



www.warmheavenenterprise.com

EMPLOYEE HANDBOOK

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Welcome and Introduction

Welcome to Warm Heaven Enterprise Inc. We are delighted that you have chosen to join our team. This Employee Handbook has been developed to provide you with information about our organization, policies, procedures, and your benefits as an employee.

At Warm Heaven Enterprise Inc., we are committed to providing exceptional care to our residents while maintaining the highest standards of professionalism and integrity. Our success depends on the dedication and expertise of employees like you. We believe that each employee contributes directly to our growth and success, and we hope you will take pride in being a member of our team.

This handbook is designed to familiarize you with our organization and provide you with information about working conditions, employee benefits, and 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 Warm Heaven Enterprise Inc. to benefit employees.

No employee handbook can anticipate every circumstance or question about policy. As Warm Heaven Enterprise Inc. continues to grow, the need may arise to change policies described in the handbook. The organization therefore 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. Employees will be notified of such changes as they occur.

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

Again, welcome to Warm Heaven Enterprise Inc.!

Company Overview

Our Mission

Warm Heaven Enterprise Inc. is dedicated to providing compassionate, person-centered care that enhances the quality of life for individuals with intellectual disabilities and autism spectrum disorder. We strive to create a supportive environment that promotes independence, dignity, and community integration for all residents.

Our Vision

Our vision is to be the premier provider of residential services for individuals with intellectual disabilities and autism spectrum disorder in Maine, recognized for excellence in person-centered care, innovative programs, and a supportive work environment.

Our Values

- **Respect:** We treat each resident, family member, and colleague with dignity and respect.
- **Compassion:** We provide care with kindness, empathy, and understanding.
- **Excellence:** We strive for the highest standards in all aspects of our services.
- **Integrity:** We conduct ourselves with honesty and adhere to the highest ethical standards.
- **Collaboration:** We work together with residents, families, and community partners to achieve the best outcomes.
- **Innovation:** We continuously seek new and better ways to serve our residents and support our employees.

Services Provided

Warm Heaven Enterprise Inc. provides residential services under Maine HCBS Sections 20 and 21 for adults with intellectual disabilities and autism spectrum disorder. Our services include: - 24-hour residential support in group home settings - Person-centered planning and care coordination - Skill development and community integration activities - Health and wellness monitoring - Behavioral support services - Transportation to medical appointments and community activities

Organizational Structure

Warm Heaven Enterprise Inc. maintains a clear organizational structure to ensure effective service delivery and support for all employees: - Executive Director: Provides overall leadership and strategic direction for the organization. - Administrator: Oversees daily operations, regulatory compliance, and administrative functions. - House Manager: Supervises residential settings and ensures quality care delivery. - Supervisor: Provides direct oversight of support staff and monitors service quality. - Support Staff: Delivers direct care and support to residents. Nurse: Oversees health-related aspects of resident care and staff training.

Employment Policies

Equal Employment Opportunity

Warm Heaven Enterprise Inc. is committed to equal employment opportunity for all qualified persons, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other status protected by law. This policy applies to all employment practices, including recruitment, hiring, promotion, termination, compensation, benefits, training, and all other terms and conditions of employment.

Employment Classifications

- **Full-Time:** Employees who are regularly scheduled to work 40 hours per week.
- **Part-Time:** Employees who are regularly scheduled to work less than 40 hours per week.
- **Temporary:** Employees hired for a specific period or specific project.
- **Per Diem:** Employees who work on an as-needed basis with no regular schedule.
- **Direct Care Worker:** Unlicensed individuals who by virtue of employment have direct access to and provide direct care or direct contact assistance with activities of daily living or other services to individuals in homes, assisted living programs, residential care facilities, hospitals and other health care settings. This includes direct support professionals, residential care specialists, behavioral health professionals, personal support specialists, mental health support specialists, mental health rehabilitation technicians, behavior specialists, certified residential medication aides, and registered medical assistants.

Probationary Period

All new employees are subject to a 90-day probationary period. During this time, your performance will be closely evaluated to determine your suitability for the position. The probationary period may be extended at the discretion of management. Completion of the probationary period does not guarantee continued employment and does not change the at-will nature of the employment relationship.

Background Checks

All employees must undergo a comprehensive background check before beginning employment. This includes criminal history, abuse registry checks, and verification of credentials and references. Certain convictions may disqualify individuals from employment in accordance with state regulations.

In compliance with Maine law, Warm Heaven Enterprise Inc. conducts comprehensive background checks for all direct care workers. This includes checking the Maine Registry of Certified Nursing Assistants and Direct Care Workers for any notations of disqualifying offenses such as substantiated findings of abuse, neglect, or exploitation, or criminal convictions that prohibit employment as a direct care worker.

Immigration Law Compliance

Warm Heaven Enterprise Inc. is committed to employing only United States citizens and aliens who are authorized to work in the United States. We do 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.

Personnel Records

Warm Heaven Enterprise Inc. maintains personnel records for each employee. It is important that these records are accurate and up-to-date. Employees should notify their supervisor or the Administrator of any changes in name, address, telephone number, marital status, number of dependents, or emergency contact information. Personnel files are the property of Warm Heaven Enterprise Inc., and access to the information they contain is restricted. Generally, only management personnel with a legitimate reason to review information in a file are allowed to do so.

Code of Conduct

Professional Behavior

Employees are expected to maintain a high standard of professional behavior at all times. This includes: - Treating residents, families, visitors, and colleagues with respect and dignity - Maintaining appropriate boundaries with residents and families - Using appropriate language and tone in all communications - Dressing appropriately according to the dress code - Arriving on time and being prepared for work - Following through on commitments and responsibilities

Confidentiality

Employees must maintain strict confidentiality regarding resident information. This includes: - Not discussing resident information with anyone who does not have a need to know - Securing written and electronic records containing resident information - Not removing resident records from the premises without authorization - Not posting any resident information or photos on social media - Reporting any breaches of confidentiality immediately All employees must comply with HIPAA regulations and will receive training on confidentiality requirements during orientation.

Conflict of Interest

Employees must avoid situations that create an actual or potential conflict between their personal interests and the interests of Warm Heaven Enterprise Inc. Examples of conflicts of interest include:

- Accepting gifts or favors from residents or families that exceed nominal value - Having a financial interest in companies that do business with Warm Heaven Enterprise Inc. - Using company resources for personal gain - Engaging in outside employment that interferes with job performance Employees must disclose any potential conflicts of interest to their supervisor or the Administrator.

Harassment and Discrimination

Warm Heaven Enterprise Inc. is committed to providing a work environment free from harassment and discrimination. We prohibit harassment or discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other status protected by law.

Harassment includes, but is not limited to: - Verbal conduct such as epithets, derogatory jokes or comments, slurs - Visual conduct such as derogatory posters, photography, cartoons, drawings, or gestures - Physical conduct such as unwanted touching, blocking normal movement, or interfering with work - Threats or demands to submit to certain actions in order to keep or get a job, or to avoid some other loss - Retaliation for reporting or threatening to report harassment

Any employee who believes they have been harassed or discriminated against should report the incident to their supervisor, the Administrator, or the Executive Director. All complaints will be promptly investigated, and appropriate corrective action will be taken.

Substance Abuse

Warm Heaven Enterprise Inc. is committed to providing a safe and productive work environment. The use, possession, distribution, or being under the influence of alcohol or illegal drugs while on duty or on company premises is strictly prohibited. Employees who violate this policy are subject to disciplinary action, up to and including termination.

Employees who are taking prescription medications that may affect their ability to perform their job safely must notify their supervisor. Reasonable accommodations will be made in accordance with applicable laws.

Social Media

Employees must use social media responsibly and in a manner that does not adversely affect the reputation of Warm Heaven Enterprise Inc. or violate resident confidentiality. Employees should: - Not post any resident information or photos on social media - Not represent themselves as speaking on behalf of Warm Heaven Enterprise Inc. unless authorized - Not post content that is discriminatory, harassing, or otherwise inappropriate - Not engage in online activities that interfere with job performance Violations of this policy may result in disciplinary action, up to and including termination.

Employee Responsibilities

Attendance and Punctuality

Regular attendance and punctuality are essential to providing quality care to our residents. Employees are expected to: - Report to work on time and as scheduled - Notify their supervisor as soon as possible if they will be late or absent - Follow the proper call-out procedure for unplanned absences - Request time off in advance according to department procedures - Maintain satisfactory attendance records
Excessive tardiness or absenteeism may result in disciplinary action.

Dress Code

Employees are expected to present a clean, neat, and professional appearance. Dress should be appropriate for the work setting and job responsibilities. Specific requirements include: - Clean, well- maintained clothing appropriate for job duties - Closed-toe, non-slip shoes for direct care staff - Name badges worn and visible at all times - Minimal jewelry that does not interfere with job duties or pose a safety risk - No clothing with offensive language or images - Good personal hygiene Supervisors will provide specific guidance on appropriate attire for each position.

Communication

Effective communication is essential to providing quality care and maintaining a positive work environment. Employees are expected to: - Communicate respectfully with residents, families, and colleagues - Document resident care accurately and thoroughly - Check email and communication boards regularly for updates - Attend and participate in staff meetings - Report concerns or issues to supervisors promptly - Maintain confidentiality in all communications

Documentation Standards

Proper documentation is critical for resident care, regulatory compliance, and organizational operations. Employees must: - Complete all required documentation accurately and on time - Follow organizational formats and standards for documentation - Ensure all documentation is legible, dated, and signed - Document objectively, avoiding personal opinions or judgments - Correct errors according to proper procedures - Maintain confidentiality of all documentation - Report any documentation concerns to supervisors

Reporting Requirements

Employees are required to report certain incidents and concerns according to organizational policies and regulatory requirements. These include: - Suspected abuse, neglect, or exploitation of residents - Accidents, injuries, or unusual incidents involving residents or staff - Changes in resident condition or behavior - Safety hazards or concerns - Medication errors - Equipment malfunctions - Violations of policies or procedures Reports should be made promptly to the appropriate supervisor or administrator according to established procedures.

Safety Practices

All employees are responsible for maintaining a safe environment for residents and staff. Safety practices include: - Following all safety policies and procedures - Using proper body mechanics and safe lifting techniques - Wearing appropriate personal protective equipment - Reporting safety hazards immediately - Participating in safety drills and training - Knowing the location of emergency equipment and exits - Following infection control procedures

Training and Development

Orientation Program

All new employees, interns, and volunteers must complete a comprehensive orientation program before beginning independent work. The orientation program includes: - Introduction to Warm Heaven Enterprise Inc.'s mission, vision, and values - Overview of services provided under Maine HCBS Sections 20 and 21 - Review of the Employee Handbook and key policies - Safety and emergency procedures - Confidentiality and HIPAA requirements - Documentation standards - Resident rights and dignity - Position-specific training For detailed information about the orientation program, please refer to the Personnel Administration document.

Position-Specific Training

In addition to general orientation, all employees receive training specific to their job responsibilities. This includes: - Direct Support Professionals: Person-centered planning, crisis intervention, medication administration (if applicable), specialized care techniques - Administrative Staff: Scheduling, documentation, billing, intake procedures - House Manager: Residential program management, staff supervision, quality assurance - Supervisor: Staff supervision, quality monitoring, conflict resolution - Nurse: Medication management, health assessment, healthcare coordination

Position-specific training ensures that all staff have the knowledge and skills needed to perform their roles effectively. For detailed information about position-specific training requirements, please refer to the Personnel Administration document.

Ongoing Training Requirements

All employees must complete ongoing training to maintain and enhance their skills.

Required training includes: - Annual refresher training on mandatory topics (safety, confidentiality, resident rights) - CPR and First Aid certification renewal - Medication administration recertification (if applicable) - Cultural competence training -

Specialized training based on resident needs - Professional development opportunities

Training completion is documented in each employee's personnel file and is considered during performance evaluations.

Cultural Competence Training

Warm Heaven Enterprise Inc. is committed to providing culturally competent care to all residents. All employees receive cultural competence training that addresses: - Age-specific considerations - Gender and sexual orientation - Race, culture, and ethnicity - Religion and spiritual beliefs - Cross- cultural communication - Implicit bias and self-awareness This training ensures that staff can provide respectful and effective services to residents from diverse backgrounds. For detailed information about cultural competence training, please refer to the Personnel Administration document.

Health and Safety Policies

Infection Control

Infection control practices are essential to protecting the health of residents and staff. All employees must follow established infection control procedures, including: - Proper hand hygiene - Use of personal protective equipment when indicated - Proper handling and disposal of contaminated materials - Following isolation precautions when necessary - Reporting signs and symptoms of infection - Staying home when ill - Maintaining current immunizations

Emergency Procedures

All employees must be familiar with emergency procedures and participate in regular drills. Emergency procedures include: - Fire safety and evacuation - Severe weather response - Medical emergencies - Missing resident procedures - Utility failures - Workplace violence response - Natural disaster response Emergency procedure manuals are located at each work site, and employees should review them regularly.

Incident Reporting

All incidents must be reported promptly according to established procedures. Reportable incidents include: - Resident injuries or accidents - Staff injuries or accidents - Medication errors - Property damage - Security breaches - Unusual resident behaviors - Near misses Incident reports must be completed accurately and submitted to the supervisor or administrator within 24 hours of the incident.

Workplace Safety

Warm Heaven Enterprise Inc. is committed to providing a safe work environment. Employees are expected to: - Follow all safety policies and procedures - Use proper body mechanics and safe lifting techniques - Report safety hazards immediately - Participate in safety training - Use equipment properly and safely - Maintain clean and orderly work areas - Suggest improvements to safety practices

Quality Management

Quality Management Overview

Warm Heaven Enterprise Inc. maintains a comprehensive Quality Management Plan to ensure service excellence and regulatory compliance. The Quality Management Plan addresses: - Critical areas for quality service provision - Quality improvement goals and measurement indicators - Continuous monitoring activities - Compliance with federal and state regulations - Annual review of the quality management process.

Deficiency reporting and correction procedures all employees play a role in quality management through their commitment to excellence in service delivery. For detailed information about quality management processes, please refer to the Quality Management document.

Staff Competency and Training

Staff competency and training are critical components of quality service delivery. Warm Heaven Enterprise Inc. ensures staff competency through: - Comprehensive orientation for new employees - Position-specific training - Ongoing professional development - Regular performance evaluations - Competency assessments - Remediation plans when needed Training records are maintained for all employees and are reviewed during quality audits.

Person-Centered Service Delivery

Warm Heaven Enterprise Inc. is committed to person-centered service delivery that respects each resident's preferences, needs, and goals. Person-centered approaches include: - Individualized assessment and care planning - Resident involvement in decision-making - Respect for resident choices and preferences - Focus on resident strengths and abilities - Regular review and update of care plans - Collaboration with families and other providers

Documentation and Record-Keeping

Accurate and complete documentation is essential for quality service delivery and regulatory compliance. Documentation standards include: - Timely completion of all required documentation - Accuracy and objectivity in recording - Proper correction of errors - Confidentiality and security of records - Regular documentation audits - Feedback and training on documentation practices

Quality Improvement Goals

Warm Heaven Enterprise Inc. establishes measurable goals for quality improvement, including: - Resident satisfaction targets - Staff retention goals - Training completion rates - Documentation compliance standards - Incident reduction targets - Regulatory compliance measures Progress toward these goals is monitored regularly and reported during the Annual Quality Management Review.

Deficiency Reporting and Correction

Any deficiencies in violation of federal or state laws or regulations must be reported to DHHS within 30 days of discovery. The deficiency reporting and correction process includes: - Prompt identification and documentation of deficiencies - Development of comprehensive Plans of Correction - Implementation of corrective actions - Verification of effectiveness - Documentation of the correction process For detailed information about deficiency reporting and correction procedures, please refer to the Quality Management document.

Quality Management Roles and Responsibilities

All employees have responsibilities related to quality management: - Executive Director: Ultimate responsibility for the quality management system - Administrator: Oversight of quality monitoring activities - House Manager: Implementation of quality management in residential settings - Supervisor: Monitoring staff performance and service quality - Support Staff: Delivery of services according to quality standards - Nurse: Oversight of health-related quality aspects For detailed information about quality management roles and responsibilities, please refer to the Quality Management document.

Personnel Administration

Orientation Program Documentation

Warm Heaven Enterprise Inc. maintains thorough documentation of orientation programs for all new employees, interns, and volunteers. This documentation includes:

- Attendance records for orientation sessions
- Training checklists outlining completed components
- Competency assessments
- Trainer sign-offs
- Participant feedback and evaluations
- Compliance reporting

This documentation demonstrates that all staff receive both general and position-specific orientation and training. For detailed information about orientation program documentation, please refer to the Personnel Administration document.

Position-Specific Orientation

Each role within Warm Heaven Enterprise Inc. requires specialized training based on job responsibilities. Position-specific orientation is provided for:

- Direct Support Professionals
- Administrative Staff
- House Manager
- Supervisor
- Nurse
- Interns and Volunteers

Each position has specific training requirements designed to ensure competency in all job responsibilities. For detailed information about position-specific orientation requirements, please refer to the Personnel Administration document.

Cultural Competence Training

Cultural competence training equips staff to understand and respect the diverse backgrounds, beliefs, and preferences of the populations served. The training addresses:

- Age-specific considerations
- Gender and sexual orientation
- Race, culture, and ethnicity
- Religion and spiritual beliefs
- Cross-cultural communication
- Implicit bias and self-awareness

Documentation of cultural competence training includes attendance logs, training curriculum materials, assessments, participant feedback, supervisor observations, and compliance reporting. For detailed information about cultural competence training, please refer to the Personnel Administration document.

Ongoing Updates and Annual Refreshers

Cultural competence is an ongoing process of learning and growth. Warm Heaven Enterprise Inc. provides:

- Monthly updates on emerging trends
- Annual refresher training
- Peer learning opportunities
- Access to external resources
- Monitoring and evaluation of effectiveness

These ongoing activities ensure that staff maintain and enhance their cultural competence skills. For detailed information about ongoing updates and annual refreshers, please refer to the Personnel Administration document.

Benefits and Compensation

Compensation

Warm Heaven Enterprise Inc. offers competitive compensation based on position, experience, and qualifications. Pay rates are reviewed annually and adjusted based on performance, market conditions, and organizational resources.

Pay periods are bi-weekly, with paychecks distributed every other Friday. Direct deposit is available and encouraged for all employees.

As a home care provider in Maine, Warm Heaven Enterprise Inc. complies with Maine's minimum wage laws for direct care workers, which requires direct care workers to be paid at least 125% of the state minimum wage. For 2025, the minimum wage in Maine is \$14.65 per hour, making the minimum rate for direct care workers \$18.31 per hour.

Health Insurance

Full-time employees are eligible for health insurance benefits after 60 days of employment. The organization contributes a portion of the premium cost, with the employee responsible for the remainder through payroll deduction.

Plan options, coverage details, and enrollment information are available from the Administrator.

Paid Time Off

Full-time employees accrue paid time off (PTO) based on length of service: - 0-1 year: 10 days per year - 1-3 years: 15 days per year - 3+ years: 20 days per year

Part-time employees accrue PTO on a pro-rated basis. PTO may be used for vacation, personal time, or illness. Requests for scheduled PTO should be submitted at least two weeks in advance.

Holidays

Warm Heaven Enterprise Inc. observes the following holidays: - New Year's Day - Memorial Day - Independence Day - Labor Day - Thanksgiving Day - Christmas Day

Full-time employees receive holiday pay for these days. Employees who work on holidays receive premium pay according to organizational policy.

Workers' Compensation

All employees are covered by workers' compensation insurance for job-related injuries or illnesses. Employees must report any work-related injury or illness to their supervisor immediately, regardless of severity.

Employee Assistance Program

Warm Heaven Enterprise Inc. provides an Employee Assistance Program (EAP) that offers confidential counseling and referral services for employees and their family members. The EAP can assist with personal problems, work-related issues, and life events that may affect job performance.

Time Off and Leave Policies

Requesting Time Off

Requests for scheduled time off should be submitted in writing to the supervisor at least two weeks in advance. Approval is based on staffing needs and operational requirements. Every effort will be made to accommodate requests, but the needs of residents must take priority.

Maine Earned Paid Leave

In accordance with Maine's Earned Paid Leave law (effective January 1, 2021), Warm Heaven Enterprise Inc. provides earned paid leave to all employees. Key provisions include:

- Employees accrue 1 hour of Earned Paid Leave for every 40 hours worked, up to 40 hours in a defined year
- Earned Paid Leave can be used for any reason, including vacation, illness, emergencies, or personal matters
- Employees may be required to give up to 4 weeks' advance notice to use earned paid leave for any reason other than an emergency, illness, or sudden necessity
- For emergencies, illness, or sudden necessity, employees must notify their supervisor as soon as practicable
- Employees can carry over up to 40 hours of unused Earned Paid Leave from one defined year to the next
- New employees may be subject to a 120-day waiting period before using accrued Earned Paid Leave
- All employees are eligible, including full-time, part-time, temporary, and per diem staff

This policy establishes a minimum standard for paid time off. Warm Heaven Enterprise Inc.'s PTO policy meets or exceeds this standard for eligible employees.

Sick Leave

Employees who are unable to work due to illness or injury should notify their supervisor as soon as possible, preferably at least four hours before the scheduled shift. Employees may be required to provide a doctor's note for absences of three or more consecutive days.

Sick leave is included in the Maine Earned Paid Leave accrual and the company's PTO policy. Employees may use their accrued Earned Paid Leave or PTO for illness or to care for an ill family member.

Family and Medical Leave

Eligible employees may take up to 12 weeks of unpaid, job-protected leave under the Family and Medical Leave Act (FMLA) for specified family and medical reasons. To be eligible, employees must have worked for Warm Heaven Enterprise Inc. for at least 12 months and at least 1,250 hours during the previous 12 months.

Qualifying reasons for FMLA leave include: - Birth and care of a newborn child - Placement of a child for adoption or foster care - Care for an immediate family member with a serious health condition - Medical leave when the employee is unable to work due to a serious health condition - Qualifying exigencies arising from a family member's military service

Employees should provide 30 days' notice when the need for leave is foreseeable.

Bereavement Leave

Full-time employees are eligible for up to three days of paid bereavement leave in the event of the death of an immediate family member (spouse, child, parent, sibling, grandparent, grandchild, or corresponding in-law or step-relation).

Jury Duty

Employees called for jury duty will be granted time off as required. Full-time employees will receive regular pay for up to five days of jury duty, less any compensation received from the court. Employees must provide a copy of the jury summons to their supervisor as soon as possible.

Military Leave

Employees who are members of the uniformed services are entitled to military leave in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Employees should provide notice of military service obligations to their supervisor as soon as possible.

Performance Evaluation

Evaluation Process

All employees receive regular performance evaluations. New employees are evaluated at the end of their probationary period, and all employees receive annual evaluations thereafter. The evaluation process includes: - Self-assessment by the employee - Supervisor assessment - Review of performance goals and achievements - Identification of strengths and areas for improvement - Development of performance goals for the coming year - Discussion of professional development opportunities

Performance Criteria

Performance evaluations are based on job-specific criteria, including: - Job knowledge and skills - Quality and quantity of work - Attendance and punctuality - Communication and interpersonal skills - Teamwork and cooperation - Initiative and problem-solving - Adherence to policies and procedures - Professional development activities

Performance Improvement

Employees who do not meet performance expectations may be placed on a Performance Improvement Plan (PIP). The PIP outlines: - Specific performance concerns - Expected standards of performance - Resources and support available to the employee - Timeline for improvement - Consequences of not meeting expectations Supervisors will provide regular feedback and coaching during the improvement period.

Disciplinary Procedures

Progressive Discipline

Warm Heaven Enterprise Inc. uses a progressive discipline approach to address performance or conduct issues. The steps typically include: 1. Verbal warning 2. Written warning 3. Final written warning or suspension 4. Termination

The specific steps may vary depending on the nature and severity of the issue. Some serious infractions may result in immediate termination.

Grounds for Discipline

Actions that may result in disciplinary action include, but are not limited to: -
Unsatisfactory job performance - Excessive tardiness or absenteeism - Violation of company policies or procedures - Insubordination - Dishonesty or theft - Harassment or discrimination - Breach of confidentiality - Substance abuse - Endangering the safety of residents or staff

Documentation

All disciplinary actions are documented in the employee's personnel file.
Documentation includes: - Description of the performance or conduct issue -
Reference to relevant policies or procedures - Expectations for improvement -
Consequences of continued issues - Employee's response or comments - Signatures of the supervisor and employee

Termination of Employment

Voluntary Resignation

Employees who resign voluntarily are requested to provide at least two weeks' written notice. This allows time for transition planning and recruitment of a replacement. The notice should include the reason for resignation and the last day of work.

Involuntary Termination

Involuntary termination may occur due to performance issues, policy violations, or organizational changes. When possible, employees will receive notice or warning before termination. However, some serious infractions may result in immediate termination without prior notice.

Final Pay and Benefits

Final paychecks will be issued in accordance with state law. Unused accrued PTO will be paid out according to company policy. Information about continuation of benefits (COBRA) will be provided to eligible employees.

Exit Interview

Departing employees may be asked to participate in an exit interview. This provides an opportunity to:

- Discuss reasons for leaving
- Provide feedback on the work experience
- Return company property
- Address any outstanding issues
- Receive information about final pay and benefits

Return of Property

All company property must be returned upon termination of employment, including:

- Keys and access cards
- Equipment and supplies
- Uniforms and name badges
- Documents and files
- Company credit cards or expense accounts

Acknowledgment of Receipt

I acknowledge that I have received a copy of the Warm Heaven Enterprise Inc. Employee Handbook. I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

I understand that this handbook is not a contract of employment and does not guarantee employment for any specific duration. I acknowledge that my employment is at-will, meaning that either I or Warm Heaven Enterprise Inc. may terminate the employment relationship at any time, with or without cause or notice.

I understand that Warm Heaven Enterprise 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.

Employee Name (Print): _____

Employee Signature: _____ **Date:** _____

Please sign and return this acknowledgment to the Administrator.