees are also required to inform their supervisor immediately should his/her required motor insurance coverage lapse, be suspended or terminated. Failure to do so may result in disciplinary action.
 - c. Periodically, employee driving records may be requested by HR from the Division of Motor Vehicles, for submission to PIC's insurer. Employees will be notified when this occurs and required to sign a release of their DMV records.

Mileage Reimbursement

13. PIC employees who use a personal vehicle for approved business purposes will receive mileage reimbursement for actual mileage incurred for job related travel.

- a. The rate of reimbursement will be set by the Executive Director.
- b. This reimbursement is to assist with the costs of operating and maintaining a vehicle, such as gasoline, oil, depreciation, and insurance.
- c. We will not accept or pay any mileage reimbursement claims that are submitted later than 6 consecutive pay periods, or 30 days after the close of the fiscal year, whichever comes first.
- d. Employees seeking reimbursement must have a valid drivers license and current proof of insurance in their personnel file.

Vehicle Safety

- 14. Employees may only drive a personal vehicle for agency purposes if that vehicle is in good and safe driving condition.
- 15. The driver of the vehicle is responsible for ensuring that safety belts are operable and properly worn by drivers and passengers in all vehicles used for agency business.

Others in the Vehicle

- 16. Generally, only PIC employees should be transported in personal vehicles for PIC related purposes or during delivery of agency services.
 - a. The Executive Director may grant exceptions to this policy when it is in the interest of the agency to do so.

Parking

- 17. Employees operating motor vehicles for agency business shall be reimbursed for parking expenses incurred, provided expenses are at least two dollars (\$2.00) and a written receipt is submitted.

Discipline

- 18. Employees who fail to comply with this policy are subject to disciplinary action up to and including termination of employment.

Safety and Infection Control Program

Policy Number	680
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

It is the policy of PIC to safeguard the lives and well being of others; to protect the property of the agency and to assure that adequate guidelines and controls exist which will aid in prevention of illness and accidents.

Practice

Safety and infection control is everybody’s business. Safety is to be given primary importance in every aspect of planning and performing all PIC activities. To promote safety awareness, PIC has developed an internal safety program consisting of the safety and infection control committee, safety training, incident reporting and recordkeeping.

Safety/Infection Control Committee

The safety committee is a group of employees and at least one member of management staff.

- a. The committee’s primary function is to aid and advise management and agency personnel on matters of safety.
- b. The safety/infection control committee is responsible for overseeing safety program activities such as facility safety, safety training and safety awareness to create an active interest in safety for personnel and consumers.
- c. The safety/infection control committee meets on a quarterly basis with minutes to be posted for all personnel.
- d. Special meetings are arranged on an as needed basis.
- e. Subcommittees are formed as needed to address specific areas that need more attention such as safety awareness, etc. These committees report to the overall safety/infection control committee at the regularly scheduled quarterly safety committee meetings.
- f. Safety/infection control committee members are responsible for providing a safety committee report at staff meetings.

- g. HR or designee report the number and type of incidents to the safety/infection control committee quarterly to determine trends; reoccurring problems and identification of needed control measures.
- h. At least annually, the safety committee reviews areas of safety training (i.e. drivers safety, proper lifting techniques, hand washing, universal precautions, etc.) that is provided to PIC employees, to determine changes or additions needed.
- i. Periodic fire drills are scheduled and performed by the safety committee.

Personal Cell Phone Stipend

Policy Number	681
Board Approval Date	7/13/13
Effective Date	7/13/13
Revision Date	1/25/18

Policy

PIC requires cell phones for the use of employees who have jobs that necessitate frequent absences from their offices and whose jobs depend on regular communication with their supervisors, staff and office personnel.

Practice

- Criteria for required cell phone are as follows:
 - a. Job responsibilities that require a quick response time, i.e., responsible for young children and potential personal safety issues.
 - b. Need to travel in the performance of the job.
 - c. Key administrative personnel who need to be available to staff not only during traditional work hours but outside of typical hours of operation.
- Cell phone usage has become universal in today’s world. Therefore, PIC will support individual’s use of private cell phones for work purposes by providing a cell phone stipend. The amount of the stipend will be determined by the Executive Director and be paid monthly.
- Full time or 1.0 FTE employed staff who are required to have a cell phone will receive the full amount of the stipend. Staff who work less than 1.0 FTE will receive the stipend prorated by their FTE status.
- Any changes to an individual’s cell phone contract must be updated by completing a new stipend request.
- All staff using personal electronic devices including smart phones must sign a Bring Your Own Device form.
- Application Process
 - a. Direct service and key administrative staff will complete application for Cell Phone Stipend.
 - b. The application will be approved as meeting the criteria by the Executive Director or designee.
 - c. Direct service and key administrative staff who are issued a PIC cell phone, are not eligible for a cell phone stipend.
- Selection Process
 - a. All applicants whose job description indicates direct service duties that include home-based service delivery will be eligible for the stipend.
 - b. Staff will complete the application or request annually by June 15th of each year to receive the stipend.

Work Related Injury or Illness

Policy Number	690
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	5/13/21

Policy

PIC is concerned about the health and well-being of its employees. Workers Compensation is provided for all persons employed with PIC at no cost to employees. PIC will assist employees with reporting work related illnesses and injuries in a timely manner.

Practice

- 1. For the purpose of this policy a work-related injury or illness is defined in the State of Alaska Workers' Compensation Laws or other another state when remote workplace practices are appropriate.
- 2. If an employee is injured while working or becomes ill resulting from work, they should obtain needed first aid or medical care immediately.
- 3. Employees must report any injuries or illnesses that result from work to their supervisor immediately and to HR within one business day using the appropriate PIC Incident Form.
- 4. The supervisor is responsible for taking immediate actions needed to prevent further injury to that employee or any other employee.
- 5. Employees must cooperate with all investigations and completing documentation related to any work-related illness or injury.
- 6. Employees must submit a work statement from their medical provider each time their work status changes or expires. This statement must be submitted to HR within one working day of preparation.

Reporting Suspected Child Abuse or Neglect

Policy Number	710
Board Approval Date	12/2/10
Effective Date	3/1/11

Policy

It is the policy of PIC for employees to comply with the reporting requirements of Alaska Statutes AS47.17, which require the reporting of known and suspected instances of child physical abuse, neglect, or sexual abuse. Employees of PIC are mandatory reporters to the Office of Children's Services.

Practice

- 1. A PIC employee who, in the performance of her or his professional duties, has reasonable cause to suspect that a child has suffered harm as a result of abuse or neglect must report the information within 24-hours to the Department of Health and Social Services, Office of Children's Services (OCS). The reporting employee shall also be responsible for providing written documentation of the report to OCS by noting the report in the child's file.
- 2. If a child is in imminent danger and the employee is unable to contact OCS immediately, they must contact a local law enforcement agency.
- 3. As mandatory reporters, employees that fail to report suspected abuse or neglect are guilty of a class A misdemeanor.
- 4. In addition, employees must contact their supervisor or next available member of the management team and file a PIC Incident Report within 24 hours or within the next business day of the OCS report.
- 5. The role of management staff is to provide support to employees during what may be a difficult referral. This support is provided by; listening carefully to employee concerns, documenting specific facts, providing emotional support and assisting with follow up collaboration with other agencies, if appropriate.
- 6. Employees are encouraged to also report cases that come to their attention in their nonprofessional capacities.
- 7. **Examples of child abuse or neglect:**
 - a. **Physical injury** that harms or threatens a child's health and welfare.
 - b. **Failure to care for a child**, including the neglect of the necessary physical (food, shelter, clothing, and medical attention), emotional, mental and social needs.
 - c. **Sexual abuse**, including molestation or incest.
 - d. **Sexual exploitation**, including permit-ting or encouraging prostitution or child pornography.
 - e. Child at risk of sexual abuse due to inadequate supervision.
 - f. **Mental injury** – an injury to the emotional wellbeing, or intellectual, or psychological capacity of a child's ability to function in a developmentally appropriate manner.
 - g. **Maltreatment** – a child has suffered substantial harm as a result of abuse or neglect due to an act or omission not necessarily committed by the child's parent, custodian, or guardian.
 - h. **Domestic violence** – when a child is present in the home and in danger of mental injury.
 - i. **Substance Abuse** – where the active caregiver is impaired and there is reasonable cause to suspect that a child has suffered harm.

Reporting Consumer Related Emergencies

Policy Number	720
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC that consumer related emergencies/critical incidents, such as medical emergencies and/or injuries., be reported without delay and in compliance with State of Alaska requirements.

Practice

An employee shall immediately verbally report his/her awareness or reasonable suspicion of the occurrence of a consumer related emergency/ critical incident to his/her immediate supervisor.

If the employee's immediate supervisor is not available, then the employee shall verbally notify the next available member of the management team. A critical incident is any event in which the child or other during the intervention sustained an injury or possible injury while participating in services with PIC provider.

1. Within 24 hours of the emergency/critical incident, the employee shall complete and submit an PIC Incident Report to the Deputy Director who will pass to HR if incident involves an injury or accident.
2. HR is responsible for documenting and following up on the incident internally with involved parties and reporting to the Executive Director. The Executive Director is responsible for documenting and following up on the incident with the appropriate agency and the consumer’s legal guardian, if any.
3. The original report and follow up activities shall be placed in the incident report file with the Deputy Director.

The role of management staff is to provide support to employees during what may be a difficult situation. This support is provided by listening carefully to employee concerns, documenting specific facts, assuring timely completion of all reports, providing emotional support and assisting with follow up with other agencies, if appropriate.

Conciliation Process

Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

The policies, procedures, rules and practices of PIC are designed to benefit the consumers, service providers, employees and the organization. The Executive Director and Supervisors are responsible for applying and enforcing them consistently and fairly. Employees who believe there has been a violation, misinterpretation or unfair application of a policy, procedure, rule or practice may question that application through a conciliation process.

Practice

No Retaliation

Employees who pursue the conciliation process will not be discriminated against, retaliated against or suffer any reprisal for using the conciliation process.

1. **Steps**

- a. An employee may bring into this process an allegation of a specific violation, misinterpretation or misapplication of a specific policy, procedure, rule or practice of PIC that has negatively affected them.
 - b. Vague or general charges of “unfairness” that are not supported by allegations of specific fact will not be processed under this procedure.
 - c. The conciliation process encourages resolution at the lowest level and following the chain of command by consisting of the following three steps.
2. **Step One**
- a. Employees should arrange a meeting with their supervisor to discuss the problem or concern as soon as possible, but no later than 30 calendar days from the alleged violation.
3. **Step Two**
- a. If the meeting with the supervisor does not reconcile the problem or concern, the employee may submit her or his concern in writing to HR within 10 days of the meeting with the supervisor.
 - b. HR will meet with the employee to discuss the problem or concern within 10 working days.
4. **Step Three**
- a. If the meeting with the HR does not reconcile the problem or concern, the employee may submit her or his concern in writing to the Executive Director within 10 days of the meeting with the Manager.
 - b. The Executive Director will meet with the employee and make a written decision within 10 working days.
 - c. The decision of the Executive Director concerning the grievance is final, except in the case if a substantial claim of discrimination that involves adverse action unlawful under state, federal, or local law.

An Executive Director may extend a deadline for any reason beneficial to the agency.

Appearance as a Witness for PIC Matters

Policy Number	740
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

It is the policy of PIC to cooperate with the administration of justice. It is also the policy of PIC to preserve confidential information regarding its consumers, and to comply with confidentiality requirements of state and federal law and its grants, to avoid the appearance of partiality among its consumers and their families.

Practice

1. Witness in Legal Proceedings
- a. Any full-time or part-time employee who is subpoenaed to appear, testify or give a deposition on any matter concerning or involving PIC will be paid her or his regular rate of pay for time spent appearing, testifying or being deposed.
 - b. Any witness payment received by an employee from other sources for appearing, testifying or being deposited on a matter concerning or involving PIC will be transferred to PIC by the employee.
 - c. Any employee who appears, testifies or gives deposition in matters not concerning or involving PIC will not be paid for time spent during such appearances whether or not under subpoena. Employees who receive a subpoena to appear must notify their supervisor as soon as possible.
 - d. PIC will not penalize or threaten to penalize a victim of any crime because the victim is subpoenaed or requested by the prosecuting attorney to attend a court proceeding for the purpose of giving testimony. In this subsection, "penalize" means to take action affecting the employment status, wages, and benefits payable to the victim, including:
 - i. demotion or suspension;
 - ii. dismissal from employment; and
 - iii. loss of pay or benefits, except pay and benefits that are directly attributable to the victim's absence from employment to attend the court proceeding.

- 2. If an employee or volunteer is asked or subpoenaed to appear, testify or give a deposition on any matter that may concern or involve PIC, that person shall contact his or her immediate supervisor and advise them of the request or subpoena.
- 3. The immediate supervisor shall ensure that the employee or volunteer receives guidance regarding confidentiality requirements and PIC policies that may apply to the situation such as confidentiality. The supervisor shall also provide guidance concerning the employee or volunteer’s authority to make representations of PIC or to assume any additional services, duties or responsibilities for PIC.
- 4. This policy applies on any matter that may concern or involve PIC. This includes but is not limited to situations in which an employee or volunteer is asked or subpoenaed to appear, testify or give a deposition:
 - a. as an expert witness, in an area of expertise for which he or she is employed by PIC; or
 - b. regarding consumers of PIC; or
 - c. regarding information learned in the course of his or her employment with PIC; or
 - d. to represent PIC; or to represent the policies and attitudes of PIC, as for example, whether PIC would provide services as a third-party custodian for bail release, or
 - e. would supervise visitation in a custody action.
- 5. This policy does NOT apply when requested or subpoenaed to appear in a private matter that does not in any way involve PIC.
- 6. If the Executive Director, Manager, or employee is asked or subpoenaed to testify, the employee shall re-familiarize himself or herself with the confidentiality requirements that may apply and any pertinent policies and practices, and if practical should, with such degree of formality as the employee may decide is appropriate, notify any granting agency that may be involved of the upcoming appearance. Such notification could be as informal as a telephone call.
- 7. Employees’ and volunteers’ legal and ethical obligations regarding confidential information pursuant to HIPAA remain in effect at all times.

Internal Investigations

Policy Number	750
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

In order to assure its efficient and orderly operation and the safety of its employees and consumers, PIC may conduct investigations and searches as necessary. Employees have no expectation of privacy on PIC premises or while conducting PIC work off premises.

Practice

- 1. PIC reserves the right to conduct workplace investigations and searches of its premises and equipment, employee work areas, and desks at any time.
- 2. Employees have no expectation of privacy in these areas.
- 3. An employee who fails to cooperate with such an investigation or search will be subject to disciplinary action.

Workplace Safety

Policy Number	755
Board Approval Date	3/22/12
Effective Date	3/22/12

Policy

PIC is committed to insuring the safety of its clients/ families/employees when emergency and risk situations develop by having a plan to handle the situation.

Practice

1. General guidelines for addressing emergency and risk situations:
 - a. Management/employees shall work with outside community resources, applicable to the current emergency, by contacting and consulting with them and/or by following their instructions,
 - b. Priority attention, during the emergency, shall be given to clients and employees who require immediate assistance and support,
 - c. During an emergency, employees who are working during a home visit shall attempt to communicate with emergency responders and/or the agency, or receive communication, by any means possible.
2. Employees are responsible for:
 - a. calling 911 if they believe/feel there is an immediate danger to someone's safety,
 - b. reporting to the supervisor/management emergency and risk situations they observe or are involved in;
 - c. Completing an incident report.
3. Specific recommended courses of action are outlined in the Emergency Guidelines posted in each room and shall be followed as appropriate for situations including, but not limited to:
 - i. building evacuation
 - ii. volcano
 - iii. earthquake/natural disaster
 - iv. weapons
 - v. dangerous materials
 - vi. workplace violence
 - vii. fire
 - viii. bomb threat
 - ix. Home Visiting & Workplace Safety

Client Care: Infection Control and Communicable Diseases

Policy Number	756
Board Approval Date	3/22/12
Effective Date	3/22/12
Revision Date	3/10/23

Policy

PIC is committed to insuring the safety of its employees/clients/families/other individuals, by establishing procedures for responding to the infectious/communicable diseases and for protecting the privacy of infected persons, in accordance with federal/state and local laws.

Practice

PIC will facilitate a Client Care Committee.

The committee will consist of at least one member of each of the following disciplines:

- Physical Therapist or Occupational Therapist
 - Speech Language Pathology
 - Developmental Specialist or Social Work
1. The committee will review current client care practices at least annually. The committee will be responsible for making recommendations to revise current practices or include new client care practices.
 2. Recommendations will be made to the Executive Director or designee.
 3. The Executive Director or designee will update the practices as deemed necessary.
 4. PIC Board of Directors will be informed of the reviews and/or revisions.
 5. Client care practices will be distributed for all staff and available at any time for review from outside agencies.

Definition: Infectious Disease:

An infectious disease is an illness caused by a specific infectious agent or its toxic products, which can be passed on from one individual to another. It may be transmitted directly from one body to another, without the help of other objects such as kissing, sexual contact, droplet spray from sneezing, coughing, spitting, singing or talking. It may be passed through other bodily fluids: urine, sweat, feces, blood and tears. It may be passed indirectly when an object transmits the organism. Objects of transmission could be toys, utensils, food, water, milk, clothing, linens, air, soil or insects. Diseases include, but are not limited to:

1.
 - Bedbugs
 - Cytomegalovirus (CMV)
 - Chicken Pox/Shingles
 - Conjunctivitis
 - Corona viruses (ie Covid, MERS, SARS)
 - Hand-Foot-Mouth Disease
 - Hepatitis (A,B,C)
 - HIV/Aids
 - Influenza (the flu)
 - Lice
 - Malaria
 - Measles
 - Methicillin-resistant Staphylococcus aureus (MRSA)
 - Mumps
 - Pertussis (Whooping Cough)
 - Ringworm
 - RSV (Respiratory syncytial virus)
 - Rubella
 - Scabies
 - Scarlet Fever
 - Strep Throat
 - Tuberculosis
2. Employees are expected to treat all bodily fluids and materials as if they are infectious and in accordance with Universal Precautions and Blood Borne Pathogens practices.
3. Employees who become aware of an infectious/communicable disease contracted by the client are expected to:
 - a. follow the procedures for sanitizing equipment and toys that may have been exposed, utilize Universal Precautions, Hand Washing Guidelines, and recommended procedures;
 - b. complete an incident report in a timely manner;
 - c. report communicable diseases directly to supervisor/management in a prudent and timely manner, if provider is exposed to the infection.
4. Upon becoming aware of exposure to an infectious/communicable disease, the employee is expected to:
 - a. follow all medical advice from the appropriate health authority;
 - b. consult personal physician as deemed necessary;
 - c. comply with work exclusion until deemed no longer infectious to others;
 - d. inform supervisor of the infectious/communicable disease.
5. Upon knowledge of exposure: :
 - a. The supervisor will advise employees as deemed necessary, review measures for preventing further contamination, and seek information from outside resources, including but not exclusive to:
 - i. Center for Disease Control
 - ii. Alaska State Office of Epidemiology
 - iii. Alaska State Office of Public Health
 - b. The supervisor will remind employees about the infectious/communicable disease policy including a review of the policy and the location of the written policy.
 - c. The supervisor will provide clients, families, and other individuals who have been exposed to infectious/contagious diseases with basic information and refer to a physician, or Public Health.

d. be respectful of the privacy of the employee and others in accordance with HIPAA.

6. Incident reports will be submitted to the immediate supervisor. Incidents reports will be reviewed, addressed as needed, and submitted to the Office Manager for review and further action taken, if needed.

Weapons

Policy Number	760
Board Approval Date	12/2/10
Effective Date	3/1/11
Revision Date	2/9/23

Policy

In order to provide for the safety of the public, consumers and employees, it is the policy of PIC to prohibit the use or possession of weapons by employees at any time they are on PIC property or performing PIC work.

Practice

- Employees are strictly prohibited from possessing or using any weapon while performing PIC work, on PIC property, in a in a personal vehicle while performing PIC work.
- For the purpose of this policy “weapon includes:
 - firearms, including, but not limited to, handguns, rifles, pellet guns, and similar devices;
 - knives, with the exception of pocket knives, utility knives or Leatherman tool;
 - instruments capable of inflicting a heavy blow, including but not limited to nightsticks, clubs and similar devices;
 - explosive devices, including but not limited to bombs, grenades and similar devices;
 - other devices whose primary purpose is the infliction of bodily harm.

Employee Handbook

Mission, Purpose, and Values

Policy Number	001
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Policy

Mission: Promote the growth and development of young children who experience or are at risk for delayed development by supporting and strengthening families

Core Purpose:

- Pediatric services and therapies for children birth to 3

Core Values:

- Relationships (family- focus, team, team work)
- Learning (shared capacity, coaching)
- Fun (celebration, positive, play)
- Individualized (adaptable, flexible, dynamic, comprehensive continuity)
- Strengthens-based Support (compassion, edify- uplifting, coordinated, respect, culture of effective)

Envisioned Future: Parents and their children have the knowledge and resources they need for success