

Delmarva Community Services, Inc.

Employee Guide

Issue Date: July 1, 2004

TABLE OF CONTENTS

Introduction

010	Title Page
020	Employee Welcome Message
025	Mission, Vision, and Values
030	Organization Description
040	Introductory Statement
050	Employee Acknowledgement Form
051	Acknowledgement of New or Revised Policy

Employment

101	Nature of Employment
102	Employee Relations
103	Equal Employment Opportunity
104	Business Ethics and Conduct
105	Hiring of Relatives
106	Employee Medical Examinations
107	Immigration Law Compliance
108	Conflict of Interest
108A	Conflict of Interest Policy Signoff
108B	Conflict of Interest Annual Affirmation
108C	Conflict of Interest Disclosure Questionnaire
108D	Conflict of Interest Confidentiality Agreement
108E	DE Confidentially Agreement
109	Drug and Alcohol Use / Testing
110	Criminal Background Checks
111	Delaware Adult/Child Abuse Registry Checks
112	Non-Disclosure
114	Disability Accommodations
114A	Reasonable Accommodations Form
116	Job Posting and Employee Referrals
117	Job Posting Application
118	HIPAA Compliance Procedure

Employment Status and Records

201	Employment Categories
202	Access to Personnel Files
203	Employment Reference Checks
204	Personnel Data Changes
204A	Change of Status Form
205	Introductory Period
208	Employment Application
209	Performance Evaluations

020 – Employee Welcome Message

Welcome new employee!

On behalf of your colleagues, I welcome you to Delmarva Community Services, Inc. and wish you every success here. You were hired because we believe that you will be a positive addition to our workforce.

Our non-profit agency was founded in May of 1974 here in Dorchester County. We presently serve individuals in nine (9) counties in Maryland and Sussex County, Delaware providing a variety of services. Our mission is “Delmarva Community Services, Inc. is a multi-service, non-profit agency dedicated to helping all people in need who wish to maintain an independent lifestyle within their community on the Delmarva Peninsula”. We remain deeply committed to serving our special constituency. We offer services to the population in general in addition to individuals with developmental disabilities, persons with functional disabilities, the elderly, and medically fragile individuals. Our highly qualified and professional staff has done an excellent job of making Delmarva Community Services, Inc. a well-respected name in our community.

We are committed to following the guiding principles of the *Standards for Excellence* promulgated by the Maryland Association of Nonprofit Organizations, a set of established benchmarks and procedures used to measure management and ethical accountability in nonprofit organizations. To see a copy of the “Standards for Excellence”, see someone in the Human Resources Department. Delmarva Community Services, Inc. is also dedicated to the principles of Equal Employment Opportunity and Affirmative Action.

We believe that each employee contributes directly to Delmarva Community Services, Inc.'s growth and success, and we hope you will take pride in being a member of our team.

This Employee Guide was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. It does not constitute a contract and policies are subject to change at the sole discretion of the agency. Employees should familiarize themselves with the contents of the Employee Guide as soon as possible, for it will answer many questions about employment with Delmarva Community Services, Inc.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Santo Grande
President/CEO

025 – Mission, Vision, and Values

Our Mission

Delmarva Community Services, Inc. is a multi-service, non-profit agency dedicated to helping all people in need who wish to maintain an independent lifestyle within their community on the Delmarva Peninsula.

Our Vision

Delmarva Community Services, Inc. continues to improve its services, thereby being recognized by consumers, volunteers, employees, and the community as a lead provider of optimal health and human services which promotes mobility and an independent, quality life.

Our Values

- Consumer Focus

We are committed to:

- Customer satisfaction
- Individualized treatment
- Independent quality of life

- Professional Image

We take pride in:

- Competent services
- A high regard for our consumers and ourselves
- Our integrity and honesty
- Openness in communication
- Our confidential exchanges
- Best use of equipment

- Caring

We put into action:

- The provision for a safety net for our consumers
- A sense of security
- Empathy
- Building self-esteem
- Safety in every aspect of service deliver

- Personal Growth

We facilitate and encourage:

- Information exchanges
- Teamwork
- Training and Cross-training
- Accountability
- Reliability
- Continuing Education
- Independence
- Diversity

- Dependable

We are dedicated to providing:

- Quality service
- Timely assistance
- A trustworthy environment

ORGANIZATION DESCRIPTION

I. Services Provided

Residential Living Facilities/Services
Adult Medical Day Care Program
Senior Program
Meals-on-Wheels Program
Respite Care
Day Habilitation
Vocational Training
Transportation Services

II. Facilities and Location(s)

A. Administrative Offices

Delmarva Community Services, Inc.
P.O. Box 637
2540 Cambridge Beltway
Cambridge, MD 21613

Hurlock Center
6210 Shiloh Church-Hurlock Rd.

Hurlock, MD 21643

B. Daycare Centers

Delmarva Daybreak Talbot
8221 Teal Drive
Suite 301
Easton, MD 21601

Delmarva Daybreak Hurlock
6210 Shiloh Church-Hurlock Rd.

Hurlock, MD 21643

C. Senior Centers

Dorchester Senior Center
2540 Cambridge Beltway
Cambridge, MD 21613

North Dorchester Senior Ctr.
6210 Shiloh Church-Hurlock Rd
Hurlock, MD 21643

Secretary Satellite Ctr.
Town Hall-Main St.
Secretary, MD 21664

INTRODUCTORY STATEMENT

This Employee Guide is designed to acquaint you with Delmarva Community Services, Inc. and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Delmarva Community Services, Inc. to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No Employee Guide can anticipate every circumstance or question about policy. As Delmarva Community Services, Inc. continues to grow, the need may arise and Delmarva Community Services, Inc. reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or Delmarva Community Services, Inc. to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

EMPLOYEE ACKNOWLEDGEMENT FORM

The Employee Guide describes important information about Delmarva Community Services, Inc., and I understand that I should consult the Human Resources Department regarding any questions not answered in the Employee Guide. I have entered into my employment relationship with Delmarva Community Services, Inc. voluntarily and acknowledge that there is no specified length of employment. Accordingly, either Delmarva Community Services, Inc. or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the Employee Guide may occur, except to Delmarva Community Services, Inc.'s policy of employment-at-will. All such changes will be communicated through the payroll system as official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of Delmarva Community Services, Inc. has the ability to adopt any revisions to the policies in this Employee Guide.

Furthermore, I acknowledge that this Employee Guide is neither a contract of employment nor a legal document. I have received the Employee Guide, and I understand that it is my responsibility to read and comply with the policies contained in this Employee Guide and any revisions made to it.

EMPLOYEE'S NAME (printed):

EMPLOYEE'S SIGNATURE:

DATE:

WITNESS SIGNATURE:

DATE:

Acknowledgement of New or Revised Policy

I acknowledge that I have received the following new or revised policy for the Employee Guide:

Policy Number/Name: _____

I understand that it is my responsibility to read and comply with this policy. I further understand that I should consult the Human Resources Department regarding any questions raised by this policy and not answered by the Employee Guide.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____

101 Nature of Employment

Employment with Delmarva Community Services, Inc. is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, Delmarva Community Services, Inc. may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Delmarva Community Services, Inc. and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Delmarva Community Services, Inc.'s sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of Delmarva Community Services, Inc.

PRES./CEO, Delmarva Community Services, Inc.

Date

102 – Employee Relations

Delmarva Community Services, Inc. believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors. There are also suggestion boxes in the Cambridge, Hurlock, and Easton Centers and in the Transportation Office.

We want to maintain a close working relationship with all employees based on common goals, trust, cooperation, and confidence. Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Delmarva Community Services, Inc. amply demonstrates its commitment to employees by responding effectively to employee concerns.

Any employee that may have concerns are encouraged to follow the conflict resolution steps outlined in the Conflict Resolution Policy #712 in this Employee Guide.

PRES./CEO, Delmarva Community Services, Inc.

Date

103 - Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Delmarva Community Services, Inc. will be based on merit, qualifications, and abilities. Delmarva Community Services, Inc. does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, national origin, age, disability, marital or family status, sexual orientation, veteran status, political beliefs, or any other characteristic protected by law.

Employment practices including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation are also considered a part of providing equal employment and advancement opportunities to all individuals.

Delmarva Community Services, Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, promotion, transfer, compensation, discipline, termination, and access to benefits and training.

Delmarva Community Services, Inc. makes reasonable accommodations to the religious observance and practice of its employees, or prospective employees, who regularly observe religious holidays or practices when such accommodation can be made without undue hardship on the conduct of Delmarva Community Services, Inc.'s business.

Delmarva Community Services, Inc. expressly prohibits any form of unlawful employee harassment. Improper interference with the ability to Delmarva Community Services, Inc.'s employees to perform their expected job duties is absolutely not tolerated.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Chief Operating Officer and/or the Chief Executive Officer. If the complaint is about the Chief Executive Officer, the employee may be referred to the Chairman of the Board of Directors.

Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment. Delmarva Community Services, Inc. is an equal opportunity employer.

PRES./CEO, Delmarva Community Services, Inc.

Date

104 – Business Ethics and Conduct

The successful business operation and reputation of Delmarva Community Services, Inc. is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Delmarva Community Services, Inc. is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees have a responsibility to Delmarva Community Services, Inc., its customers, and stakeholders to act in a way that will merit the continued trust and confidence of the public.

Delmarva Community Services, Inc. will comply with all applicable laws and regulations and expects its directors, officers, management, and employees 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.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. Employees may have outside interests or outside employment so long as it does not interfere with job performance or otherwise create a conflict of interest or appearance of a conflict of interest. Improper outside activities include, but are not limited to: working for a competing organization or business; using Delmarva Community Services, Inc.'s time, facilities or equipment for personal use or to engage in another business or occupation; engaging in an outside activity which results in loss time from work, presents the appearance of a conflict, or distracts from satisfactory performance at Delmarva Community Services, Inc. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Delmarva Community Services, Inc. employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

PRES./CEO, Delmarva Community Services, Inc.

Date

105 – Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Relatives of persons currently employed by Delmarva Community Services, Inc. may be hired only if they will not be working directly for or supervising a relative. Delmarva Community Services, Inc. employees cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within 30 calendar days, management will decide.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

PRES./CEO, Delmarva Community Services, Inc.

Date

106 – Employee Medical Examinations

To help ensure that employees are able to perform their duties safely, medical examinations will be required.

After an offer has been made to an applicant entering a designated job category, a medical examination will be performed at the expense of Delmarva Community Services, Inc. within six weeks of employment by a health professional of Delmarva Community Services Inc.'s choice. Delmarva Community Services, Inc. may request additional medical information/testing to establish an employee's fitness for a certain job. If Delmarva Community Services, Inc. requests further medical information, it will be done at company expense. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

PRES./CEO, Delmarva Community Services, Inc.

Date

107 – Immigration Law Compliance

Delmarva Community Services, Inc. is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Delmarva Community Services, Inc. within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Chief Operating Officer or the Payroll Specialist. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

PRES./CEO, Delmarva Community Services, Inc.

Date

108 – Conflicts of Interest

Employees, volunteers, and board members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Delmarva Community Services, Inc. wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Human Resources Department for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of Delmarva Community Services, Inc. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Delmarva Community Services, Inc.'s business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Delmarva Community Services, Inc. as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Delmarva Community Services, Inc. does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Delmarva Community Services, Inc.

All employees are to sign that they received, read, and understand the Conflict of Interest Policy.

PRES./CEO, Delmarva Community Services, Inc.

Date

**Delmarva Community Services, Inc.
Conflict of Interest Policy Receipt
of Policy Information Statement**

I have received and carefully read the Conflict of Interest Policy for staff, certain volunteers, and board members of Delmarva Community Services, Inc. and have considered not only the literal expression of the policy, but also its intent. By signing this receipt and affirmation of compliance, I hereby affirm that I understand and agree to comply with the Conflict of Interest Policy. I further understand that Delmarva Community Services, Inc. is a non-profit charitable organization and that in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

I hereby state that I do not, to the best of my knowledge, have any conflict of interest that may be seen as competing with the interests of Delmarva Community Services, Inc., nor does any relative or business associate of mine have such an actual or potential conflict of interest.

If any situation should arise in the future which I think may involve me in a conflict of interest, I will promptly and fully disclose the circumstances to the Chairperson of the Board of Directors of Delmarva Community Services, Inc. or to the Executive Director or the Associate Director of Delmarva Community Services, Inc. or the Human Resources Manager.

I further certify that this is true and correct to the best of my knowledge, information, and belief.

Please print name

Signature

Date

**Delmarva Community Services, Inc.
Conflict of Interest Policy Annual Affirmation of
Compliance and Disclosure Statement**

I have received and carefully read the Conflict of Interest Policy for board members, staff, and certain volunteers of Delmarva Community Services, Inc., and have considered not only the literal expression of the policy, but also its intent. By signing this affirmation of compliance, I hereby affirm that I understand and agree to comply with the Conflict of Interest Policy. I further understand that Delmarva Community Services, Inc. is a non-profit charitable organization and that in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Except as otherwise indicated in the Disclosure Questionnaire and any attachments, I hereby state that I do not, to the best of my knowledge, have any conflict of interest that may be seen as competing with the interests of Delmarva Community Services, Inc., nor does any relative or business associate of mine have such an actual or potential conflict of interest.

If any situation should arise in the future which I think may involve me in a conflict of interest, I will promptly and fully disclose the circumstances to the Chairperson of the Board of Director of Delmarva Community Services, Inc., or to the Executive Director or the Associate Director of Delmarva Community Services, Inc., as applicable.

I further certify that the information set forth in the Disclosure Questionnaire and any attachments is true and correct to the best of my knowledge, information, and belief.

Please print name

Signature

Date

Conflict of Interest Disclosure Questionnaire

Please complete the questionnaire below indicating any actual or potential conflicts of interest. In answering these questions, please refer to any current relationship or transaction, or any which have taken place in the last twelve months. If you answer “yes” to any of the questions, please provide a written description of the details of the specific action or transaction in the space allowed. Attach additional sheets as needed.

Financial Interests: A conflict may exist where an “interested party”, or a relative or business associate of an “interested party”, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by the organization.

1. Has Delmarva Community Services, Inc. (DCS) contracted to purchase or lease goods, services, or property from you or from any of your relatives or business associates?

_____NO _____YES, if yes describe:

2. Has DCS purchased an ownership interest in or invested in a business entity owned by you or any of your relatives or business associates?

_____NO _____YES, if yes describe:

3. Has DCS offered employment to you or any of your relatives or business associates other than a person who was already employed by the organization?

_____NO _____YES, if yes describe:

4. Have you or any of your relatives or business associates been provided with a gift, gratuity, or favor of a substantial nature from a person or entity that does business or seeks to do business, with DCS?

_____NO _____YES, if yes describe:

**DELAWARE CONFIDENTIALITY AGREEMENT
DELMARVA COMMUNITY SERVICES, INC.**

All Department employees and agents who may have access to any client information have an ethical and a legal obligation to keep confidential all information received from and/or about persons with whom the Department is currently and/or was previously involved or otherwise has knowledge. All Department employees and agents are, therefore, required to sign this Confidentiality Agreement.

I hereby agree that I shall abide by this assurance of confidentiality and acknowledge and agree to the following stipulations:

1. I understand and support the Department's firm commitment to the principle of confidentiality of client information.
2. I understand for the purposes of all Department policies on confidentiality that Department employees and agents should be defined as all current and former employees and agents.
3. I agree to keep confidential all information contained in Department records. In fulfilling my obligation to protect client privacy, I shall adhere to the requirements of federal and state laws, Department policy and the ethical standards of my profession.
4. I shall safeguard from unauthorized disclosure all information retrieved from any computerized client database as well as any password assigned to gain access to a client database.
5. I agree to consult with my immediate supervisor or the next level of management prior to disclosure if there is any question concerning the authority to release specific confidential information.
6. I understand that all information received from and/or about persons currently or previously involved with the Department is the property of the Department and that any such information will be relinquished to the Department upon my termination of employment.
7. I understand that violation of the privacy rights of individuals through unauthorized discussion, disclosure, dissemination, or access to personal information could make me subject to Department disciplinary action as well as civil and/or criminal penalties.
8. I have read and understand all of the above statements.

(DEPARTMENT EMPLOYEE/AGENT SIGNATURE)

(DATE SIGNED)

(WITNESS)

(DATE SIGNED)

109 – Drug and Alcohol Use/Drug and Alcohol Testing

It is Delmarva Community Services, Inc.'s desire to provide a drug-free, alcohol-free, healthful, and safe workplace. See the Drug and Alcohol Use Policy #702 for details. The purpose of this policy is to offer a helping hand to those who need it, while sending a clear message that illegal drug use and alcohol abuse are incompatible with employment at Delmarva Community Services, Inc.

Delmarva Community Services, Inc. also requires drug and/or alcohol testing for reasonable suspicion, post-accident, and follow-up random testing. See the Drug and Alcohol Testing Policy #710 for details.

PRES./CEO, Delmarva Community Services, Inc.

Date

110 – Criminal Background Checks

It is the policy of Delmarva Community Services, Inc. to conduct thorough background investigations on all new hires. DCS conducts a criminal records search in areas where the person has resided, worked, or attended school in the past seven (7) years.

Employment is contingent on the results of the investigation as it pertains to the job that the applicant is applying for.

Types of background investigations may include:

- Statewide Criminal Search
- State Traffic Court Search
- Motor Vehicle Report
- Social Security Number Trace
- Sex Offender Registry
- Wants/Warrants
- Credit Report
- Bankruptcy
- Federal Criminal
- Federal Civil
- Federal Tax Lien
- State Tax Lien
- Education Verification
- Employment Verification

Before obtaining an investigative report, Delmarva Community Services, Inc. will notify the potential employee that it plans to obtain an investigative report and that the report will be used solely for employment purposes. The employee must give authorization to Delmarva Community Services, Inc. to obtain the requested information by completing the Applicant Release and Authorization Form.

To obtain information on your rights under the Fair Credit Reporting Act, please see the Human Resources Department.

PRES./CEO, Delmarva Community Services, Inc.

Date

111 – Delaware Adult/Child Abuse Registry Checks

It is the policy of Delmarva Community Services, Inc. to conduct Adult/Child Abuse Registry Checks on all new hires that will be working in their Delaware facilities. Employment is contingent on the results of the investigation.

Before obtaining an investigative report, Delmarva Community Services, Inc. will notify the potential employee that it plans to obtain an abuse investigative report and that the report will be used solely for employment purposes. The employee must give authorization to Delmarva Community Services, Inc. to obtain the requested information by completing the Health Care Child Abuse Registry Request Form.

To obtain information on your rights under the Fair Labor Credit Reporting Act, please see the Human Resources Department.

PRES./CEO, Delmarva Community Services, Inc.

Date

112 – Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Delmarva Community Services, Inc. Such confidential information includes, but is not limited to, the following examples:

- * client and family information
- * medical information
- * budget information
- * personnel actions
- * compensation data
- * computer processes
- * computer programs and codes
- * customer lists
- * financial information
- * marketing strategies
- * pending projects and proposals

All employees will be required to sign a non-disclosure/confidentiality agreement #108D or #108E as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

PRES./CEO, Delmarva Community Services, Inc.

Date

114 – Disability Accommodation

Delmarva Community Services, Inc. is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of essential job functions except when doing so would impose an undue hardship for Delmarva Community Services, Inc. All medical related information is kept in separate confidential files in accordance with the requirements of ADA. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Requests for reasonable accommodations should be made to the Chief Operating Officer and must include the precise limitations resulting from the disability, any medical documentation requiring special accommodations, and any suggestions as to desired accommodations. Delmarva Community Services, Inc. does not guarantee that the suggested accommodation will be the accommodation that will be offered to the employee. Delmarva Community Services, Inc. will determine what action, if any will be taken to accommodate.

The company will provide in writing to the employee the reason(s) that it is an undue hardship if unable to provide a reasonable accommodation. Undue hardship may be the nature and cost of the accommodation, the impact on the company's operation, and/or its ability to do business. If the employee is still dissatisfied, a final written appeal may be made to the Chief Executive Officer. The decision of the Chief Executive Officer will be considered final. Delmarva Community Services, Inc. cannot be held responsible for not providing reasonable accommodations for an individual who does not inform us of their disability. Delmarva Community Services, Inc. may not be able to offer continued employment to an individual who later becomes disabled to the point that they cannot perform the essential functions of the job for which they were employed.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

Delmarva Community Services, Inc. is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Delmarva Community Services, Inc. will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

116 – Job Posting and Employee Referrals

Delmarva Community Services, Inc. provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Delmarva Community Services, Inc. reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and in the e-mail system, and normally remain open for 5 or more days. Each job posting notice will include the dates of the posting period, job title, department, location, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position or have CEO and COO approval to waive the 90 calendar day rule. Employees who have a written warning on file within the last twelve (12) months, or who are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the Human Resources Department listing job-related skills and accomplishments. It should also describe how their current experience with Delmarva Community Services, Inc. and prior work experience and/or education qualifies them for the position.

Delmarva Community Services, Inc. recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

Delmarva Community Services, Inc. also encourages employees to identify friends or acquaintances who are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

PRES./CEO, Delmarva Community Services, Inc.

Date

Delmarva Community Services, Inc.

Job Posting Application

I, _____, have met all eligibility requirements and wish to be considered for the following posted job:

Posted job position: _____

Posted job location: _____

I have the following skills and accomplishments that are related to the posted position:

Current and prior work experience and/or education that qualifies me for the posted job:

Current position: _____

Current location: _____

Length of time in current position: ____ Yrs ____ Mths Phone Number: _____

Employee Signature: _____ Date: _____

118 – HIPAA Compliance

The Health Insurance Portability and Accountability Act requires that there be policies and procedures in place to ensure privacy of individual health information. Training on this policy will be done with all employees. For more information, see the HIPAA Compliance Manual in the Human Resources Department.

PRES./CEO, Delmarva Community Services, Inc.

Date

201 – Employment Categories

It is the intent of Delmarva Community Services, Inc. to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Delmarva Community Services, Inc.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Delmarva Community Services, Inc. management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Delmarva Community Services, Inc.'s full-time schedule. Generally, they are eligible for Delmarva Community Services, Inc.'s benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 35 hours per week. This affects all employees hired after July 1, 2004. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of Delmarva Community Services, Inc.'s other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with Delmarva Community Services, Inc. is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification. Also see policy #205 Introductory Period.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of Delmarva Community Services, Inc.'s other benefit programs.

202 – Access to Personnel Files

Delmarva Community Services, Inc. maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Delmarva Community Services, Inc., and access to the information they contain is restricted. Generally, only supervisors and management personnel of Delmarva Community Services, Inc. who have a legitimate reason to review information in a file are allowed to do so. Anyone that requests access to an employee's file must sign a log showing who had access and why access was granted.

Employees who wish to review their own file should contact the Chief Operating Officer or appointee. With reasonable advance notice of five (5) business days, employees may review their own personnel files in Delmarva Community Services, Inc.'s offices and in the presence of an individual appointed by Delmarva Community Services, Inc. to maintain the files.

Non-current employees that wish to have a copy of information in their personnel file will be charged fifty cents (.50) per page. No employee, current or not, will receive a copy of any information in their personnel file that refers to another employee. In addition no employee, current or not, will receive copies of drug test results, criminal background checks, or abuse registry checks for outside employment purposes.

PRES./CEO, Delmarva Community Services, Inc.

Date

203 – Employment Reference Checks

To ensure that individuals who join Delmarva Community Services, Inc. are well qualified and have a strong potential to be productive and successful, it is the policy of Delmarva Community Services, Inc. to check the employment references of all applicants.

The Human Resources Department will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by Delmarva Community Services, Inc.'s records. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

If a supervisor or employee of Delmarva Community Services, Inc. wishes to write a “personal reference” for someone, it must be done on their own letterhead or plain paper-do not use Delmarva Community Services, Inc. letterhead. In addition, Delmarva Community Services, Inc. would like a copy of “personal references” for the employee file if deemed appropriate.

If any employee wishes information be given to banks or other creditors, the employee should notify the Payroll Department. If any payroll information is desired, including salary, the employee must bring or submit the appropriate form to the Payroll Department with a signed release so that it may be completed.

PRES./CEO, Delmarva Community Services, Inc.

Date

204 – Personnel Data Changes

Federal and state law requires Delmarva Community Services, Inc. to maintain employee personnel files. It is the responsibility of each employee to promptly notify Delmarva Community Services, Inc. of any changes in personnel data. Personal mailing addresses, telephone numbers-including cell phone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, marital status, name changes, insurance beneficiaries, income tax withholding, driver's license status, and other such status reports should be accurate and current at all times. If any personnel data has changed, promptly notify the Human Resources Department and complete a Delmarva Community Services, Inc. Change of Status Form #204A.

PRES./CEO, Delmarva Community Services, Inc.

Date

204A Change of Status Form

**Delmarva Community Services, Inc.
Change of Status**

Current Name _____

Name Change _____

Address _____

City, State Zip Code _____

Marital Status _____

Telephone # _____

Emergency Contact _____

Emergency # _____

Cell # _____

Email Address _____

SS # _____

DOB _____

Class of Drivers License _____

Number of Dependents _____

(May need to do a W-4 and or MD507)

205 – Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Delmarva Community Services, Inc. uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Delmarva Community Services, Inc. may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first six months after their date of hire. Any significant absence (7 or more work days) will automatically extend an introductory period by the length of the absence or may end the employment relationship if absences are unexcused. Personal excused days as defined in the Attendance and Punctuality Policy #704 are the only absences that are considered excused for purposes of this policy. If Delmarva Community Services, Inc. determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for no more than 30 additional days.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. If successful progression is expected to result in a regular full-time classification then after the introductory period the employee will also be eligible for other Delmarva Community Services, Inc.-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefit program for the details on eligibility requirements.

PRES./CEO, Delmarva Community Services, Inc.

Date

208 – Employment Applications

Delmarva Community Services, Inc. relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. All employees must submit a signed application even if a resume' is also submitted. Any misrepresentations, falsifications, or material omissions in any of this information or data will result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In processing employment applications, Delmarva Community Services, Inc. may obtain a consumer credit report for employment purposes only concerning credit worthiness, credit standing, and credit capacity. If Delmarva Community Services, Inc. desires a consumer credit report of any kind, the applicant will receive a statement of employment purpose and will be asked to sign the statement authorizing receipt of this information. If Delmarva Community Services, Inc. takes an adverse employment action based in whole or in part on the consumer credit report, a copy of the report and a summary of your rights under the Fair Credit Reporting Act will be provided as well as any other documents required by law.

PRES./CEO, Delmarva Community Services, Inc.

Date

209 – Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of an employee's initial period of hire, known as the introductory period. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Introductory Evaluations may be held at approximately three months after employment with Delmarva Community Services, Inc. with a guaranteed evaluation review no later than six months after employment. The Introductory Evaluation may not be for the purpose of a salary increase. Performance evaluations are scheduled approximately every 12 months after the Introductory Period, and barring budgetary constraints and the needs of the Agency, employees are eligible for merit consideration when the next pay raise is enacted.

Delmarva Community Services, Inc. awards merit-based pay adjustments in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by the formal performance evaluation process.

PRES./CEO, Delmarva Community Services, Inc.

Date

301 – Employee Benefits

Eligible employees at Delmarva Community Services, Inc. are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, COBRA, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- * Bereavement Leave
- * Blood Bank
- * Dental Insurance
- * Direct Deposit
- * Educational Financial Assistance
- * Family Medical Leave (FMLA)
- * Flexible Spending Account
- * 401(k) Savings Plan
- * Group Life and Accidental Death & Dismemberment Plan
- * Health Insurance
- * Holidays
- * Jury Duty Leave
- * Long-Term Disability
- * Military Leave
- * Personal-Sick Leave
- * Prescription Drug
- * Sam's Club Membership
- * Short-Term Disability
- * Travel Allowances
- * Uniform and Uniform Maintenance
- * Vacation Benefits

Some benefit programs require contributions from employees, but most are fully paid by Delmarva Community Services, Inc. The benefit package for regular full-time employees represents an additional cost to Delmarva Community Services, Inc. of approximately 20-25% of wages.

The insurance policies on file with the State of Maryland Department of Budget & Management at 301 W. Preston Street, Baltimore, MD 21201 will govern when in conflict with the descriptions contained in this handbook.

PRES./CEO, Delmarva Community Services, Inc.

Date

303 – Vacation Benefits

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

- * Regular full-time employees

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

- * After initial eligibility (after 1 year of eligible service), the employee is entitled to 10 vacation days each year.
- * After 3 years of eligible service, the employee is entitled to 12 vacation days each year.
- * After 5 years of eligible service, the employee is entitled to 15 vacation days each year.
- * After 15 years of eligible service, the employee is entitled to 20 vacation days each year.
- * After 20 years of eligible service, the employee is entitled to compensation only for 5 additional days without leave.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. Earned vacation time is available for use in the year following its accrual.

Paid vacation time can be used in minimum increments of one day. To take vacation, employees should request advance written approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Vacation days are based upon the hours an employee typically works per day. For example, if an employee typically works seven (7) hours per day, their vacation pay will be calculated at the rate of seven (7) hours per

305 – Holidays

Delmarva Community Services, Inc. will grant paid holiday time off to all full-time employees on the holidays listed below:

- * New Year's Day (January 1)
- * Martin Luther King, Jr. Day (third Monday in January)
- * Presidents' Day (third Monday in February)
- * Good Friday
- * Memorial Day (last Monday in May)
- * Independence Day (July 4)
- * Labor Day (first Monday in September)
- * Thanksgiving (fourth Thursday in November)
- * Christmas (December 25)
- * Employee's Birthday (Can be taken on any date on or after the birthday during the employment year with the supervisor's approval.)

Delmarva Community Services, Inc. will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Residential employees' earned hours are calculated based upon the average daily hours worked in a pay period. Eligible employee classification(s):

- * Regular full-time employees

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on any of these holidays, they will receive holiday pay plus a floating holiday at another time or compensated double time without another day for the hours worked on the holiday.

Paid time off for holidays generally will not be counted as hours worked for the purposes of determining overtime. If you are an hourly employee and are required to work between the hours of 9:00 a.m. and 5:00 p.m. on New Year's Day, Thanksgiving, or Christmas, you will be paid double time and receive a floating holiday or compensated for those hours worked. Overtime will not be paid for hours worked outside of the 9:00 a.m. to 5:00 p.m. schedule or on any other holiday, unless you meet the overtime criteria for actual hours worked in a week.

Any employee that is approved to work on Easter Sunday from 9:00 a.m. to 5:00 p.m. or New Year's Eve from 3:00 p.m. to midnight will be paid time and a half.

306 – Workers' Compensation Insurance

Delmarva Community Services, Inc. provides a comprehensive workers' compensation insurance program at no cost to employees. This program compensates employees for lost time and for any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

If professional medical treatment is necessary, the employee must notify the supervisor in writing of any work status changes. If the employee is "released to return to work" they must do so immediately. If the employee's work status changed, a doctor's authorization to "return to work" must be submitted to the Chief Operating Officer or Benefits Coordinator before the employee can return to work. If the employee is "released for light duty", Delmarva Community Services, Inc. reserves the right to determine if light duty or a substitute position is available and appropriate. Employees may be sent to the Agency physician for a determination as to "ability to work".

Neither Delmarva Community Services, Inc. nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Delmarva Community Services, Inc.

PRES./CEO, Delmarva Community Services, Inc.

Date

307 - Blood Bank

Delmarva Community Services, Inc. provides an opportunity for eligible employees to join its Blood Bank membership plan as a means of providing blood for the community and coverage for themselves and their families. If you or anyone covered by your membership (spouse and tax dependents) uses blood in the U.S., the Blood Bank will replace it or pay the cost of replacing it. Health insurance plans typically cover testing and processing fees but the cost of the blood itself is usually not covered.

Delmarva Community Services, Inc. pays for membership in the Blood Bank's group plan for all eligible employees. To be eligible, an employee must be a full-time employee (average of 30 or more hours a week) for at least 90 days, and must complete and submit the individual enrollment form to the Human Resources Office. Benefits begin with the Blood Bank of Delaware/Eastern Shore 30 days after the enrollment form is submitted to the Blood Bank's local office.

The employee obligation of joining is to provide a pint of blood in one of three ways about once every 20 months. Employees may provide a pint of blood by 1) giving blood yourself, 2) having someone else give for you, or 3) paying the cost of replacing one pint of blood (currently \$30). In order to be able to donate blood you must be 17 years of age or older, weigh at least 110 pounds, and be in good health. Blood Bank members who are age 75 and older are not asked to give blood, but are encouraged to do so if they are able. All donors must provide a valid Social Security number or other appropriate ID for identification purposes before donating blood.

PRES./CEO, Delmarva Community Services, Inc.

Date

308 – Sick Leave Benefits

Delmarva Community Services, Inc. provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

* Regular full-time employees

Eligible employees will accrue sick leave benefits at the rate of 12 days per year (1 day for every full month of service). An employee earns the number of hours per month that he works per day with the maximum being eight (8) hours. Sick leave benefits are calculated on the basis of a "benefit year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Employees can request use of paid sick leave after completing a waiting period of 90 calendar days from the date they become eligible to accrue sick leave benefits. Paid sick leave can be used in minimum increments of one hour. Eligible employees may use sick leave benefits for an absence due to their own illness or injury or that of an immediate family member who resides in the employee's household. Immediate family includes the employee's spouse, mother, father, brother, sister, parent, child, stepchild, and adopted children. Supervisor approved sick days may also be used if the number of days in the Bereavement Policy regarding immediate family members are insufficient to meet the employee's need. In addition, one supervisor approved sick leave day may be granted for the death of an aunt, uncle, niece, nephew, cousin, brother-in-law, sister-in-law, and grandparent.

Residential employees who are unable to report to work due to illness or injury should notify their direct supervisor 3 hours before the shift or as soon as possible before the scheduled start of their workday. All other employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of the work day or as soon as possible. The direct supervisor must also be contacted on each additional day of absence unless the doctor's note specifies the need for an absence of more than one day. If an employee is absent for more than two consecutive days (16 hrs.) due to illness or injury, a physician's statement must be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits. Before returning to work from a sick leave absence of three (3) calendar days or more, an employee must provide a physician's verification that he or she may safely return to work.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, overtime, commissions, bonuses, or shift differentials. As an additional condition of eligibility for sick leave benefits, an employee on an extended absence must apply for

309 – Bereavement Benefits

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 5 days of paid bereavement leave (**see explanation of allowable days below) will be provided to eligible employees in the following classification(s):

* Regular full-time employees

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Bereavement pay is calculated based on the number of scheduled hours per day that an employee normally works not to exceed 8 hours per day.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave such as vacation days for additional time off as necessary.

Delmarva Community Services, Inc. defines "immediate family" for Bereavement Leave purposes as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren.

**Employees are allowed paid Bereavement days for:

- 1) Spouse, parent, child, or siblings (3 working days if local and up to 5 working days if overnight travel is involved. All time is to be used within 30 days of death).
- 2) Employee's spouse's parent, child, or sibling, the employee's child's spouse, grandparents or grandchildren (one day if local and up to 3 working days if overnight travel is involved).

Employees that are not full-time employees may request "unpaid" leave days as calculated in the paragraph above.

PRES./CEO, Delmarva Community Services, Inc.

Date

311 – Jury Duty

Delmarva Community Services, Inc. encourages employees to fulfill their civic responsibilities by serving jury duty when required.

Jury duty pay for full-time employees will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence; however, any pay and employee receives from the court must be submitted to Delmarva Community Services, Inc. In order to be paid by Delmarva Community Services, Inc., employees are required to submit a note from the court system as to what time court adjourned each day. Employee classifications that qualify for Delmarva Community Services, Inc. paid jury duty leave are:

* Regular full-time employees

Note: All other classifications of employees will receive what is paid to them by the court system.

All employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits. Employees excused from court with greater than or equal to three hours left in their original work schedule are expected to report back to work.

PRES./CEO, Delmarva Community Services, Inc.

Date

312 – Witness Duty

Delmarva Community Services, Inc. encourages employees to appear in court for witness duty when subpoenaed to do so.

If full-time employees have been subpoenaed or otherwise requested to testify as witnesses by Delmarva Community Services, Inc., they will receive paid time off for the entire period of witness duty up to the number of hours in the employee's scheduled work day or for eight (8) hours whichever is less. Full-time subpoenaed employees will be paid at their base rate and are expected to submit any pay received by the court system to Delmarva Community Services, Inc.

If a subpoena is received for other than Delmarva Community Services, Inc. business, (or an employee wishes to volunteer as a witness), the subpoena or request should be given to the employee's supervisor immediately so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. Voluntary witnesses are free to use any paid leave benefits (such as vacation leave or personal leave) to receive compensation for any period of witness duty absence.

PRES./CEO, Delmarva Community Services, Inc.

Date

313 – Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 gives eligible employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Delmarva Community Services, Inc. health plan when a "qualifying event" would normally result in the loss of eligibility. COBRA only affects employers with 20 or more employees on a typical business day during the preceding calendar year. Individuals covered under the employer's health plan the day before a COBRA qualifying event took place include:

- the covered employee
- the covered spouse of the employee
- the covered dependent child of the employee
- the child born to, or placed for adoption with, the covered employee during the continuation period.

Persons covered under the group policy for three months prior to the termination of coverage, as well as their dependents and surviving or divorced spouses are eligible for coverage. Where coverage ends due to the death of the employee, surviving spouses and dependents must have been covered under the group contract for at least 30 days prior to the employee's death.

Some common qualifying events are resignation, voluntary or involuntary termination of employment other than for gross misconduct, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; an employee fails to return to work at the end of FMLA; a dependent child no longer meeting eligibility requirements; and a covered employee becomes entitled to Medicare coverage. COBRA periods range from 6-36 months dependent upon eligibility status.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Delmarva Community Services, Inc. group rates plus a 2% administration fee except for months 19-29 for disability extension coverage, which will be billed at 150%. Insignificant premium underpayments are defined as a payment short by 5% or less.

Significant premium underpayments will be treated as a non-payment and could result in loss of coverage. Coverage will generally terminate if the insured person fails to make a required premium payment, becomes insured under another group or individual plan, becomes eligible for Medicare, or elects to stop coverage under the group contract. Coverage for a divorced spouse will end upon remarriage.

Delmarva Community Services, Inc. provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Delmarva Community Services, Inc. health insurance plan. The notices contain important information about the employee's rights and obligations.

314 – Educational Assistance

Delmarva Community Services, Inc. recognizes that the skills and knowledge of its employees are critical to the success of the organization. We strive to provide on-the-job instruction and training to all employees. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within Delmarva Community Services, Inc.

Delmarva Community Services, Inc. will provide educational assistance to all eligible employees who have completed one year of service in an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Employees in the following employee classification(s) are eligible for educational assistance:

* Regular full-time employees

Individual courses must be related to the employee's current job duties or a foreseeable-future position in the organization in order to be eligible for educational assistance. Delmarva Community Services, Inc. has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable-future position. The amount of reimbursement is determined annually in July. This amount is based on budget allowance for education. A grade of C is required for any reimbursement.

Budget permitting, Delmarva Community Services will also reimburse for used or new textbooks as well as for lab books that are required for approved courses for classes that are passed with a grade of A, B, or C.

While educational assistance is expected to enhance the employee's performance and professional abilities, Delmarva Community Services, Inc. cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

Delmarva Community Services, Inc. invests in educational assistance to employees with the expectation that the investment be returned through enhanced job performance. However, if an employee voluntarily separates from Delmarva Community Services, Inc.'s employment within one year of the last educational assistance payment, the amount of the payment will be considered only a loan. Accordingly, the employee may be required to repay up to 100 percent of the original educational assistance payment.

Delmarva Community Services, Inc. reserves the right to change the program at its own discretion without notice. If special situations arise for the student, Delmarva Community Services, Inc. reserves the right to use their own discretion to seek a solution that is in the best interest of the employee and Delmarva Community Services, Inc. Employees should contact the CEO or COO for more information or questions about educational assistance or book reimbursement.

PRES./CEO, Delmarva Community Services, Inc.

Date

316 - Health Insurance

Delmarva Community Services, Inc.'s health insurance plan provides employees and their dependents access to medical, prescription, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

* Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Delmarva Community Services, Inc. and the insurance carrier.

Currently there are three types of medical plans offered: Preferred Provider Organization (PPO), Point-of-Service (POS), and Health Maintenance Organization (HMO). All three plans offer comprehensive coverage, however, the type of medical plan you choose determines your premium, out-of-pocket expense, and choice of physician. There are a variety of Vision coverages included in the medical plan determined by the medical plan you choose.

The Prescription Plan is not currently included in any of the medical plans; therefore, if this coverage is desired, the employee must enroll. If the Prescription plan is elected, the plan covers the cost of most approved prescription drugs, subject to nominal co-payments. The Prescription Plan co-payment amounts are determined by whether the drug is on the formulary, brand name, or generic drug list.

The Dental Plan is not currently included in any of the medical plans therefore if this coverage is desired, the employee must enroll in one of the dental plans available by the State (currently offered are two DHMO's and one POS Plan).

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan (medical, prescription, dental, and vision) are described in the State of Maryland Summary Plan Description (SPD). A SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. New employees must file an Enrollment Sheet within 60 days of their date of hire. Contact the Health Benefits Coordinator for more information about health insurance benefits.

PRES./CEO, Delmarva Community Services, Inc.

Date

317 - Life Insurance

Life insurance offers you and your family important financial protection. Delmarva Community Services, Inc. provides a Group Life Insurance Plan for eligible employees. Delmarva Community Services, Inc. gives full-time employees life insurance coverage at the current rate of 2 x base salary. Additional supplemental and/or dependent life insurance coverage may also be purchased. New employees have sixty (60) days from their entry on duty date to enroll in the Group Life Insurance Plan.

Accidental Death and Dismemberment (AD & D) insurance provides protection in cases of serious injury or death resulting from an accident. AD & D insurance coverage is provided as part of the Group Life Insurance Plan. The AD & D Plan may also offer benefits such as Exposure & Disappearance, Waiver of Premium, Education, Day Care, Common Disaster, Emergency Evacuation, and Repatriation of Remains Benefits. Contact the Benefits Coordinator for details and eligibility.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- * Regular full-time employees

Eligible employees may participate in the Group Life Insurance Plan subject to all terms and conditions of the agreement between Delmarva Community Services, Inc. and the insurance carrier.

Details of the basic Group Life Insurance Plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Employees also have the right to convert to a personal life policy due to a change in employment status as described in the Summary Plan Description. Contact the Benefits Coordinator for more information about life insurance benefits.

PRES./CEO, Delmarva Community Services, Inc.

Date

318 – Short-Term Disability

Delmarva Community Services, Inc. provides a short-term disability (STD) benefits plan to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Employees in the following employment classifications are eligible to participate in the STD plan:

* Regular full-time employees (must work at least 30 hours per week)

Eligible employees may participate in the STD plan subject to all terms and conditions of the agreement between Delmarva Community Services, Inc. and the insurance carrier. The current elimination period for disability due to injury or sickness is 14 days. Benefits begin the day after the elimination period is complete. The current weekly benefit is 60% of weekly earnings to a maximum benefit of \$1,000 per week. The maximum STD period of payment is 11 weeks at which time long-term disability benefits may be available.

Disabilities arising from pregnancy or pregnancy-related illness are treated the same as any other illness that prevents an employee from working. Disabilities covered by workers' compensation are excluded from STD coverage with the exception of partners or sole proprietors who cannot be covered by workers' compensation.

Details of the STD benefits plan including benefit amounts, when they are payable, rehabilitation and return to work assistance, limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees. Contact the Benefits Coordinator for more information about STD benefits.

PRES./CEO, Delmarva Community Services, Inc.

Date

319 – Long-Term Disability

Delmarva Community Services, Inc. provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work. The amount an employee receives is based on the amount earned before the disability began. In some cases, the employee can receive disability payments even if they work while being disabled through Rehabilitation and Return to Work Assistance that may also include a Child Care Expense Benefit. Benefits begin the day after the 90-day elimination period is complete. The total benefit cap will not exceed 100% of the employee's monthly earnings.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- * Regular full-time employees (minimum of 30 hours per week)

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between Delmarva Community Services, Inc. and the insurance carrier. The waiting period for new employees is the first of the month coincident with or next following three (3) months of continuous active employment.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Benefits Coordinator for more information about LTD benefits.

PRES./CEO, Delmarva Community Services, Inc.

Date

320 – 401(k) Savings Plan

Delmarva Community Services, Inc. has established a 401(k) savings plan to provide employees the potential for future financial security for retirement.

To be eligible to join the 401(k) savings plan, you must have worked at least 1,000 hours, have completed one year of service, and be 21 years of age or older. You may join the plan only during open enrollment periods. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs. Delmarva Community Services, Inc. contributes a percent (determined annually by the Board) of the employee's annual salary to each employee's 401(k) contribution after one year of service. All 401(k) plan company contributions are 100% vested at the end of five years of service. Employee contributions are immediately 100% vested.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible employees. Contact your Benefits Coordinator for more information about the 401(k) plan.

PRES./CEO, Delmarva Community Services, Inc.

Date

321 – Flexible Spending Accounts

Delmarva Community Services, Inc. has established a Flexible Spending Account so that full-time employees may take advantage of income tax laws that allow employees to pay their share of the cost of out of pocket expenses for health and day care services on a tax-free basis. Through a Flexible Spending Account, the employee redirects part of their pay before federal income or Social Security taxes are computed. Enrollment in a flexible spending account is done only during open enrollment.

The two ways that a Delmarva Community Services, Inc. employee can pay certain expenses with tax-free dollars are:

- * Health Care Flexible Spending Account (HCSP)
- * Day Care Flexible Spending Account (DCSP)

Health Care Flexible Spending Accounts allow you to set aside tax-free money to cover “medically necessary” health care expenses that you incur for you and your eligible dependents during the plan year. To be considered a “dependent”, the person must meet the IRS definition of dependent and be eligible to be claimed as your dependent on your federal income tax return. If you have any insurance benefits, you must use them before you obtain reimbursement from your HCSP.

Day Care Flexible Spending Accounts are designed to give employees a tax saving way to pay for day care expenses for your children or eligible dependents during the plan year. The expenses must be necessary for the employee to continue working. If married, the employee and the spouse must both be working, or your spouse must be a full-time student or disabled. To benefit from the DCSP, the child or eligible dependent must be considered a dependent by the IRS and be under age 13 (or) be your spouse or other dependent that is physically or mentally incapable of self-support, and who spends at least 8 hours per day in your home.

Complete details of these Flexible Spending Accounts including benefit amounts, and limitations and restrictions are described in the State of Maryland Summary Plan Description provided to eligible employees. Contact the Benefits Coordinator for more information on with the HCSP or the DCSP.

PRES./CEO, Delmarva Community Services, Inc.

Date

322 – Maryland State Employee Credit Union

Delmarva Community Services, Inc. offers its employees and their family members (permanent, contractual, former, and retired) the opportunity to participate in the Maryland State Employee Credit Union (SECU). Family members currently include spouse, parents (in-law), children (step, adopted, foster and in-law), brothers and sisters (in-law), aunts and uncles, nieces and nephews, grandparents and grandchildren. See the Benefits Coordinator for any amendments to the definition of “family members”.

Maryland State Employee Credit Union Benefits may include the opportunity to open any of the following Accounts:

- * Share Savings
- * Money Manager
- * Free Checking
- * Holiday Savings
- * ATM Card
- * IRA
- * CD
- * Custodian Accounts
- * Credit Card
- * Loans

In addition, the SECU offers other Money-Saving Services such as park, product, and service discounts. See your Benefits Coordinator for complete details on minimum opening balances, limits, restrictions, terms and conditions, as well as discounts available.

PRES./CEO, Delmarva Community Services, Inc.

Date

323 – SAM’S CLUB Membership

Delmarva Community Services, Inc. has 65 membership slots available in the nation’s largest members-only warehouse club. These memberships are available on a first-come, first-serve basis to full-time employees only. Members will receive full shopping privileges at all of the more than 500 SAM’S CLUB locations throughout the country.

Eligible employees, upon request and acceptance of application, will receive a SAM’S CLUB Membership. Delmarva Community Services will pay for the yearly membership fee for the Advantage Membership. Members can upgrade, at their cost, to a Plus Membership Card, which offers additional benefits such as Roadside Assistance.

SAM’S CLUB offers exceptional value on brand name merchandise at members-only prices. SAM’S CLUB also offers its members a variety of deals in the form of additional services. These services currently include:

- * Auto Buying Program
- * Auto Service Plan
- * Boat Buying Program
- * Check Printing
- * Discount Dental Program
- * Embroidery Services
- * Home & Business Improvement Services
- * Insurance Services
- * Internet Services
- * Merchant Credit Card Processing
- * Pharmacy
- * Photo Center
- * Travel Services
- * Service Agreements

Contact the Benefits Coordinator for complete details of eligibility, terms and conditions as well as any other questions regarding SAM’S CLUB Membership & Benefits.

PRES./CEO, Delmarva Community Services, Inc.

Date

324 – Direct Deposit

Delmarva Community Services, Inc. offers employees greater flexibility in choosing a financial institution and provides added security for its employees.

Delmarva Community Services, Inc. will directly deposit any or all of an employee's paycheck to a designated financial institution. No trips to the bank are necessary because your salary appears in your bank account on payday if you choose to direct deposit your entire check. Employees may choose up to three financial institutions to which they would like to make a direct deposit.

Once direct deposit is initiated, this authorization will continue unless discontinued by written request. It may take up to two pay periods to enroll or dis-enroll in direct deposit. It is the employee's responsibility to maintain the designated account as "open" to prevent rejected or returned entries.

A voided check must be supplied to deposit to a checking account and a voided deposit slip must be supplied to deposit to a savings account. Employees may add, change, or cancel direct deposit by completing a new direct deposit form. Questions regarding direct deposits and a direct deposit enrollment form may be obtained from the Payroll Department.

PRES./CEO, Delmarva Community Services, Inc.

Date

325 – Unemployment Insurance

The purpose of the Unemployment Insurance Program is to provide eligible claimants with benefits to which they are entitled in a timely manner, while at the same time controlling these costs by contesting ineligible claims. This program can also help the worker find a suitable job through job service centers and other Workforce Investment Act (WIA) partners. No deduction is made from the employee's wages for this purpose since Delmarva Community Services, Inc. must pay taxes under this law.

All unemployed workers in Maryland are entitled to file a claim for unemployment insurance. When an employee's work hours have been reduced, or the work relationship has been terminated, or the employee has been laid off, the employee may be entitled to receive Unemployment Insurance. To be eligible for Unemployment Insurance in Maryland, the person must present their social security card and:

- Be unemployed through no fault of his/her own.
- Be able to work, available for work, and actively seeking work.
- Have sufficient earnings in their Base Period (first four of the last five completed calendar quarters prior to the effective date).
- File a claim for benefits with DLLR.
- Meet all the requirements defined by Maryland Unemployment Insurance Law.

The employee's eligibility and entitlement to receive benefits will be determined solely by the local office of the State of Maryland Department of Labor, Licensing, & Regulation (DLLR). The local office for Caroline, Dorchester, Kent, Queen Anne, Somerset, Talbot, Wicomico, and Worcester Counties is:

Salisbury Claim Center
(410) 334-6800
1-877-293-4125 (toll free)
Spanish Speakers: 1-301-313-8000
Internet: www.mdemployment.com

Persons who receive benefits through false statements or failure to report ALL earnings will be disqualified and will be subject to criminal prosecution.

Further unemployment insurance questions and where to get answers can be obtained by contacting the Benefits Coordinator at Delmarva Community Services, Inc.

PRES./CEO, Delmarva Community Services, Inc.

Date

General Domestic Travel:

Business or job-related travel that is to be done by employees of Delmarva Community Services, Inc. is to be pre-approved by the supervisor and done using a company-owned vehicle. Employees will not, under any circumstances, be required to use their own vehicle. In instances where using a company owned vehicle is not available, employees who chose to use their own vehicle will be reimbursed for mileage at a rate determined by the CEO of Delmarva Community Services, Inc. (currently 33 cents/mile). When an employee chooses to use their own vehicle or rides in a vehicle that is not owned by the company, Delmarva Community Services, Inc. will not be held responsible for any liability and must sign a release of liability.

National/International Travel:

Business travel should be limited to those situations where business cannot be reasonably conducted without face-to-face interaction or visits to specific locations. Employee safety is of primary concern and will always be carefully balanced with business and job-related requirements.

All employees traveling to a national/international destination should get supervisor approval and leave a detailed itinerary for the supervisor including flight information, destination contact information, cell phone number and updated emergency contact information prior to departure. Under no circumstances will employees travel to countries declared as unsafe by the State Department.

PRES./CEO, Delmarva Community Services, Inc.

Date

Delmarva Community Services, Inc.
Policy #326A Release of Liability

Date: _____

Name (Please Print): _____

Reason for not using company car: _____

I, the undersigned, in consideration of the privilege of driving a vehicle not being purchased, owned, rented, or leased by Delmarva Community Services, Inc. agree to assume all risks, liability, damages, or injuries to self or others. In addition, I agree to waive all claims against and release, indemnify, defend and hold harmless Delmarva Community Services, Inc., all of its officers, employees, directors, agents and representatives against any and all liability, claims, suits, losses, damages and causes of action, including all expenses of litigation and/or settlement for death, injury to, or death of any person, or for loss of, damage to, or loss of use of any property arising out of or in connection with driving my vehicle of choice.

I have read this waiver of liability and understand that it is my responsibility to bear full responsibility for all financial, medical, and legal aspects relating to this decision. Further, I recognize that it is my responsibility to carry liability, uninsured motorist, physical damage coverage, and personal injury protection insurance as required by law.

In addition, whether or not I am driving my personal while or one belonging to the agency. If I am involved in a vehicle accident while on company business or on company property, I will promptly notify my supervisor and the Human Resources Department.

(Signature)

(Date)

(Witness)

(Date)

401 – Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require Delmarva Community Services, Inc. to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record or call in the time they begin and end their work. They should also record or call in the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Employees that are required to use written time sheets must turn them in to their Supervisor for their signature by 8:00 a.m. on the Monday following the end of the pay period. Day employees are asked to turn in their time sheets on Friday afternoon whenever possible. Employees that use e-time are to see their supervisor for appropriate e-time procedures. All employees are still to sign in and out at designated areas.

It is the employees' responsibility to sign their time sheets to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time sheet.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than 10 minutes prior to their scheduled starting time nor stay more than 10 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

402 – Pay Days

All employees are paid every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee should notify payroll as to how they want to receive their vacation check. No employee will receive vacation pay in advance. The check can be mailed or picked up by the employee or the employee's designee on payday. Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to Delmarva Community Services, Inc. Employees will receive an itemized statement of wages when Delmarva Community Services, Inc. makes direct deposits.

Employees that do not choose direct deposit may pick their checks up at the nearest Delmarva Community Services, Inc. Center: Hurlock, Cambridge, or Easton. Employees designate the pick-up location upon hire and may not switch locations on a regular basis. If changing location of check pick-up, payroll department must be notified by noon on Thursday. Checks will be available anytime after 12:00 noon. You must sign for your check, as a record that you received it. Checks will not be released to anyone else unless you contact payroll in advance to authorize such a release.

PRES./CEO, Delmarva Community Services, Inc.

Date

403 – Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- * Resignation - voluntary employment termination initiated by an employee.

- * Discharge - involuntary employment termination initiated by the organization.

- * Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

- * Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Delmarva Community Services, Inc. will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges if applicable, repayment of outstanding debts to Delmarva Community Services, Inc., or return of Delmarva Community Services, Inc.-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with Delmarva Community Services, Inc. is based on mutual consent, both the employee and Delmarva Community Services, Inc. have the right to terminate employment at will, with or without cause, at any time. Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

PRES./CEO, Delmarva Community Services, Inc.

Date

Employee Exit Interview

Employee Name: _____ Position: _____

Date of Hire: _____ Date of Termination: _____

1. Why are you leaving?
2. If you are going to another job, what does that job offer that your job here did not?
3. What factors contributed to your accepting a job here? Were your expectations realized?
4. What are some of the factors that helped to make your employment here enjoyable?
5. What comments or suggestions do you have in regard to making this a better place to work?
6. Would you recommend our organization to a friend as a place to work? If yes, why? If no, why not?

Other comments:

Interviewer's signature: _____ Date: _____

Employee's Signature: _____ Date: _____

404- Separation Pay

Delmarva Community Services, Inc. provides separation pay to eligible employees whose employment is terminated for reasons that are not prejudicial to Delmarva Community Services, Inc., as determined by Delmarva Community Services, Inc. in its sole discretion. The purpose of this separation pay plan is to provide financial benefits to certain employees of Delmarva Community Services, Inc. who lose their positions with the company involuntarily under separation qualifying conditions. Separation pay will be provided to the following eligible employee classifications:

*** Regular full-time employees**

Specifically excluded from benefits under this provision are employees who: were hired as temporary employees for a specified period of time; leave work due to a reduction in the work force; were offered but refused to accept another suitable position with the organization; were provided the opportunity to be retained for any length of time by a successor employer. Employees who do not receive separation benefits but think they are entitled, are to follow the company's Conflict Resolution Policy.

Separation benefits result in one week for every five years up to a maximum of four weeks starting after five years of service. Partial years are rounded up to the next year's benefit amount. The benefit is paid in one lump sum payment. The separation benefit ceases if the person is re-employed, is hired as an independent contractor, or is hired as a consultant for Delmarva Community Services, Inc. Receipt of separation pay will require signing of a waiver/general release prior to remittance of any separation pay, absolving Delmarva Community Services, Inc. from employment related liability. In addition, health benefits will continue for another month (the employee is still responsible for applicable co-pays). As required by law, if eligible, COBRA is available upon loss of health benefits.

The company reserves the right to amend or terminate the plan at any time, with or without advance notice.

PRES./CEO, Delmarva Community Services, Inc.

Date

406 – Administrative Pay Corrections

Delmarva Community Services, Inc. takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Supervisor and the Payroll Department so that corrections can be made as quickly as possible. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time sheet.

If the error is eight (8) hours or more and is due to a company error, the mistake will be corrected and appropriate pay will be administered within 72 hours. If the error is less than eight (8) hours or is due to an employee mistake, the correction will be made within 10 days or less.

PRES./CEO, Delmarva Community Services, Inc.

Date

407 – Pay Deductions & Setoffs

The law requires that Delmarva Community Services, Inc. make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Delmarva Community Services, Inc. also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." Delmarva Community Services, Inc. matches the amount of Social Security taxes paid by each employee. In addition, deductions may be required by court order for back taxes, child support, or other obligations.

Delmarva Community Services, Inc. offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by Delmarva Community Services, Inc., usually to help pay off a debt or obligation to Delmarva Community Services, Inc. or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

PRES./CEO, Delmarva Community Services, Inc.

Date

501- Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Delmarva Community Services, Inc. has established a workplace safety program. This program is a priority for Delmarva Community Services, Inc. The Maintenance Manager and the Transportation Manager are responsible for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Delmarva Community Services, Inc. provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their immediate Supervisor. The Supervisor is then to report the incident to the Benefits Coordinator. The injured employee must immediately report to a medical facility for diagnosis and necessary treatment and return with a "return to work" note in order to qualify for worker's compensation or disability insurance. Refusal to report for medical evaluation may result in denial of a worker's compensation or disability claim. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

PRES./CEO, Delmarva Community Services, Inc.

Date

502 – Work Schedules

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

PRES./CEO, Delmarva Community Services, Inc.

Date

503 – Use of Phones, Communication System, Photographic Devices, Faxes, and Mail Systems

Use of Phones:

Employees are allowed to receive telephone calls at work. However, these calls should be brief and personal business should be handled at home. If it is necessary to make a personal long-distance telephone call using our telephones you must make a note of it and notify the Finance Office. You will be required to pay the bill when it arrives. Failure to do so may result in the monies being owed Delmarva Community Services, Inc. to be withheld from your paycheck. Please remember that all company phones, whether office or residential, are here for company business and should not be tied up by staff for long periods of time. Delmarva Community Services, Inc. reserves the right to require payment for any personal telephone calls. Delmarva Community Services, Inc. reserves the right to discharge any individual who displays a pattern of talking on the telephone for long periods of time instead of performing their duties. It is important to use good judgment when it comes to personal telephone use.

Delmarva Community Services, Inc. has several telephone exchanges in place to help minimize long-distance calls. If you are calling a 410 number with 228, 221, 901, 330, 376, 943, 476, 226, 745, or 886 exchanges, these are local numbers from the Cambridge lines. We also have a 410-376 exchange line, which is Vienna and can be used to call the Salisbury area. We have a 410-476 exchange line, which is Trappe and can be used to call the Easton area. To get the appropriate outside line dial:

- 9 – Cambridge
- 8 – Vienna
- 7 – Trappe
- 6 – Toll Free 800 (Sometimes this does not work)

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

504 - Smoking

In keeping with Delmarva Community Services, Inc.'s intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those outdoor locations (at least 20 feet from any entrance or exit) that have been specifically designated as smoking areas by the Supervisors. This non-smoking policy applies to all office buildings in Cambridge, Easton, and Hurlock, as well as, any residence. Please do not smoke in front of the centers or homes. There is also to be no smoking in Delmarva Community Services, Inc. vehicles, with or without clients.

Smoking should not interfere with the job or take employees away from regular work. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

This policy applies equally to all employees, customers, and visitors.

Employees found to be in violation of this policy will be subject to disciplinary action up to and including termination.

PRES./CEO, Delmarva Community Services, Inc.

Date

505 – Break & Meal Periods

All breaks are paid and must be coordinated with the Supervisor in advance. Breaks are not scheduled for specific times due to business needs but employees are expected to limit daily break time to no more than a total of thirty (30) minutes with a maximum of fifteen (15) minutes in the morning and fifteen (15) minutes in the afternoon. All breaks must be taken at the worksite.

All full-time employees are provided with one meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Most employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. Employees that are compensated for meal times are to eat, sit with, and supervise the individuals at all times.

PRES./CEO, Delmarva Community Services, Inc.

Date

506 - Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

PRES./CEO, Delmarva Community Services, Inc.

Date

507 – Use of Equipment and Vehicles

All use of equipment and vehicles must be pre-approved by the immediate supervisor and is to be used ONLY for business purposes. Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, property, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt written reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

PRES./CEO, Delmarva Community Services, Inc.

Date

507.1 – Use of Equipment and Vehicles

All use of equipment and vehicles must be pre-approved by the immediate supervisor and is to be used **ONLY** for business purposes. **A valid driver's license is required at all times during employment with DCS, Inc.**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, property, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt written reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

PRES./CEO, Delmarva Community Services, Inc.

Date

508 – Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, local radio and/or television stations (WCEM-Cambridge and WCEI-Easton and WBOC-Salisbury) will be asked to broadcast notification of the closing.

The GENERAL rule is to follow the local school system's announcement regarding closing for snow days. We do not necessarily follow the school announcements regarding delays of operation except for delays due to fog. If the local school system has a fog delay of any length, the general rule is that Delmarva Community Services, Inc. will delay its programs for one hour. It is the responsibility of the employee to know the Agency's Plans based on what is reported by WCEM, WCEI, and WBOC and to follow them accordingly.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits. In addition, full-time day employees may be given as many as two (2) bad weather days per fiscal year, as paid leave. This bad weather leave is at the discretion of and will be announced by Delmarva Community Services, Inc. management.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as unused vacation benefits.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

PRES./CEO, Delmarva Community Services, Inc.

Date

509 – Business Travel Expenses

Delmarva Community Services, Inc. will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. The Chief Executive Officer or designee must approve all business travel in advance.

Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Delmarva Community Services, Inc. Employees are expected to limit expenses to reasonable amounts.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by Delmarva Community Services, Inc. may not be used for personal use without prior approval.

With prior approval, a family member or friend may accompany employees on business travel if the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such non-business travel are the responsibility of the employee.

When travel is completed, employees should submit completed travel expense reports within 30 days. Receipts for all individual expenses should accompany reports.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

510 – Visitors in the Workplace

To provide for the safety and security of employees and the facilities at Delmarva Community Services, Inc., only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees may briefly meet any visitor for a maximum of ten (10) minutes.

All visitors should enter Delmarva Community Services, Inc. or any of its property at the main/reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Delmarva Community Services, Inc.'s premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area or notify the local police. In instances where the police are notified, employees must also report this to their immediate supervisor and either the Assistant Director, Chief Operating Officer or Chief Executive Officer.

PRES./CEO, Delmarva Community Services, Inc.

Date

511 – Computer, Internet, and E-Mail Usage

Delmarva Community Services, Inc. property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

Delmarva Community Services, Inc. strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Delmarva Community Services, Inc. prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Delmarva Community Services, Inc. purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Delmarva Community Services, Inc. does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. Delmarva Community Services, Inc. prohibits the illegal duplication of software and its related documentation. Employees may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the company.

512 – Internet Usage Guidelines

Internet access to global electronic information resources on the World Wide Web is provided by Delmarva Community Services, Inc. to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Delmarva Community Services, Inc. and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of Delmarva Community Services, Inc. As such, Delmarva Community Services, Inc. reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

513 – Workplace Monitoring

Workplace monitoring may be conducted by Delmarva Community Services, Inc. to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of Delmarva Community Services, Inc. as well as their satisfaction with our service.

Computers furnished to employees are the property of Delmarva Community Services, Inc. As such, computer usage and files may be monitored or accessed.

Delmarva Community Services, Inc. may conduct video surveillance of non-private workplace areas. Video monitoring may be used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because Delmarva Community Services, Inc. is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

PRES./CEO, Delmarva Community Services, Inc.

Date

514 – Workplace Violence Prevention

Delmarva Community Services, Inc. is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Delmarva Community Services, Inc. has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors, managers and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Delmarva Community Services, Inc. without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Delmarva Community Services, Inc. will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

515 - Ergonomics

Delmarva Community Services, Inc. has developed an ergonomics program to minimize repetitive motion injuries (RMIs) in the workplace. The primary elements of the ergonomics program include: (1) worksite evaluations, (2) control of exposures that may have caused RMIs, and (3) ergonomics training of employees. The ergonomics program also focuses on educating employees on their personal responsibility to ensure good work habits (such as posture and body mechanics) and adequate fitness for work.

RMIs are musculoskeletal injuries, identified and diagnosed by a licensed physician, that can result from a job, process, or operation where employees perform the same repetitive motion tasks. Examples of repetitive motion tasks include, but are not limited to, sustained computer keyboard and mouse usage; assembling materials and products; or lifting, carrying, and loading objects.

When an RMI has been reported at Delmarva Community Services, Inc. that results from a job, process, or operation, a worksite evaluation will be conducted. The evaluation identifies potential exposures that may have caused RMIs and determines the methods Delmarva Community Services, Inc. will use to control or minimize them. Affected employees will be informed of the potential exposures and trained in the control measures.

Every reasonable effort will be made to correct exposures in a timely manner that may have caused RMIs or, if the exposure is not capable of being corrected, to minimize it to the extent feasible. In determining how to correct or minimize exposures, Delmarva Community Services, Inc. will consider reasonable, cost-effective engineering or administrative controls.

Employees are provided with training that includes an explanation of the ergonomics program, exposures that have been associated with RMIs, the symptoms and consequences of injuries caused by repetitive motion, the importance of reporting symptoms and injuries, and the methods used to minimize RMIs.

601 – Personal/Sick Leave

Delmarva Community Services, Inc. provides paid personal leave benefits to all eligible employees. Eligible employees will accrue personal leave benefits at the rate of 2 days per year. In order to be eligible for paid personal leave benefits, the employee must have been working at the agency for at least three (3) months. Employees are eligible for two (2) personal days per year beginning with their anniversary date of employment. Personal days can be used in ½ day increments. These days cannot be carried over and are not compensated for if an employee leaves the company (unless you are a residential employee). Supervisor approval is required in advance in order to take personal leave.

Also See Policy #308 Sick Leave Benefits below:

Delmarva Community Services, Inc. provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- * Regular full-time employees

Eligible employees will accrue sick leave benefits at the rate of 12 days per year (1 day for every full month of service). An employee earns the number of hours per month that he works per day with the maximum being eight (8) hours. For example, if an employee has a two day 24 hour weekend schedule and calls out sick, (s) he will be able to use only 16 hours of paid sick leave for those days. Sick leave benefits are calculated on the basis of a "benefit year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Employees can request use of paid sick leave after completing a waiting period of 90 calendar days from the date they become eligible to accrue sick leave benefits. Paid sick leave can be used in minimum increments of one hour. Eligible employees may use sick leave benefits for an absence due to their own illness or injury or that of an immediate family member who resides in the employee's household. Immediate family includes the employee's spouse, mother, father, brother, sister, parent, child, stepchild, and adopted children. Sick Leave may be taken to care for other relatives in the household upon Delmarva Community Services, Inc. approval. Supervisor approved

602 – Family Medical Leave

The Family Medical Leave Act (FMLA) provides FMLA leaves of absence without pay to eligible employees 1) who are temporarily unable to work due to a serious health condition or disability that makes them unable to perform the essential functions of their job; or 2) who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or 3) who care for a child, spouse, or parent with a serious health condition for which the employee is needed to provide care. Serious health conditions or disabilities include any illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and regulated medical conditions.

Employees in the following employment classifications are eligible to request family leave as described in this policy:

- Regular full-time employees

Employees must have worked for Delmarva Community Services, Inc. for at least 12 months in the past and have worked for at least 1250 hours in the preceding 12 months to be eligible for an FMLA leave.

Eligible employees should make requests for FMLA leave to their immediate supervisor by filling out an Absence Slip at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. Time off can be taken as either intermittent, full days, or reduced schedule leave.

Employees requesting FMLA leave will be required to submit a Certification of Health Care Provider Form verifying the need for the FMLA leave, its beginning and expected ending dates, and the estimated time required. The FMLA leave is not considered approved until the Employer Response Form is signed and approved. Where Delmarva Community Services, Inc. has reasonable doubt as to a certification's validity; a second or third opinion may be required at the employer's expense. Second opinions, if deemed necessary will be done by _____.

604 - Bereavement Leave

See Policy #309 Bereavement Benefits below:

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 5 days of paid bereavement leave (**see explanation of allowable days below) will be provided to eligible employees in the following classification--Regular full-time employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Bereavement pay is calculated based on the number of scheduled hours per day that an employee normally works not to exceed 8 hours per day.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave such as vacation days for additional time off as necessary.

Delmarva Community Services, Inc. defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren.

**Employees are allowed paid Bereavement days for:

- 1) Spouse, parent, child, or siblings (3 working days if local and up to 5 working days if overnight travel is involved. Must be used within 30 days of the death).
- 2) Employee's spouse's parent, child, or sibling, the employee's child's spouse, grandparents or grandchildren (one day if local and up to 3 working days if overnight travel is involved).

Employees that are not full-time employees may request "unpaid" leave days as calculated in the paragraph above.

PRES./CEO, Delmarva Community Services, Inc.

Date

605 – Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service or training is required, by completing a leave request form unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits (COBRA) 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.

Employees on military 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. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

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.

Contact the Corporate Office for more information or questions about military leave.

PRES./CEO, Delmarva Community Services, Inc.

Date

701 – Employee Conduct & Work Rules

The purpose of this policy is to state Delmarva Community Services, Inc.'s position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

To ensure orderly operations and provide the best possible work environment, Delmarva Community Services, Inc. expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. You must understand that any offense, whether or not it is included in these rules may result in disciplinary action, up to and including termination, without prior warning. The following are guidelines for enforcing rules in a fair and consistent manner and administering disciplinary action, when necessary, according to the seriousness of the offense. Each situation will be dealt with on an individual basis. Progressive Discipline does not apply to probationary employees who may be disciplined at the discretion of the Company.

A. Progressive Discipline

Steps:

- 1) A documented verbal warning with counseling
- 2) A written warning with counseling
- 3) Suspension for one to five work days with or without pay (FLSA requires that exempt employees not be suspended without pay for less than one week)
- 4) Immediate termination, based on Company's view of the seriousness of the offense.

- *Contributing to unsafe, unsanitary, or unhealthy conditions
- *Interfering with the work of other employees
- *Unauthorized solicitation or sales on company property
- *Failure to comply with dress and/or grooming standards
- *Discourteous treatment of visitors or customers.

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*Interfering with the work of other employees

*Unauthorized solicitation or sales on company property

*Failure to comply with dress and/or grooming standards

*Discourteous treatment of visitors or customers.

702 – Drug and Alcohol Use

It is Delmarva Community Services, Inc.'s desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. Scientific evidence indicates that drug/alcohol use may adversely affect an individual's concentration, coordination, reactions, attitude, and/or judgment and can negatively impact the business and reputation of the Company.

All employees share responsibility for maintaining a safe work environment and should encourage co-workers who use alcohol or other drugs inappropriately to seek help. Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their Supervisor or the Chief Operating Officer to receive assistance or referrals to appropriate resources in the community.

While on Delmarva Community Services, Inc. premises and while conducting business-related activities off Delmarva Community Services, Inc. premises, no employee may use, possess, manufacture, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Employees are to inform the Supervisor if they are using medicine prescribed by a physician that may alter their mental and/or physical ability to perform their job in a satisfactory manner. A fit for duty form is required in order to work under such medication.

All accidents of any kind (transportation, falls, etc.) must result in drug/alcohol testing within twelve (12) hours or will result in disciplinary action up to and including termination.

703 Sexual and Other Unlawful Harassment

Delmarva Community Services, Inc. is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, pictures, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited. In addition, retaliation against anyone who complains of harassment or who participates in an investigation will not be tolerated.

Any employee that believes they are subject to harassment of any kind are to notify the offender that their behavior is unwelcome. Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter, verbally and in writing, to the Chief Operating Officer. If the Chief Operating Officer is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Chief Executive Officer. Employees can raise concerns and make reports without fear of reprisal and are encouraged to do so before the incident becomes severe or pervasive.

Any member of management who becomes aware of possible sexual or other unlawful harassment should take all accusations seriously and promptly advise their immediate Supervisor and the Chief Operating Officer. A prompt, thorough, and impartial investigation will occur regarding all reports and reports will be handled in as timely and confidential a manner as possible. The Human Resources Team will then immediately take steps to ensure

704 Attendance and Punctuality

To maintain a safe and productive work environment, Delmarva Community Services, Inc. expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Delmarva Community Services, Inc. Regular and prompt attendance is expected of every employee all hours of every scheduled workday, and is a basic condition of continued employment. Poor attendance and excessive tardiness are disruptive.

The Supervisor will inform employees of their regular work schedule and meal periods. Employees are expected to be at their assigned work location and dressed appropriately at the time the shift is scheduled to begin. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor or the administrative office between 8:00 a.m. and 8:30 a.m. (except residential and transportation personnel who must notify their supervisor three (3) hours before the scheduled work shift or as soon as possible.) Notifications must be done with a person. A voice mail message is not acceptable.

Because of the nature of the business at Delmarva Community Services, Inc., it is necessary that some employees care for some individuals 24 hours a day, 7 days a week. Accordingly, there will be a variety of work schedules to accommodate the needs of our clients, the operation of the agency, and the lives of our employees. Some of the schedules and shifts include:

- Day Shift
- Evening Shift
- Weekends
- 7 Days On/7 Days Off (with a sleep shift)
- Awake Overnight

705 Personal Appearance/Casual Fridays

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Delmarva Community Services, Inc. presents to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. If you are not required to wear a uniform, please dress in a way that is appropriate for your job. Employees are also to dress neatly and appropriately on Casual Fridays.

For safety purposes, open toed shoes, flip flops, large earrings over 2", large hoop earrings, and long fingernails are not permitted at the work site. Employees and clients are asked to observe this safety guideline.

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Inappropriate dress includes, but is not limited to, clothing that looks like pajamas, shirts that expose the midriff area, halter tops or tops with spaghetti straps, pants below the hip area, short shorts or skirts, etc. Under such circumstances, employees will not be compensated for the time away from work.

Consult your supervisor if you have questions as to what constitutes appropriate attire.

PRES./CEO, Delmarva Community Services, Inc.

Date

706 Return of Property

Employees are responsible for items issued to them by Delmarva Community Services, Inc. or in their possession or control, such as the following:

- * credit cards
- * cell phones
- * equipment
- * identification badges
- * keys
- * manuals
- * pagers
- * protective equipment
- * tools
- * uniforms
- * vehicles
- *written materials
- *computer software

Employees on or before their last day of work must return all Delmarva Community Services, Inc. property. Where permitted by applicable laws, Delmarva Community Services, Inc. may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Delmarva Community Services, Inc. may also take all action deemed appropriate to recover or protect its property.

Delmarva Community Services, Inc. is also not responsible for the loss of employee personal belongings while working. It is recommended that employees not bring large sums of money or any other item of value on the property of Delmarva Community Services, Inc. Employee lockers are available for personal use as necessary. Lockers are the property of Delmarva Community Services, Inc. and are therefore subject to reasonable cause searches.

PRES./CEO, Delmarva Community Services, Inc.

Date

707 – Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Delmarva Community Services, Inc. Although advance notice is not required, Delmarva Community Services, Inc. requests at least two (2) weeks' written notice of resignation from nonexempt employees and at least four (4) weeks' notice from exempt employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

PRES./CEO, Delmarva Community Services, Inc.

Date

708 – Security Inspections

Delmarva Community Services, Inc. wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Delmarva Community Services, Inc. prohibits the possession, transfer, sale, or use of such materials on its premises. Delmarva Community Services, Inc. requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of Delmarva Community Services, Inc. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Delmarva Community Services, Inc. at any time, either with or without prior notice.

PRES./CEO, Delmarva Community Services, Inc.

Date

709 - Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by Delmarva Community Services, Inc. may not solicit or distribute literature in the workplace at any time for any purpose.

Delmarva Community Services, Inc. recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include meal periods, work breaks, or any other periods in which employees are not on duty.) Human Resources must approve, in writing, any literature distributed on Delmarva Community Services, Inc. property during non-work time.

Examples of impermissible forms of solicitation include:

- * The distribution of literature not approved by the employer
- * Solicitation during working hours for personal gain
- * Use of company phone for promotional rewards (ex. radio contests)

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- * Affirmative Action statement
- * Employee announcements
- * Internal memoranda
- * Job openings
- * Organization announcements
- * Payday notice, etc.

If employees have a message of interest to the workplace, they may submit it to the Human Resources Manager for approval. Human Resources will post all approved messages.

PRES./CEO, Delmarva Community Services, Inc.

Date

710 Drug and Alcohol Testing

Delmarva Community Services, Inc. is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, employees may be asked to provide body substance samples (such as breath, urine and/or blood) for "just cause" to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to such testing may result in disciplinary action, up to and including termination of employment.

Types of Tests:

The types of drug or alcohol tests that can be given include the following:

- ***Reasonable suspicion.*** Any employee the employer has a reasonable basis to suspect is using drugs or alcohol or is at work under the influence of drugs or alcohol can be tested. Reasonable suspicion is based on employee's appearance, conduct or behavior that would cause a reasonable person to believe that the employee has used or may be impaired by drugs or alcohol.

Indicators: Accident; frequent tardiness or absences for implausible reasons; long lunch, coffee, or bathroom breaks; frequently missed deadlines; disruption of fellow employees; withdrawal from interaction with fellow employees; overreaction to constructive criticism; frequent mistakes related to poor judgment; decreased productivity; great variations in productivity from day to day; inability to concentrate on work; smell of alcohol on breath; change in or lack of personal care, etc.

711 - Progressive Discipline

The purpose of this policy is to state Delmarva Community Services, Inc.'s position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Delmarva Community Services, Inc.'s own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Delmarva Community Services, Inc. is based on mutual consent and both the employee and Delmarva Community Services, Inc. have the right to terminate employment at will, with or without cause or advance notice, Delmarva Community Services, Inc. may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 12 months have passed since the last disciplinary action, the process will normally start over.

Delmarva Community Services, Inc. recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules Policy #701 includes examples of problems that may result in immediate suspension or termination of employment.

712 – Conflict Resolution

Delmarva Community Services, Inc. is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any concern, complaint, suggestion, or question receives a timely response from Delmarva Community Services, Inc. management.

Delmarva Community Services, Inc. strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the conflict resolution procedure. No employee will be penalized, formally or informally, for voicing a concern with Delmarva Community Services, Inc. in a reasonable, business-like manner, or for using the conflict resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents verbal concern to immediate supervisor within seven (7) calendar days, after incident occurs. If concern is presented to the supervisor, (s)he is to respond to the employee within five (5) calendar days. If the supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present concern to the Assistant Director.
2. Employee schedules a meeting with the Assistant Director within seven (7) calendar days after incident occurs (or) within seven (7) calendar days after meeting with the supervisor. If the Assistant Director cannot resolve the matter to the employee's satisfaction, the employee should schedule a meeting with the Chief Operating Officer (presently acting as the Human Resources Manager).
3. The Chief Operating Officer counsels and advises employee, assists in putting concern in writing, and visits with employee's supervisor and the Assistant Director, if necessary. The Chief Operating Officer documents the discussions, responds in writing within five (5) calendar days, and forwards copy of the written response for the employee's file. If concern is still

800 - Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. Delmarva Community Services, Inc. supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, Delmarva Community Services, Inc. will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. Delmarva Community Services, Inc. will take reasonable precautions to protect such information from inappropriate disclosure. Supervisors, managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Chief Operating Officer for information and referral to appropriate services and resources.

PRES./CEO, Delmarva Community Services, Inc.

Date

801 – Training

The Program Administrators/Training Director shall provide periodic in-service training. Initial training may extend beyond the usual working hours. Time in training is considered work time for which employees are compensated at their usual rate of pay. Fees for training and education required by the Agency, such as workshops and conferences, may be paid by the Agency.

Employees are encouraged to take additional courses that might enhance their ability to do their job. There may be Agency reimbursement if the employee has pre-approval from the Administration to take such courses and if the Agency's budget will allow for it. Receiving a degree or training beyond the job for which the employee was originally hired does not automatically mean an increase in salary or promotion if job duties do not change.

Documentation of completed trainings, certifications and courses shall be maintained in individual personnel files. Mandatory trainings required by employees in direct care and some other positions may include:

1. Job Duties Training
2. D.D.A. Intro
3. Intro to M.R./D.D.
4. Intro to E.L.P. (I.P.P./I.D.T.)
5. OSHA Regulations & Bloodborne Pathogens
6. Managing Disruptive Behavior
7. Behavior Change
8. Seizure Disorders
9. Medication Administration
10. C.P.R. and First Aid
11. Infection Control
12. Rights with PM 46 *ECD
13. Home Fire Safety
14. Health Awareness
15. Nutrition
16. P.E.A.C.E.
17. Passenger Assistance
18. Safe Food Handling
19. Defensive Driving Techniques
20. There are also other mandatory trainings based upon need.

Your supervisor will advise you of other trainings you should take to become more proficient in your field.

PRES./CEO, Delmarva Community Services, Inc.

Date

802 - Recycling

Delmarva Community Services, Inc. supports environmental awareness by encouraging recycling and waste management in its business practices and operational procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set up to promote the separation and collection of the following recyclable materials at Delmarva Community Services, Inc.:

- * aluminum cans
- * ink cartridges
- * white paper

The simple act of placing a can in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. Employees are encouraged to make a commitment to recycle and be a part of this solution.

Delmarva Community Services, Inc. encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- * communication through computer networks with e-mail
- * two-sided photocopying
- * reusing paper clips, folders, and binders
- * turning off lights when not in use, etc.

Whenever possible, employees of Delmarva Community Services, Inc. are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the market for recyclable materials.

By recycling, Delmarva Community Services, Inc. is helping to solve trash disposal and control problems facing all of us today.

PRES./CEO, Delmarva Community Services, Inc.

Date

804 – Abuse

All incidents of suspected abuse or neglect must be reported immediately to the supervisor. Such reports should be made by anyone who witnesses the alleged abuse or neglect. Failure to report such an incident of abuse could be grounds for termination. Developmental Disabled Administrative Policies on Reportable Incidences will determine actions taken with client regarding client abuse. There can be no abuse of clients in any form – psychological, physical, sexual, or verbal. Any action or statement that is offensive to the person’s self-esteem could be justification for immediate termination.

Delmarva Community Services, Inc. will investigate any alleged abuse or neglect made by clients, other staff, doctors, or any other community member(s). While the investigation is in progress, the employee named in the complaint may be suspended with or without pay, transferred or terminated depending upon the seriousness of the allegation and the facts substantiating the abuse or neglect. Investigations are subject to specific procedures by a variety of state agencies. Any employee that would like information regarding these procedures should see the Chief Operating Officer.

If the alleged incident is confirmed, the employee will be terminated immediately. Failure to report any incident of abuse could also be justification for termination.

PRES./CEO, Delmarva Community Services, Inc.

Date

