



## **EMPLOYEE MANUAL**

Updated 09/2019

# Employment

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Stand Up's mission is to assist individuals increase their independence by providing unequalled personalized planning, supports and opportunities for success.

Our core values include:

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|----------------------|--------------------|
| 1. Exemplary Service | 6. Responsibility  |
| 2. Integrity         | 7. Creativity      |
| 3. Confidentiality   | 8. Positivity      |
| 4. Professionalism   | 9. Teamwork        |
| 5. Cooperation       | 10. More with less |

Our supportive employment professionals network individual customers with the best vocational options while keeping their disabilities, strengths and barriers in mind. We provide a service, not a product, so our service oriented staff is the very 'heartbeat' of who we are.

Stand up offers salaried, full time and part time employment. While no employee is guaranteed a set amount of hours, Stand Up will do everything within its power to accommodate you with your hourly needs.

Each employee is hired on a ninety day probationary period and will have a 90 day evaluation following their probationary period. If at the end of the ninety days, the employee is satisfied with the company and the company is satisfied that the employee is doing what is expected, the probationary period will end. Employees will then receive a six month review to and then you expect to be evaluated on an annual basis and is scheduled to coordinate with their anniversary date. Raises are contingent upon your annual evaluation and benefits are applicable on the 91<sup>st</sup> day of employment.

# Confidentiality

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As an employee of Stand Up, Inc., you will encounter confidential information regarding our customers. Any information provided to you by customers, counselors, employers, or other involved agencies is to remain strictly confidential. You are not to share this information with anyone not included on a customer's release form, which is located in every customer file. Sharing this information without the permission of the customer will result in immediate termination.

# Customer Files

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Customer files contain confidential information regarding Stand Up, Inc. customers. For this reason, your passwords to Stand Up's customer management system must remain protected. Computers must be password protected. If you are in possession of printed information, you must ensure that its contents remain private and protected. Mishandling of confidential information is grounds for immediate termination.

# Reporting Requirements

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If at any time you are served with a subpoena or search warrant or asked to be questioned in an active investigation by a law official you are to comply with their request and immediately contact your direct supervisor for further instruction. Some information is considered confidential and protected by the customer's rights. Contact your supervisor or a department head for guidance and instruction regarding the individual circumstances of the request.

If at any time you are threatened by a customer or feel in danger, leave the premises immediately and contact your supervisor or the police if you feel the situation warrants this action. If the customer is working on a job site, also contact the job sites management to inform them of the situation.

# Dress Code

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Every employee is expected to dress in an appropriate and professional manner on each job assignment. The final determination of what is appropriate and professional lies with the management of Stand Up, Inc. At no time is an employee to wear shorts, low cut blouses or shirts, halter tops, clothing with holes, and tee shirts with inappropriate pictures or language printed on them, clothing that is dirty or inappropriate footwear. When working on a job site, employees are expected to follow the employer's dress code. Job development and meetings require professional attire. Each employee is to be neat and clean at all times. It is recommended that you keep a pair of skid resistant shoes for job sites that require this safety measure. See your supervisor for more information.

# Requests for Time off

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Requests for time off should be submitted, in written form, at least two weeks in advance. This gives the management adequate time to plan for coverage in your assigned areas. Each request for time off will be considered on a first submitted basis. Stand Up wants to accommodate each employee to ensure you are rested and healthy.

# Privately Owned Vehicles

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As an employee with Stand Up, you are required to have a valid Virginia driver's license. It is also necessary to use your privately owned vehicle while employed with Stand Up. For this reason, an employee is required to carry, as required by law, current insurance coverage on any vehicle used during employment. A copy of proof of insurance is required upon employment and will be kept in the employment file. Any change in insurance coverage will require a new copy of proof of insurance be filed in your employment file. Stand Up reimburses employees at the rate of .365 cents per mile for work related travel only. At times employees will need to transport a customer to a variety of places that relate to their vocational goals. These places include, but are not limited to, interviews, training sites, assessments, employment physicals and/or drug screenings and medical appointments as needed. Your privately owned vehicle is to be kept in good and safe working condition at all times. If your car is undergoing repairs, you are required to have alternative transportation.

# Medication

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Employees of Stand Up are not permitted to administer medication to customers at any time, whether on or off of a training site, or during any phase of services. This includes over-the-counter or prescription medications.

# Company Property

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Any company property that you, as an employee, possess is to be kept in good working condition at all times. All company property will be inventoried on a yearly basis and a signed inventory and description will be kept on file for each employee. If company property is broken, lost or stolen, report such status to the Executive Director.

# Non-Compete Agreement

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Any employee of Stand Up who leaves the employment of Stand Up, either by termination or by resignation, shall not establish any business of the same or similar manner as that of Stand Up for a period of two years within 200 miles of Stand Up. Each employee is asked to sign a “Non-Compete” contract.

# Review and Certification Policy

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Each employee is hired on a ninety-day probationary period. New employees will receive performance reviews at 90 days, 6 months and annually in the month of hire thereafter. Benefits are available to new employees on the 91st day of employment.

- 90 Days: At ninety days, the employee will receive their first review. If it is determined that the employee will be retained past their probationary period, they will then be eligible to participate in a Supported Employment course.
- 6 months: The employee will receive a review and may be eligible for a raise based upon the employee's average score on their six-month review.
- ACRE certification: If the employee completes the Supported Employment class and chooses to receive their ACRE certification, they are then may be eligible for a 0.50/ hour raise upon providing documentation of their ACRE certification.
- Annual Reviews: Annual reviews will occur in the month of hire. Raises are determined by the employee's average review score.

- CESP (Certified Employment Support Professional): If an employee who has completed their ACRE certification then chooses to take the CESP exam and passes the exam, they are then may be eligible for a \$1.00/hour raise.

Updated 11/2016

## Benefits

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Stand Up, Inc. will provide the following benefits to its full-time employees after 90 days.

### Medical

Stand Up offers medical insurance for employees only, which are comprised of a contribution of one half of the cost of our employee's health premiums, based on membership in our partnering health provider's program or another approved health care provider. Medical benefits are available after 90 days of employment.

### Dental

Stand up offers dental insurance following 90 days of employment, but does not contribute to the employee's cost.

### Vacation, Sick and Personal Leave

Sick Leave is available for part time employees when you begin employment with Stand Up. Part time employees receive 20 hours of sick time. This time renews annually in January.

Vacation, sick leave and personal leave are benefits for full-time employees. Full time employees receive 40 hours of sick time. Part time employees who transition to full time employment will receive an additional 20 hours of sick time to total 40 hours per year when they reach full time status.

Vacation time is available following six months of full time employment. Time is available as follows:

6 months of service	5 days paid vacation
2-5 years of service	10 days paid vacation
6-10 years of service	15 days paid vacation
11 plus years of service	20 days paid vacation

Personal leave can be taken if approved by the owners but is not paid leave. Terminated employees and or employees who voluntarily resign are not entitled to be paid for accrued vacation or sick pay. Any eligible sick leave or vacation time that is unused at the end of the fiscal year may be saved to be carried over for use in the following fiscal year, not to exceed 40 hours of time. Any additional time to be rolled over, in excess of 40 hours, must be approved by a SUI owner. Earned paid time off is forfeited upon ending employment with SUI.

**PAID HOLIDAYS:**

Full-time employees who have been with Stand Up for 90 days or longer receive paid holidays. (See section under “employee Classification” as to qualifications for full-time status) If you do not meet full time status as outlined in this manual, you will not receive holiday pay.

Birthday  
New Year's  
Day Memorial  
Day Fourth of  
July Labor Day  
Thanksgiving Day and the day after Thanksgiving  
Christmas Eve and Christmas Day

If these holidays fall on a Saturday or Sunday, paid holiday dates will be taken on specified dates to be determined by management.

**Bereavement Time Off**

Bereavement time off for the passing of immediate family members (mother, father, sister, brother, grandparents, grandchild, in-laws, spouse, child, step-mother, step-father) will be paid the day before a funeral, the day of the funeral and the day after the funeral. (3 days total)

**Social Security Benefits**

You must have a social security number and card. The Federal Insurance Contributions Act (FICA) was designed to allow a wage earner the means of accumulating a retirement fund and provide protection for dependents when he/she dies. Both you and Stand Up contribute equally to this fund through FICA taxes according to Federal regulations.

**Worker's Compensation**

You are covered by Worker's Compensation when you are employed by Stand Up. If you are injured on the job, our insurance will provide for your medical care and weekly benefits if you are disabled. All on-the-job injuries should be reported to the Executive Director immediately. Authorization of your manager or supervisor (except in rare emergency situations) is required before going to the hospital or doctor for treatment for an on-the-job injury.

**Modified duty policy**

Our workers' compensation benefit has several goals:

- To provide employees with access to quality medical care for work-related injuries.
- To facilitate prompt payment of benefits during the time employees are unable to

work.

- To speed recovery through the use of modified duty and return injured employees to full duty as soon as possible.

To help us achieve these goals, we have developed a temporary modified duty program, where injured employees are placed in temporary jobs that meet the physical limitations established by a physician.

If you are injured on the job, immediately report the injury to your supervisor.

- If necessary, your supervisor will assist you in accessing a local medical provider.
- Based on the injury, the medical provider may restrict your activities (e.g., limits on how much you can lift, how long you can sit or stand, use of your hands, etc.)
- We will make every effort to find temporary work within the restrictions specified by your medical provider. Your temporary assignment may be completely unrelated to your regular job.
- As you recover, the medical provider periodically will evaluate your progress and may modify these restrictions. As this occurs, we will change your modified duty assignment to help move you closer to your regular job duties.

Updated 08/16

## Phone

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Stand Up requires that each employment specialist have a personal cell phone so that each employee can easily communicate with counselors, customers and Stand Up staff while working in the field. Stand Up will pay full-time job coaches \$65.00 per month and part-time job coaches \$25.00 per month to maintain a cell phone account. All employees are required to keep their accounts current, as phone communication is an essential element of our success.

## Computers

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Stand Up expects all employees to have a basic knowledge of computers, typing and Microsoft operating systems. You will frequently have to utilize Microsoft Word, Excel and have knowledge of email. All SUI computers must be password protected in order to protect the privacy of our customers. Computers are provided for employee use as needed.



# Employee Classifications

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## **FULL-TIME EMPLOYEES:**

Employment Specialists are required to work 40 hours per week, unless hours are not available. If the employment specialist falls below a 36-hour weekly average in any month, the employee will temporarily take on part-time status and will receive part time benefits for that month.

## **PART-TIME EMPLOYEES:**

Employees who regularly work less than 36 hours per week are considered part time employees. Part time employees are not entitled to company benefits. If a part time employee averages 36 or more hours a week for 90 days, they will be considered full time and therefore eligible for full time benefits.

## **ON-CALL EMPLOYEES:**

Employees who work for Stand Up on an as-needed basis are considered on call employees. This includes any substitute teachers or coaches. On call employees are not entitled to any company benefits.

## **OVERTIME:**

Except as otherwise provided by law or written legal contract, the following shall apply.

If you are asked to work overtime to meet a customer's need for success, you will be paid one and one-half times your hourly rate for all hours you worked in excess of regular work week hours (40). If you are a full-time employee and you have a paid holiday, sick day or vacation day in that week. You may choose to be paid for your 8 hours holiday/sick/vacation pay plus 32 hours to equal a 40-hour week. This applies to non- exempt employees. Exempt (salaried) employees do not receive over-time pay.

An employee is not allowed to work over 40 hours in one week without first consulting his/her supervisor and receiving authorization for overtime.

# Personal and Professional Development

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Supported employment is a technical and a demanding field. To stay on the cutting edge requires our ongoing knowledge of vocational and rehabilitative skills as well as an intense understanding of government progress and options for our customers. Stand Up will provide materials and resources for your professional growth but it is expected that each employment specialist will continue to grow and learn on their own as well. As a professional, you are expected to familiarize yourselves with an on-going array

of books, trade magazines, technical assistance, etc., in areas such as the technical aspects of vocational rehabilitation as well as personal organizations, management, self improvement and motivational resources.

## Virginia Unemployment Compensation Act

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The following actions are prohibited as contemplated under the Virginia Unemployment Compensation Act. If you are terminated for such violation you are subject to loss of unemployment benefits.

1. Violation of the Equal Opportunity Employee policy prohibiting discrimination against any employee based on race, age, color, sex, religion, disability, or national origin and any other status protected by applicable local, state or federal non-discrimination laws, harassment of any employee, which may include slurs, provocative conduct, or offensive jokes or stories or any other act which makes the working environment unpleasant for fellow workers.
2. Sexual harassment of fellow employee or customers.
3. Attending work (including meal periods, break periods and standby) or driving any vehicle on Company business while
  - a. Being under the influence of alcohol, an intoxicant, a legal drug (an over the counter or a prescribed medication) that may interfere with the ability of the employee to perform his or her job safely and efficiently, or an illegal drug or narcotic.
  - b. Having, possessing, selling, giving, or circulating drugs or sources of drugs, intoxicants, illegal drugs, or narcotics or other employees or to anyone else, during working hours;
  - c. Using or possessing alcohol without authorization.
  - d. Having illegal drugs or their metabolites in their system; or Taking prescribed or over the counter medication that affects your ability to perform your assigned jobs in a safe and efficient manner. You must notify your supervisor if you are taking any medication that affects your ability to perform your job duties.

## Open Door Policy

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Stand Up maintains an open door policy. If at any time you have any questions or concerns, please feel free to contact your supervisor or the Executive Director to discuss your concerns. You may also file an official grievance as outlined in our procedure manual.

# Closing Note

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Your particular supervisor may have rules and expectations in addition to those outlined in this booklet which you will be expected to follow. If you should need further information, explanation or clarification, your supervisor will be happy to discuss any matters with you.

*Stand Up, Inc. is a Equal Opportunity Employer. This includes SUI's hiring practices, promotion practices, job assignment practices and compensation.*