



People's Place

**EMPLOYEE**

**HANDBOOK**

Available online at

<http://www.peoplesplace2.com/documents/EMPLOYEEHANDBOOK2009.pdf>

Date: August 2009

**PEOPLE'S PLACE  
EMPLOYEE HANDBOOK**

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People's Place

**People's Place Mission Statement:**

People's Place is dedicated to becoming the agency of choice to help people find their path to growth and independence. To this end, we identify the social and mental health needs of Delaware residents and facilitate the provision of services to address those needs. We assist the people of our communities by providing high-quality services that promote: Dignity, Empowerment, Independence, Safety, Self-Esteem, and Self-sufficiency.

**People's Place Values:**

We respect each individual's dignity; we demonstrate ethical behavior in our attitudes, actions and words; we commit ourselves to teamwork, collaboration and open and honest communication; empathy and compassion guide us in creating an environment of understanding and concern for all.

**Welcome from the Executive Director**

Welcome to People's Place II, Inc. People's Place is committed to working with people who have a variety of social, emotional, legal and/or mental health needs. People's Place strives to "help people find their path to growth and independence."

As an employee of People's Place, we expect you to commit yourself to the agency mission and the people we serve. People's Place prides itself on the dedication of its staff to providing the highest quality of service possible. This has been and will continue to be the key to our success. No doubt there will be a lot of new information with which you will need to become familiar. This information may be presented to you through handouts, manuals, informal/formal training or through conversations with supervisors and co-workers and will take the form of policies, procedures, regulations, etc. You should regard all information that is shared with you as vital for success in your new position. You should also familiarize yourself with the various resources that are available to you including our web site at [peoplesplace2.com](http://peoplesplace2.com).

Your supervisor will be one of the resources that can provide guidance to you during your time with People's Place. It is important that you communicate with your supervisor and coworkers as you face your various challenges. They may be able to use their past experiences to provide you with direction. If you have questions that cannot be answered by your supervisor, please contact Administration at 302-422-8033. We are always available to help.

Again, welcome to People's Place and thank you for your commitment to human services.

Mike Kersteter, Executive Director

## ***Agency History and Programs***

People's Place began in 1972 as a true grass roots effort spearheaded by a group of local residents that were concerned about lack of activities and programs for the youth of Milford. The initial effort was a coffee house for kids located in the small building behind the old fire house. The coffee house was staffed by volunteer adults who would mingle with the attending youth in an attempt to engage them in constructive conversation with the aim of steering the youth away from drug use. Due to the overwhelming number of kids who showed up, a new concept was developed where a mental health professional would be hired to train and oversee a group of volunteer adult "listeners" who would in turn provide counseling services to Milford's young people, which eventually evolved into the Agency's Counseling Centers.

In 1976, People's Place II was officially incorporated as a 501 c-3 non-profit agency. As community needs have been identified, People's Place has developed programs to address them, making People's Place what it is today.

### **Counseling Centers**

Beginning as a small program in 1972, the Counseling Centers have expanded over the years and now have 5 locations, Dover, Milford, Millsboro, Seaford and Smyrna and provide evaluation, individual, family, marital therapy and medication management to clients of all ages. Therapists' specialties include working with clients suffering from depression, anxiety, eating disorders, post-traumatic stress disorder, substance abuse, gambling, and school and behavioral problems. The Counseling Center also works with the Milford School District to provide prevention and therapy services to their students.

Most major insurance companies are accepted including Medicaid, Medicare, Coventry and Blue Cross/Blue Shield. To contact the Counseling Center, call:

Dover: 302-730-4479

Milford/Seaford: 302-422-8026

Millsboro: 302-934-0300

Smyrna: 302-653-2341

### **SAFE (Shelter, Advocacy, Freedom & Empowerment)**

In 1978 Families in Transition (now known as SAFE) was established as an answer to the need for domestic violence intervention. This began as an outreach program; later, a shelter was established in Kent County. This was the first shelter for abused women and the first domestic abuse intervention service offered in the downstate area. In 2000, a second shelter opened, this time in Sussex County.

The SAFE program provides a safe environment, shelter and support for women and children in domestic violence situations in Kent and Sussex Counties. Our 24-hour hotline is available at 422-8058 in Kent and Sussex Counties or 678-3886 in Northern Kent County. In addition to providing shelter, advocacy and case management are provided, helping families to establish a new safe home environment on their own with improved skills and resources.

### **Listening Post (LP Lo-Del)**

In 1989 Listening Post-Lower Delaware was established to provide peer counseling, outreach and referral services plus non-traditional and in-home services and transportation to VA hospitals for veterans in Southern Delaware. LP Lo-Del also provides assistance to veterans to help them understand and apply for state and federal Veteran's benefits. For more information, call 424-1682.

### **New Start**

In 1992 New Start began providing case management services for low income individuals and families. Services, which are provided in Kent and Sussex counties, focus on areas of housing, employment, education, transportation and self-sufficiency. For more information, call 730-3678 ext. 108.

### **Center for Community Justice**

In 1994 the Center for Community Justice was established. The center provides victim-offender mediation for non-violent offenses referred by the justice system. In addition, the center provides community mediation services, such as tenant-landlord, neighbor-neighbor, and employer-employee dispute resolutions.

Youth educational courses, such as Conflict Resolution and Shoplifter's Alternative are also offered. Training on mediation, negotiation, and conflict resolution are also available. Victims' Voices Hear provides victim-offender dialogue for offenses of severe violence at the request of the victims and survivors. For more information call 424-0890.

### **Turning Point**

In 1994 Turning Point was established providing individual and group treatment for victims and offenders of domestic violence. Turning Point offers a broad range of services for adults and children affected by domestic violence. Evaluations, as well as group and individual interventions, are provided for adult perpetrators of domestic violence on a sliding fee scale. Child victims receive individual counseling, including play therapy and family therapy. Adult victims are offered individual counseling and advocacy services. Additionally, community support groups are offered for women.

All child and adult victim services are free of charge. Court-ordered Therapeutic Visitation services, including individual and family therapy, are offered to assist the Court on child custody and visitation. Additional services at Turning Point include Anger Management of adult offenses not related to domestic violence and Separating/Divorcing Parent Education for petitioners and their children. For more information call 424-2420.

### **Family Visitation Centers**

In 1995, the Milford Visitation Center opened, providing a safe, neutral place for supervised visitation and monitored exchanges for families with a history of domestic violence or sexual abuse. In 1996, the Dover and Georgetown Visitation Centers opened.

Family Visitation Centers offer a safe and neutral environment for children to access parents that they might otherwise not see. The visitation centers operate during weekend and evening hours.

Monitored on-site visitation between children and a visiting parent, as well as monitored exchanges for offsite visits are provided. Families are generally referred through the Division of Family Services or the Courts. However, families may call directly for help. For more information call 424-2420.

### **Non-Secure Detention**

In 2000 Non-Secure Detention was established. Non-Secure Detention is a structured residential and educational program for young people ages 8 to 19 who have been arrested and are awaiting a court date. Trained staff accompanies youth to court and make recommendations about needed services. For more information call 422-7025.

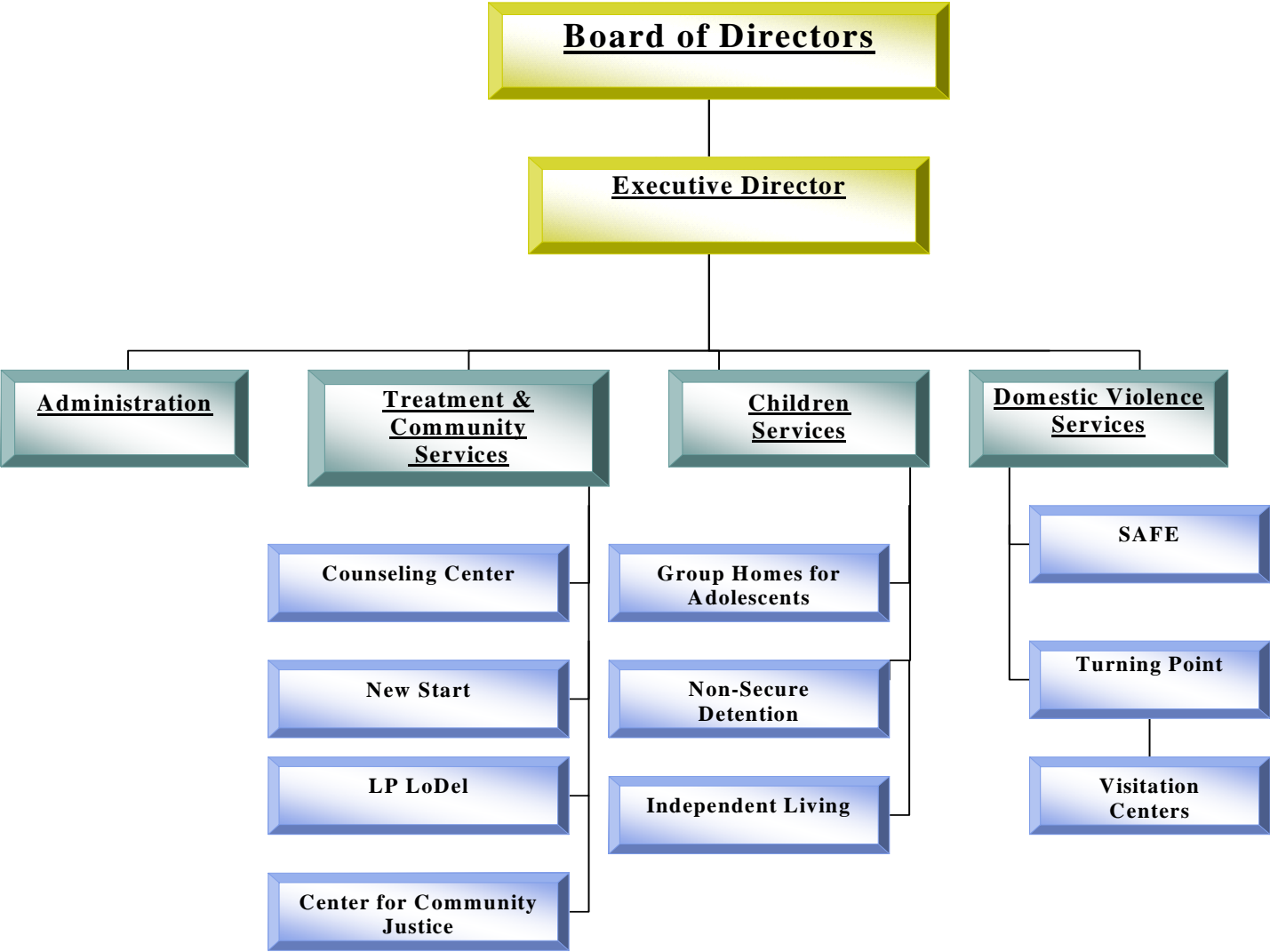
### **Group Homes for Adolescents**

In 2002 People's Place opened its foster care group home for girls. In 2005 and 2007 People's Place opened group homes for boys. Our group homes provide a home-like environment for teens in the foster care system, ages 12-18. The program emphasizes independent living skills and appropriate social skills to prepare the youth to live independently. The teens attend school and participate in normal teenage activities. For more information call 424-3580.

### **Independent Living**

In 2004 Independent Living was established. The Independent Living program helps young peoples ages 16-21, currently or formerly in the foster care system who live in Sussex County. Services include assistance in the areas of job search and accessing training, educational planning, housing assistance, money management, social skills, and accessing community resources. For more information call 422-8033 ext. 176.

# People's Place Table of Organization



**Your supervisor's name:**

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**Phone #s to reach supervisor:**

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People's Place has established policies and procedures which all employees must follow. These policies are located in the Agency's Policy and Procedures Manual. The information in this handbook is an overview of the Agency's policies and should be considered a reference for you. For most up-to-date details regarding the information in this handbook, please refer to the Agency's Policy and Procedures Manual, which can be located at your worksite or online at [peoplesplace2.com](http://peoplesplace2.com).

## **Communication**

People's Place uses several methods of communication: 1) information will be shared with you from your direct supervisor; 2) news and other information can be found on our website, [peoplesplace2.com](http://peoplesplace2.com); and, 3) every two weeks, you will receive a newsletter.

## **"At Will" Employment**

People's Place is an "at-will" employer. This means that the employee and employer may terminate the employment relationship at any time, either with or without cause. However, employees are asked to give at least two weeks notice if they are non-exempt employees or 4 weeks notice if they are exempt employees. All employees are hired on an at-will basis. Nothing in the employee handbook should be construed as a contract or a guarantee of continued employment. Employees should consult the Policy and Procedure Manual for more information.

## **Equal Employment Opportunity (EEO)/Discrimination Policy**

People's Place shall make all decisions regarding recruitment, hiring, compensation, benefits, job assignment, seniority, promotions, demotions, transfers, layoffs, and or discharges without regard to race, creed, religion, ethnicity, sex (including pregnancy), age (generally 40 years of age or older), marital status, national origin, sexual orientation, political belief, genetic information, disability (who can perform the essential functions of a job, with reasonable accommodation) or national origin.

## **Sexual Harassment**

People's Place will not tolerate any form of sexual harassment. Sexual harassment can be any unwelcome sexual advance, request for sexual favor, or other verbal or physical conduct of a sexual nature in the working environment. If you are subjected to sexual harassment or you are a witness to sexual harassment you are encouraged to report it immediately.

## **Drug-free Workplace**

It is the policy of People's Place that all of its facilities will be maintained drug and alcohol free. Alcohol or illegal drugs are not permitted in or on any Peoples' Place facility or vehicle. Controlled substances used in a manner other than prescribed are not permitted in or on any People's Place facility or vehicle. Please review the drug and alcohol policy for further information.

## **Work Hours**

The standard work schedule is Monday through Friday 8:30 a.m. to 4:30 p.m. Programs may operate under a different work schedule depending on services offered and residential programs operate 24 hours a day, 7 days a week.

Non-exempt employees are only paid for hours worked.

All employees are expected to report to work on time and remain at work until their shift has ended and/or their relief from the next shift arrives. If an employee from the next shift does not arrive, or arrives late, an employee may be required to stay until alternative coverage can be arranged.

Employees will work the entire period of their shift, and only those hours, unless authorized by their supervisor. All overtime hours, or hours in addition to the scheduled hours must be approved by their supervisor, in advance whenever possible.

### **Lunch Breaks**

Lunch break policies vary among programs. Please consult your supervisor for your program's policy.

### **Smoking**

People's Place is a smoke-free environment. Please consult your supervisor for further information.

### **Emergency Closings**

Emergency closings will be announced on the following media: Eagle FM 97.7 and WDSB FM 92.9 and on the internet at <http://www.peoplesplace2.com/DelaysClosings.htm>.

When an emergency closing has been initiated non-residential staff should not report to work. Residential staff must report to work during an emergency closing. Residential staff must remain at work until they are relieved by another employee. Unscheduled residential staff should make every effort to report to work during an emergency closing as requested by their supervisor.

### **Grievance Procedures**

Employees are encouraged to bring concerns to their supervisors. If the issues are not resolved, employees may begin the grievance process. See grievance policy for more details.

### **Dress Code**

People's Place employees are expected to dress in clean, neat, non-revealing, appropriate clothing. Vulgar language, obscene pictures, religious and political statements, anything in relation to alcoholic beverages, drugs or anything that is sexually suggestive is not allowable on any clothing worn.

Employees are expected to dress and be groomed in a manner in keeping with their job functions and working environment. Appropriate dress and grooming is at the discretion of the Program Director or designee.

## **Confidentiality**

Confidential client and program information is restricted to those with a legitimate need to know and in accordance with program policy. Release of information may require prior approval from the client or administration for information to be shared, even on a “need to know” basis. If you have concerns regarding confidentiality, please consult your supervisor before sharing any information.

## **Ethics**

- Employees shall conduct themselves at all times with the highest level of personal integrity and professional excellence.
- Staff shall at all times be mindful of the agency and personal responsibilities in the areas of stewardship and accountability and conduct themselves accordingly.
- Staff shall at all times maintain the highest ethical standards in all fundraising efforts and ensure that the expenditure of raised funds is within the parameters of donors.
- Staff must obtain permission from their supervisor before accepting additional outside employment.
- Staff shall not accept anything of value from any individual or organization, which transacts business with the agency nor offer anything of value to any individual or organization, which transacts business with the agency.
- Staff shall not use their position for personal gain.
- Staff shall not engage in any relationships, other than what is prescribed by People’s Place, with clients currently under the care of People’s Place.
- Staff shall not impose their personal beliefs or values on clients.
- Staff shall not divulge confidential information about others or allow such information to be used for personal gain.
- Staff shall not engage in activities that are, or could be, perceived as a conflict of interest.
- If an employee witnesses any act that violates policy or potentially endangers clients or the agency the employee will be held accountable for reporting it to their supervisor immediately.
- Dual relationships between supervisors and subordinates that might impair the supervisor’s objectivity and professional judgment should be avoided and/or the supervisory relationship terminated.

## Summary of Benefits

**Health Insurance** - Available to all full-time employees\* (Agency will off-set a portion of cost). You may enroll at time of hire or during open enrollment period.

**Health Care Advocate** - (Paid by Agency) Third party assistance for resolving health care issues.

**Dental Insurance**- Available to all employees. You may enroll at time of hire or during open enrollment period.

**Vision Insurance**- Available to all employees. You may enroll at time of hire or during open enrollment period.

**Flex Spending Account** - Available to all full-time employees.

**401(k)**- offered to all employees that have been employed for 12 consecutive months and have worked at least 1,000 hours. See Administration for details.

**Life Insurance Policy**– Available to all full-time employees (Paid by Agency).

**Short and Long Term Disability** - Available to all full-time employees (Paid by Agency).

**Accidental Death and Dismemberment Insurance** - Available to all full-time employees (Paid by Agency).

**Membership in Blood Bank of Delaware** - Available to all full-time employees (Paid by Agency). Part-time employees may join for a fee.

**Membership to Sam's Club** - Available to all full-time employees (Paid by Agency).

**Membership in Milford Memorial Federal Credit Union** - Enrollment information is available at the Administration office.

**Holidays** - (Available to all full-time employees) Peoples Place recognizes the following paid holidays per year:

New Years Day	Memorial Day	Veterans Day
Martin Luther King Jr. Day	Independence Day	Thanksgiving Day
Presidents Day	Labor Day	Day After Thanksgiving
Good Friday	Columbus Day	Christmas Day

*\* Full-time employment is defined as employees who work 40 hours per week.*

**Sick Leave** - (Full time staff only) Employees accrue 15 sick days per year, at a rate of 4.7 hours per pay period. Accrued sick leave may be taken for illness and/or medical appointments for the employee or the employee's immediate family members living in the same household. Sick leave accrual is capped at 480 hours and is not paid out when employees leave employment.

**Vacation Leave** - (Full time staff only) Employees accrue 15 vacation days per year, at a rate of 4.7 hours per pay period. Vacation time may be taken with supervisory approval after completing the 90 day probation period. Non-exempt employees must give at least two (2) weeks notice of resignation (exempt employees must give at least four weeks notice) to be eligible to receive vacation payout at time of termination. Employees accrue 20 vacation days per year after 5 years of full-time employment with People's Place.

**Bereavement Leave** - (Full time staff only). Up to three (3) days of leave may be granted to attend funeral services or to attend personal affairs related to the death of a spouse, domestic partner living in the same household, parent, step-parent, parent-in-law, grandparent, step-grandparent, grandparent-in-law, child, step-child, grandchild, step-grandchild, sibling, sibling-in-law, step-sibling or a relative living in the same household. Up to One (1) day leave may be granted for all other family members. Employees may be asked to submit verification.

**Jury Duty** - Paid time off will be granted for full time employees to complete their required jury duty service. Employees will keep checks received from jury duty to cover incidental expenses incurred.

**Military Leave** - Unpaid time off will be granted to all employees called to service upon verification of military orders.

**Family Medical Leave (FMLA)** – FMLA is available to all employees who have worked a minimum of 1250 hours within a 12 month period. FMLA allows up to 12 weeks of *unpaid time off* to be used for (1) birth and care of a child, (2) placement and care of an adopted or foster child, (3) serious health condition of a child, parent, spouse, or (4) the employee's own serious health condition. Employees may use available sick and/or vacation time to cover time off. Certification by a medical professional is required. Military Family Leave may be used by eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in support of a contingency operation. FMLA also includes a special leave entitlement for eligible employees to care for a covered service member who has a serious injury or illness incurred in the line of duty on active duty. For further information, please refer to the Policy and Procedures manual located at your site.

**Payroll Schedule** - Employees are paid every other Friday on a bi-weekly basis. Please see pay date schedule for specific pay dates.

### **How To Request Leave**

To request leave:

- 1.) Fill out a Leave Report/Request form.
- 2.) Submit it to your Supervisor for approval

Time off must be approved in advance unless advance notice is not possible, in which case notice must be given as soon as possible. This includes sick time. It is up to your supervisor whether or not to approve your Leave Request.

It is your responsibility to ensure you have sufficient leave accrued to accommodate your leave request. There are other types of leave available (See People's Place Policies and Procedures Manual Leave Policy 110 for additional information about leave use and types).

Family/Medical Leave (FML) - You are entitled to FML if you have been employed for 12 months and have worked at least 1,250 hours over the previous 12 months. FML leave may be used for (1) birth and care of a child, (2) placement and care of an adopted or foster child, (3) serious health condition of a child, parent, spouse, or (4) the employee's own serious health condition. Military Family Leave may be used by eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in support of a contingency operation. FMLA also includes a special leave entitlement for eligible employees to care for a covered service member who has a serious injury or illness incurred in the line of duty on active duty. Use and type of concurrent paid leaves depends on individual circumstances. For additional information, contact Human Resources.

Administration will monitor leave usage for discerning patterns of misuse. If a pattern of misuse is identified the employee's supervisor will be notified and Disciplinary Action will be taken.

### **Employee Performance Evaluation**

An Employee's Performance Evaluation is an assessment completed at 90 days after hire and then annually from date of hire, using the standard format of People's Place. The Evaluation is completed by the employee's immediate supervisor who records employee's progress on performance objectives/job description tasks and provides recommendations for improvement/growth. It is the policy of People's Place that all employees will be regularly and fairly evaluated on job performance and will be given appropriate feedback on their performance. At the time of the evaluation, the supervisor will discuss strengths, goals and objectives for the coming year with the employee. Performance objectives will be modified at any time changes are expected. The employee will have the opportunity to submit comments regarding the content of the evaluation and can file an appeal regarding the content.

The performance objectives, according to employee's job description, are rated as performance MET, performance NOT MET, and Extenuating Circumstances (which could include a reason why employee could not meet his/her job performance objective). Also during the evaluation, the employee's supervisor can comment on the employee's areas of improvement, areas that need to be improved, strengths and accomplishments, extenuating circumstances, and changes in employee's performance objectives for the next evaluation period.

### **Probation**

Probation is a period of time during which an employee becomes familiar with all aspects of their position. The probation period is used to evaluate employees on their performance, and to ensure that employees can demonstrate the ability to perform the assigned job duties. Probation consists of a review of: the employee's job description and performance objectives; the supervisory relationship and expectations; and policies and procedures. Probation may also be a period during which a current employee is given the opportunity to improve their performance.

All new and current employees will undergo a 90-day probation period as a condition of employment or placement in a new position. The employee's Supervisor provides ongoing feedback to employee during probation period regarding their performance. This may include, but is not limited to, quality and quantity of work, adaptability, attitude, and attendance.

The employee's Supervisor evaluates employee performance using the standard employee evaluation form. The Supervisor should share documented problems on an ongoing basis so the employee has a chance to improve before the probation period is over. If the supervisor decides to terminate employee or extend probation period, approval must be in writing from Executive Director. If performance is satisfactory at end of probation period, continued employment is recommended.

Employee's Supervisor will not delay termination of employment to the end of the probation period if early indicators show potential for improvement in performance is not present. If a performance issue arises, the supervisor will provide written and signed feedback that includes performance issue(s) and an action plan to rectify the issue(s) and forward to personnel file.

Satisfactory completion of the probation period does not create any contractual relationship between the agency and any employee.

## **Discipline**

People's Place utilizes a process for employee discipline that delivers the appropriate consequence relative to the employee offense in a fair and consistent manner.

There are five levels to the disciplinary process. The levels are as follows and do not necessarily go in order:

- A. Counseling – Communication including guidance and/or instruction from the Supervisor to the employee.
- B. Reprimand – A written document which states the consequence for the employee's offense which is read and signed by the employee and supervisor and is filed in the employee's personnel file in Administration.
- C. Probation – A period of time in which an employee is given the opportunity to improve their performance.
- D. Suspension – Temporary removal from job duties.
- E. Termination – Separation from employment initiated by the agency.

People's Place is an at-will employer, and as such, the employer or employee may terminate the employment relationship at any time. The above levels are for guideline purposes only and in no way constitute any exclusive process for terminations.

## **Resignations**

Peoples Place requests that non-exempt employees give at least two weeks notice prior to terminating the employment relationship and four weeks notice for exempt employees. Notice given in this manner will make the employee eligible for a payout of their vacation balance at the time of termination. Certain factors may affect this eligibility. All payouts are subject to review by management.

## **Violence in the Workplace**

People's Place strives to maintain a safe workplace for all employees, clients and visitors. Any employee, client or visitor who is a victim of violence or threats of violence must report it to staff/supervisor immediately for action to be taken. Any employee who is a victim of domestic violence will be encouraged to file a Protection from Abuse order. If an employee has an active No-Contact Order or Protection from Abuse order is requested to report that to their supervisor.

An observer who is aware that an employee of People's Place is a victim of violence or threats of violence against anyone on agency property or at any program location must report it to their supervisor immediately. Any employee who is made aware of the possibility of violence or threats of violence must report it to their supervisor immediately. The employee's supervisor will investigate all reports of violence or threats of violence and will respond immediately and appropriately. All threats will be appropriately documented and Administration will be notified immediately.

People's Place will investigate all reports of violence or threats of violence and will respond immediately and appropriately. In the event of an occurrence of a violent act in the workplace, People's Place will conduct a debriefing with all affected employees.

Any employee found to have committed violence or a threat of violence will be subject to disciplinary action, up to and including termination. In addition, the employee may be subject to civil and criminal penalties. All information regarding an investigation of violence or threats of violence will be kept confidential and only released on a need-to-know basis. People's Place will assist an employee who is a victim of violence or threats of violence with safety planning at the workplace. This may include increased physical security, screening telephone calls and other measures to provide additional safety for an employee.

When an employee believes that a client/visitor is becoming disruptive, he/she should ask the client/visitor to step into a separate area, away from other clients/visitors. Attempts should be made to calm the situation. If, however, the client continues to present himself/herself in a disruptive manner, the client should be told to leave the building or staff will have to call 911. If the client refuses and continues in a disruptive manner, staff should call 911. If at any time the client becomes physical and/or shows a weapon and/or threatens to do harm, staff should immediately call 911. Documentation of events **MUST** occur in every case that a person becomes disruptive. The employee with the most contact with the disruptive person is responsible to complete this documentation. Documentation should include details of the event, including specifics from all parties involved, date and time of event, and end result.

If an intruder is present, the following steps should be taken:

- Notify other staff.
- Ask another staff to accompany you before approaching intruder.
- Greet intruder and introduce yourself.
- Ask intruder purpose of their visit.
- If intruder's purpose is not legitimate, ask intruder to leave.
- Accompany intruder to exit.
- If intruder refuses to leave, warn intruder of consequences for staying on property and that the police will be called. If it's necessary to call the police, give them a full description of intruder.
- Walk away from intruder if you think they will become violent.

If in a hostage situation do the following:

- If hostage taker is unaware of your presence, do not intervene.
- Call 911 immediately. Give dispatcher details of situation; ask for assistance from hostage negotiation team.
- Seal off area near hostage scene.
- Give control of scene to police and hostage negotiation team.
- Keep detailed notes of events.

## **Reporting Safety/Accidents/Incidents/Injuries involving Clients and Visitors. Employees**

If a visitor or client is injured on People's Place properties we are to have them complete the **ANI (Alliance of Non Profits for Insurance) Incident Report** found in your safety manual at each site. Immediately assess the scene for safety. Assess the individual(s) to determine the need for emergency medical intervention. If medical intervention is needed dial 911. Secure the scene and make sure the victim(s) as comfortable as possible while awaiting emergency help. Ensure that someone stays with the victim until help arrives. Contact your supervisor and give them a copy of the completed form.

### **Automobile Accidents**

Never admit fault to any accident. Pull off the road to a safe location. Check for injuries and give first aid if needed. Do not move an injured person unless the situation is life threatening. Notify the police. Exchange information with drivers involved. As soon as possible, complete Driver's Report form, which can be located in your Program's Safety Manual, and forward report to your supervisor immediately.

There is a booklet of information in every People's Place vehicle that should be used in case of accident.

If you are transporting a client in your personal vehicle your vehicle insurance company is the primary insurance coverage and People's Place will act as secondary insurance coverage.

## **Workers' Compensation**

Immediately notify your supervisor (if not available notify Administration) of all work related injuries. Complete the People's Place Workers' Compensation Form, which can be located in your Program's Safety Manual and forward to your supervisor immediately.

## **Evacuation**

Each program has an evacuation plan and other procedures regarding what to do in case of fire and other emergencies. Employees are expected to follow the plan and procedures. Please see your supervisor for details.

## **How to Respond to Emergencies**

Emergencies should be immediately reported to the proper authority (fire, police, ambulance) by calling 911 if immediate assistance is needed. Notify your supervisor as soon as possible regarding emergency and action taken.

## **How to Report Suspected Child Abuse**

As mandatory reporters People's Place employees are required to report suspected child abuse. Consult with your supervisor if you suspect child abuse.

## **Vehicle Use**

- Agency vehicles may only be driven by authorized individuals.
- Only authorized employees may transport clients in their personal vehicles.
- Employees required to drive agency vehicles and employees authorized to transport clients will have their driving records checked twice a year and must meet agency criteria for continued employment in positions with driving duties.
- Agency vehicles may only be used for approved agency business.
- Only clients and authorized persons may ride in the agency vehicles.
- Agency vehicles must be kept locked when not occupied.
- No smoking in agency vehicles and no smoking in personal vehicles while transporting clients.
- No eating or cell phone use is allowed while the Agency vehicle is in motion or in personal vehicle when transporting clients.
- Any motor vehicle violation must be reported to your supervisor immediately, regardless of whether violation occurred in agency or personal vehicle, if you drive agency vehicles or transport clients.
- Agency vehicles should be kept clean and free of clutter.
- A Vehicle Log must be used to document whenever an agency owned vehicle is used by an employee.
- Only clients and people conducting agency business are to be in the personal vehicle while transporting clients.

## **Building Security**

All employees are responsible for the safety of the facility in which they work. Entrances, exits and windows must be monitored or secured at all times. Security and alarm systems should be kept activated when appropriate. Unauthorized individuals should be asked to leave the facility. Any keys issued should be kept in the personal possession of the individual authorized to have them. The last staff person to leave a building shall ensure all lights and appliances are turned off and that designated doors and windows are closed and locked.

## **Property and Other Resource Use Policy**

It is the policy of People's Place to ensure that all agency property and other resources are protected from damage, loss or theft, utilized properly and maintained in the best possible working condition.

Property shall be defined as any piece of equipment, furnishing, vehicle, building or supply which is leased, owned, or otherwise in the custodial care of People's Place or anyone acting as its agent.

Resources include property and other things that are of value to the agency such as electricity and phone service.

It is the responsibility of each employee to follow all agency property and resource guidelines.

For details see insert 910-1 Property and Other Resource Use Policy in the Policies and Procedures Manual.

**Issuing Property**-Employee is responsible for maintaining property in original condition. The Supervisor will complete an issuance of property form listing in detail all property being issued to the employee. The employee will review the issuance of property form, accept property as listed on the form and sign.

**Return property** -When an employee terminates employment at People's Place the employee is to return the property issued to them in the same condition as it was received. The supervisor will review the property form and ensure all People's Place property is returned in the same condition as it was issued.

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