



**HIAWATHA HOMES, INC.**

# **EMPLOYEE HANDBOOK**

Hiawatha Homes, Inc.

Hiawatha Homes Foundation

Effective Date: January 1, 2026

## TABLE OF CONTENTS

### Contents

TABLE OF CONTENTS .....	2
WELCOME.....	5
Vision .....	5
Mission.....	5
Values.....	5
Goals .....	5
Who We Support .....	5
How We Support People .....	5
PURPOSE OF HANDBOOK .....	6
EQUAL EMPLOYMENT OPPORTUNITY .....	7
ADA ACCOMMODATIONS.....	8
ANNIVERSARY DATE .....	10
AT WILL EMPLOYMENT.....	11
BACKGROUND STUDY .....	12
COMPANY PROPERTY .....	13
CONFIDENTIALITY AND DATA PRIVACY .....	15
CONSERVATOR/GUARDIANSHIP.....	18
EMPLOYEE RELATIONS.....	19
JOB CLASSIFICATIONS.....	20
MEDIA .....	21
NEPOTISM .....	22
ANIMALS IN THE WORKPLACE .....	23
NON-EXEMPT EMPLOYEES WORKING OR ACCESSING HIAWATHA HOMES SERVER ON NON-WORK TIME.....	24
PERSONAL GIFTS .....	25
POLICY REVISIONS .....	26
PROMOTIONS AND TRANSFERS .....	27
RELIGIOUS ACCOMMODATIONS.....	28
OFF DUTY WORK .....	29
DAYLIGHT SAVING TIME.....	30
EMPLOYEE COMPENSATION.....	31
EXPENSE REIMBURSEMENT .....	33
MEAL PERIODS AND REST BREAKS .....	34
ON DUTY, OFFSITE 24 HOURS OR MORE.....	36
OVERTIME .....	37

## *Hiawatha Homes*

<b>SALARY AND WAGES .....</b>	<b>38</b>
<b>ATTENDANCE POINT SYSTEM .....</b>	<b>39</b>
<b>TIME REPORTING.....</b>	<b>41</b>
<b>WORK SCHEDULES.....</b>	<b>43</b>
<b>EMPLOYEE ASSISTANCE PROGRAM (EAP) .....</b>	<b>45</b>
<b>FLEXIBLE BENEFIT PLAN (CAFETERIA PLAN).....</b>	<b>46</b>
<b>GROUP HEALTH INSURANCE .....</b>	<b>47</b>
<b>ADDITIONAL INSURANCE BENEFITS .....</b>	<b>50</b>
<b>PTO/ESST/HOLIDAYS .....</b>	<b>51</b>
<b>401K RETIREMENT SAVINGS PLAN .....</b>	<b>58</b>
<b>REFERRAL BONUS.....</b>	<b>59</b>
<b>PROFESSIONAL DEVELOPMENT.....</b>	<b>60</b>
<b>TUBERCULOSIS SCREENING.....</b>	<b>61</b>
<b>EMPLOYEE PERSONAL DATA .....</b>	<b>62</b>
<b>EMPLOYMENT APPLICATION.....</b>	<b>63</b>
<b>EMPLOYMENT VERIFICATION.....</b>	<b>64</b>
<b>EMPLOYEE PERSONNEL RECORDS.....</b>	<b>65</b>
<b>DOCUMENTATION SURCHARGE.....</b>	<b>66</b>
<b>BONE MARROW/ ORGAN DONATION LEAVE.....</b>	<b>67</b>
<b>FAMILY AND MEDICAL LEAVE ACT (FMLA) .....</b>	<b>68</b>
<b>MN PREGNANCY/PARENTAL PAID FAMILY &amp; MEDICAL LEAVE (PFML) .....</b>	<b>70</b>
<b>JURY DUTY OR SUBPOENA .....</b>	<b>74</b>
<b>LEAVE DONATION .....</b>	<b>75</b>
<b>Hiawatha Homes' Donation Bank .....</b>	<b>75</b>
<b>Recipient Eligibility .....</b>	<b>75</b>
<b>Donor Eligibility.....</b>	<b>76</b>
<b>How To Apply For or Donate Hours .....</b>	<b>76</b>
<b>MILITARY LEAVE.....</b>	<b>77</b>
<b>PARENTAL LEAVE .....</b>	<b>78</b>
<b>PERSONAL LEAVE (NON-PROTECTED LEAVE OF ABSENCE) AND UNPAID TIME OFF .....</b>	<b>79</b>
<b>SCHOOL CONFERENCE AND ACTIVITIES LEAVE .....</b>	<b>81</b>
<b>TIME OFF TO VOTE .....</b>	<b>82</b>
<b>WORK ABSENCE AND TARDINESS.....</b>	<b>83</b>
<b>ABUSE AND NEGLECT.....</b>	<b>84</b>
<b>CONCEALED WEAPONS.....</b>	<b>85</b>
<b>EMPLOYEE WORK AND NON-WORK RELATED INJURIES .....</b>	<b>86</b>
<b>EMERGENCY RESPONSE.....</b>	<b>88</b>
<b>INCLEMENT WEATHER.....</b>	<b>89</b>

## *Hiawatha Homes*

<b>OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)</b>	<b>90</b>
<b>SAFE LIFTING AND TRANSFERRING</b>	<b>93</b>
<b>USE OF EQUIPMENT AND VEHICLES</b>	<b>94</b>
<b>WORKPLACE SEARCHES</b>	<b>95</b>
<b>WORKPLACE THREATS AND VIOLENCE</b>	<b>96</b>
<b>WORKPLACE BULLYING</b>	<b>97</b>
<b>CELL PHONE USAGE, PERSONAL PHONE CALLS AND MAIL</b>	<b>98</b>
<b>FOOD PREPARATION, SERVING AND FEEDING</b>	<b>100</b>
<b>SLEEPING ON DUTY</b>	<b>101</b>
<b>LANGUAGE ON DUTY</b>	<b>102</b>
<b>MEETINGS</b>	<b>103</b>
<b>PERSONAL APPEARANCE AND ATTIRE</b>	<b>104</b>
<b>PERSONAL PROPERTY</b>	<b>105</b>
<b>SOLICITATIONS AND DISTRIBUTION OF LITERATURE</b>	<b>106</b>
<b>TRAINING</b>	<b>107</b>
<b>ALCOHOL AND DRUG ABUSE</b>	<b>108</b>
<b>EXPENSE GUIDELINES: ACTIVITIES, MEALS &amp; TRAVEL</b>	<b>110</b>
<b>MEDICATION ADMINISTRATION ERROR PROCEDURE</b>	<b>113</b>
<b>ON-CALL EXPECTATIONS</b>	<b>116</b>
<b>FRAUD, ABUSE, AND MISUSE OF FUNDS</b>	<b>117</b>
<b>APPEAL PROCESS</b>	<b>121</b>
<b>CONDUCT AND CORRECTIVE ACTION</b>	<b>123</b>
<b>DISCRIMINATION AND HARASSMENT</b>	<b>126</b>
<b>DRIVING RECORD</b>	<b>129</b>
<b>ELECTRONIC SYSTEMS</b>	<b>130</b>
<b>EMPLOYEE PROTECTION (WHISTLEBLOWER)</b>	<b>133</b>
<b>EVALUATION WORK PERIOD</b>	<b>134</b>
<b>PERFORMANCE EVALUATIONS</b>	<b>135</b>
<b>SOCIAL MEDIA</b>	<b>136</b>
<b>TOBACCO USE</b>	<b>137</b>
<b>TERMINATION OF EMPLOYMENT</b>	<b>139</b>
<b>SCENT SENSITIVE WORKPLACE</b>	<b>140</b>
<b>WORKPLACE BEHAVIOR &amp; COMMUNICATIONS STANDARDS</b>	<b>142</b>
<b>CONFIDENTIALITY &amp; NON-DISCLOSURE AGREEMENT</b>	<b>145</b>
<b>ACKNOWLEDGMENT OF EMPLOYEE HANDBOOK</b>	<b>147</b>

# *Hiawatha Homes*

## **WELCOME**

Welcome to Hiawatha Homes. We are excited to have you as part of our team. It is our hope that you will find your colleagues, work environment and employment responsibilities to be stimulating and personally rewarding.

### **Vision**

The people we support are living a fulfilling life of their choice in a community that values and includes them.

### **Mission**

To provide quality support services to people with disabilities at home and in their community.

### **Values**

- **Respect.** We believe that all people must be treated with respect and dignity and valued for the unique contribution they make.
- **Choice.** We believe in empowering people to make choices about their own lives.
- **Relationships.** We believe relationships connect people to the community, build trust, and add value to people's lives.
- **Advocacy.** We believe education and advocacy bring about the social change needed to create inclusive communities.
- **Innovation.** We believe a continual commitment to innovation allows us to meet the changing needs of our community.

### **Priorities**

1. Develop holistic solutions to equip Hiawatha Homes programs with stable leadership.
2. Optimize and improve training, professional development, and mentorship.
3. Prioritize community integration for the people we support.
4. Actively pursue resources to enhance the work of Hiawatha Homes.
5. Increase awareness of the value and impact of Hiawatha Homes.

### **Who We Support**

Hiawatha Homes, Inc. supports children, adults, and families with:

- Developmental disabilities
- Physical health needs
- Brain injury
- Specialized medical needs
- Autism spectrum disorder
- Emotional and behavioral health needs

### **How We Support People**

Hiawatha Homes is dedicated to providing person-driven support services to individuals and families. Quality support services will be delivered with dignity and respect for each person and his or her unique needs.

While the specific responsibilities of persons in the organization vary, we hold these values for all positions. You were hired because of your knowledge, skills and abilities. We trust that you will use those attributes to their fullest extent while employed at Hiawatha Homes. Furthermore, mutual respect, honesty and a 'team' spirit contribute to bringing out and utilizing everyone's strengths, and thus make continual improvement and quality part of the norm at Hiawatha Homes.

This employee handbook has been prepared for your information and understanding of the policies, philosophies, practices and benefits of Hiawatha Homes. Please read it carefully. Upon completion of your review of this handbook, please sign the acknowledgement statement at the back, and return it to your supervisor.

Once again, welcome!

Cindy Ostrowski, Chief Executive Officer

## *Hiawatha Homes*

### **PURPOSE OF HANDBOOK**

This employee handbook describes the general, not specific or all-inclusive, administrative policies of Hiawatha Homes. It is not meant to and does not create a contract of employment of any kind. Hiawatha Homes will decide final interpretation and implementation of any policies or guidelines in this handbook.

Hiawatha Homes reserves the right to amend, modify, or rescind any section of this handbook at any time and for any reason without prior notification. However, the Board of Directors is responsible for the contents of this handbook and must approve any and all changes to this handbook. Any modifications will be appropriately posted and such changes will be incorporated into this handbook at the discretion of the Board of Directors.

Hiawatha Homes Chief Executive Officer, who is selected and employed by the Board of Directors, is responsible for the execution of the policies contained in this handbook.

Policies, procedures and practices contained in previous handbooks, letters, manuals, or other oral or written representations of Hiawatha Homes are expressly revoked.

Hiawatha Homes is an at-will employer and operates under the provision that employees have the right to resign their position at any time, with or without notice and with or without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice and with or without legal cause.

## *Hiawatha Homes*

### **EQUAL EMPLOYMENT OPPORTUNITY**

Hiawatha Homes is an equal opportunity employer. It is our policy to provide equal employment opportunity for all, without regard to race, religion, color, creed, ancestry, national origin, age, sex, sexual orientation, marital status, status with regard to public assistance, veteran or disability status, or other applicable protected classification.

This policy relates to all phases of employment, including, but not limited to, recruiting, employment, job assignments or placement, promotion, demotion, transfer, lay-off, recall, termination, benefits, compensation, disciplinary action and training.

**ADA ACCOMMODATIONS**

EFFECTIVE DATE: 01/01/2024

REVISED: 12/12/2023

---

**Purpose**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAA) requires that employers do not discriminate against applicants and employees with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

**Policy**

Hiawatha Homes will comply with all federal and state laws concerning the employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

When an applicant or employee with a disability is requesting an accommodation the applicant or employee must complete the Request for Reasonable Accommodation form and turn into their primary supervisor and the Human Resources Director. Hiawatha Homes will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to applicants, employees or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Hiawatha Homes.

**Pregnant Workers Fairness Act (PWFA)**

Hiawatha Homes will provide reasonable accommodations to an employee for health conditions related to pregnancy or childbirth if she so requests, with the advice of her licensed health care provider or certified doula, unless Hiawatha Homes demonstrates that the accommodation would impose an undue hardship on the operation of Hiawatha Homes business. A pregnant employee shall not be required to obtain the advice of her licensed health care provider or certified doula, nor will Hiawatha Homes claim undue hardship for the following accommodations: (1) more frequent restroom, food, and water breaks; (2) seating; and (3) limits on lifting over 20 pounds. Hiawatha Homes will engage the employee in an interactive process with respect to an employee's request for a reasonable accommodation. A reasonable accommodation may include, but is not limited to, temporary transfer to a less strenuous or hazardous position, seating, frequent restroom breaks, and limits to heavy lifting. Notwithstanding any other provision of this policy, Hiawatha Homes will not be required to create a new or additional position in order to accommodate an employee, and shall not be required to discharge any employee, transfer any other employee with greater seniority, or promote any employee.



## *Hiawatha Homes*

### **Accommodations for Nursing Mothers**

Hiawatha Homes will provide reasonable paid break time to employees who need to express milk.

If you need to express milk, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from coworkers and the public. The organization will make reasonable efforts to ensure that the space is clean, private, secure, in close proximity to the work area, and has access to an electrical outlet.

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. You may also bring a personal cooler for storage.

The break times may run concurrently with any break times already provided. The organization will not reduce your compensation for time used to express milk.

You are encouraged to discuss the length and frequency of these breaks with your supervisor.

Hiawatha Homes will not discriminate or retaliate against employees who express breast milk in the workplace in accordance with this policy.

## *Hiawatha Homes*

### **ANNIVERSARY DATE**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2020

---

#### **Purpose**

To inform employees about their anniversary date and the benefits associated.

#### **Policy**

Your anniversary date is the date on which you were hired by Hiawatha Homes (first day worked). Certain benefits are based on your anniversary date.

If an employee ends employment with Hiawatha Homes, for any break of time, and is later rehired; the actual rehire date will be used for certain benefit eligibility, PTO accrual, and annual performance reviews.

If you have questions regarding your anniversary date, contact your supervisor or the Human Resources Director.

## *Hiawatha Homes*

### **AT WILL EMPLOYMENT**

EFFECTIVE DATE: 01/01/2013

---

#### **Purpose**

The state of Minnesota recognizes employment at-will and Hiawatha Homes operates as an at-will employer.

#### **Policy**

Employment at Hiawatha Homes is employment-at-will. Employment-at-will may be terminated with or without cause and with or without notice at any time by the employee or Hiawatha Homes. Nothing in this Handbook or any document or statement shall limit the right to terminate employment at will. No employee of Hiawatha Homes has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will. Only the Hiawatha Homes Board of Directors has the authority to make any such agreements, and then only by a properly adopted resolution.

# *Hiawatha Homes*

## **BACKGROUND STUDY**

EFFECTIVE DATE: 09/24/2013

REVISED: 05/23/2018

---

### **Purpose**

Hiawatha Homes will conduct background studies on all employees, volunteers and individuals participating in educational programs who are providing direct contact services as required by the Department of Human Services.

### **Policy**

Hiawatha Homes is licensed by the Department of Human Services which requires background studies to be conducted for employees and contractors providing direct contact services. Volunteers and individuals participating in educational programs will have background studies conducted if they are providing direct contact services and they will not always be within sight or hearing of a staff person. Direct contact is defined as providing face-to-face care, training, supervision, counseling, consultation or medication assistance to the people being served by the facility.

Hiawatha Homes will follow regulations set forth by 245D when initiating background studies for all employees at the time of hire or assignment. Employees, volunteers, and people participating in educational programs will not be allowed to provide direct contact services until Hiawatha Homes has been notified in writing or by electronic transmission that the individual may provide direct contact services for Hiawatha Homes.

Employees, volunteers, and people participating in educational programs will not be allowed to provide direct contact services for Hiawatha Homes if they have received a disqualification or a study that requires continuous direct supervision. Continuous direct supervision is defined as an individual being within sight or hearing of the program's supervising employee to the extent that the program's supervising employee is capable at all times of intervening to protect the health and safety of the persons served by the program.

If Hiawatha Homes receives notification that an employee has been disqualified from providing direct contact services, Hiawatha Homes will immediately remove the employee from their position at Hiawatha Homes. Hiawatha Homes does not allow employees to be employed with a disqualification; thus, if an employee is disqualified the employee's employment will be terminated upon Hiawatha Homes receiving notification from the Department of Human Services.

If Hiawatha Homes receives notification that an employee is required to be under continuous direct supervision, Hiawatha Homes will immediately remove the employee from their position at Hiawatha Homes. Hiawatha Homes does not allow employees to be employed under continuous direct supervision; thus, if an employee is required to be under continuous direct supervision the employee's employment will be terminated upon Hiawatha Homes receiving notification from the Department of Human Services.

# *Hiawatha Homes*

## **COMPANY PROPERTY**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2026

---

### **Purpose**

Employees are expected to use due care in the use of company property.

### **Policy**

Negligence in the care and use of company property, unauthorized removal of property from the premises or using company property for personal use without prior approval, are cause for disciplinary action. In some situations, company property may be used for personal needs. However, a supervisor or the Property Manager must grant prior approval.

Damage or destruction of company property will be at the employee's expense to repair or fix if the act is deemed intentional or negligent by the Chief Executive Officer.

### **Hiawatha Homes' Issued Cell Phones**

Hiawatha Homes has determined that use of a work cell phone will contribute to the overall effectiveness of business communication and eliminate the need for employees to use or give out their personal cell phone information.

### **Use of Hiawatha Homes' Cell Phones**

Hiawatha Homes' cell phones may be issued to designated leadership employees whose responsibilities include frequent work communication while on travel and/or away from their permanent workstation. Cell phones are for the purpose of conducting official agency business only.

If a cell phone is assigned to you, it will have a PIN to open the screen, email accounts and passwords for different reasons, and settings Hiawatha Homes has set up for the phone to properly work with our systems. Because of these reasons, you are not allowed to change any of these passwords, PIN(s), email addresses, etc. If you find out that something has accidentally changed, please contact the Training Coordinator immediately.

The Chief Executive Officer or Chief Financial Officer are the only authorized agents to make changes to the agency cell phone accounts or services. Unauthorized or inappropriate use of agency cell phones may result in disciplinary action.

### **Employee Responsibility**

Any piece of technology that is assigned to including, but not limited to a cell phones, "tablet", iPad, or laptop, are official Hiawatha Homes property.

Employees are responsible for proper safeguarding of their assigned IT devices. Any technology that is assigned to you is recorded and tracked. If your assigned device(s) become broken, lost, or stops functioning, inform your manager and the Training Coordinator immediately. If the assigned IT device(s) are damaged or lost because the employee did not take proper care of it/them, the employee must repay Hiawatha Homes.

## *Hiawatha Homes*

Employees separating from Hiawatha Homes must return their issued IT device(s) to their designated Hiawatha Homes Manager. Failure to return an assigned IT device(s) may result in a deduction from the employee's final paycheck.

### **Employee Safety – Cell Phone and IT Device Use**

To maintain a safe working environment and comply with the State of Minnesota safety laws, employees must use cell phones, "tablets", iPad, and other IT devices responsibly while on company property or performing work duties.

Employees are not allowed to use hand-held devices in any situation that could distract from safe work practices, including:

- While working and operating machinery
- In active working areas
- While assisting individuals
- While performing direct care tasks

Cell phones should not violate the **Non-Disclosure Agreement**, should only be used in designated safe areas, and never in a manner that compromises:

- Personal safety
- The safety of others
- Violates HIPAA or any Federal or State of Minnesota law that puts a vulnerable adult at risk
- The security of Hiawatha Homes properties, or its' assets
- Hiawatha Homes itself

### **In accordance with Minnesota Statute §169.475, the following is strictly prohibited (not allowed) while operating a Hiawatha Homes' vehicle, machinery, or equipment:**

In accordance with Minnesota Statute §169.475, the following is not allowed while driving a Hiawatha Homes van, car, SUV, truck, or a leased/rented vehicle:

- Reading, composing, or sending electronic messages
- Accessing voicemail
- Accessing a webpage
- Transmitting or accepting and viewing a picture or video
- Watching video content
- Participating in a video call (conference call)
- Playing video games, "Gaming"
- Livestreaming

## **CONFIDENTIALITY AND DATA PRIVACY**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/09/2014

---

### **Purpose**

The purpose of this policy is to establish guidelines that promote the rights of the individuals supported and ensure data privacy and confidentiality of the individuals supported.

### **Policy**

Individuals supported at Hiawatha Homes, Inc. have protection-related rights that include the rights to:

- Have personal, financial, service, health, and medical information kept private, and be advised of disclosure of this information by Hiawatha Homes, Inc.
- Access records and recorded information about the individual in accordance with applicable state and federal law, regulation, or rule.

Hiawatha Homes, Inc. encourages data privacy in all areas of practice and will implement measures to ensure that data privacy is upheld according to MN Government Data Practices Act. Hiawatha Homes, Inc. will also follow guidelines for data privacy as set forth in the Health Insurance Portability and Accountability Act (HIPAA). Data privacy will hold to the standard of "minimum necessary" which entails limiting protected health information to the minimum necessary to accomplish the intended purpose of the use, disclosure, or request.

### **Access to records and recorded information and authorizations**

The individual supported and/or legal representative have full access to their records and recorded information that is maintained, collected, stored, or disseminated by Hiawatha Homes, Inc. Private data are records or recorded information that includes personal, financial, service, health, and medical information.

Access to private data in written or oral format is limited to authorized persons. Hiawatha Homes, Inc. employees may have immediate access to an individual supported private data only for the relevant and necessary purposes to carry out their duties as directed by the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*. Please review the Policy and Procedure on Data Privacy for more detailed information.

The following entities also have access to persons' private data as authorized by applicable state or federal laws, regulations, or rules. Please review the Policy and Procedure on Data Privacy for a complete list of authorized entities.

- Case manager.
- Child or adult foster care licensor, when services are also licensed as child or adult foster care.
- Minnesota Department of Human Services and/or Minnesota Department of Health.
- County of Financial Responsibility or the County of Residence's Social Services.

## *Hiawatha Homes*

- The Ombudsman for Mental Health or Developmental Disabilities.
- Adult or Child Protection units and investigators.

### **Security of information**

The House Coordinator and/or Program Director will ensure that all information for individuals supported is secure and protected from loss, tampering, or unauthorized disclosures.

All records on active individuals should be maintained for the duration of their current admission. Records on individuals who have been discharged or who die while receiving services will be retained for seven years.

Hiawatha Homes, Inc. and its employees will not disclose personally identifiable information about any other individual when making a report to each individual and case manager unless Hiawatha Homes, Inc. has the consent of the individual. This also includes the use of other individual's information in another individual's record.

Written and verbal exchanges of information regarding individuals supported are considered to be private and will be done in a manner that preserves confidentiality, protects their data privacy, and respects their dignity.

The HIPAA Security Rule establishes a national set of security standards for the confidentiality, integrity, and availability of electronic protected health information. The HIPAA Privacy and Security Rules apply to covered entities. [Covered entities](#) include health care providers and professionals such as doctors, nurses, psychologists, dentists, and chiropractors. Individuals and organizations that meet the definition of a covered entity and who transmit health information in electronic form in connection with certain transactions must comply with the Rules' requirements to protect the privacy and security of health information, even when using mobile devices. Only authorized Hiawatha Homes' staff will have access to server system e-mail on mobile devices and can only be used if the mobile device has a password or security code.

### **Visitors and Guests of employees at Hiawatha Homes**

In order to ensure safety and confidentiality of the individuals supported at Hiawatha Homes and its employees, all visitors visiting a program site are required to receive prior approval before arriving at the program site.

Any visit from a family member or friend of Hiawatha Homes' employee must be preapproved by the supervisor prior to any visit at any of the Hiawatha Homes program sites. Employees are not permitted to visit a program site for social reasons when they are not scheduled to work, unless approved by the supervisor.

Employees who violate this policy are subject to disciplinary action up to and including termination of employment.

Visits by family members and friends of the individuals supported at Hiawatha Homes are not subject to restricted or preapproved visits.



## *Hiawatha Homes*

### **Children in the Workplace**

The presence of children in the workplace during the employee's workday; including work shifts and paid meetings/trainings is not allowed. Children are not permitted at the worksite because of the legal liability of permitting such a practice. Hiawatha Homes recognizes there may be special events and celebrations in which employees and their family members are invited to attend on non-paid time. This will be permitted as approved by their direct supervisor.

**CONSERVATOR/GUARDIANSHIP**

EFFECTIVE DATE: 10/01/2007

REVISED: 03/28/2017

---

**Purpose**

To avoid a conflict of interest in regards to the employees and the individuals that Hiawatha Homes supports.

**Policy**

Hiawatha Homes prohibits its employees from entering into guardianship/conservator arrangements with people who are currently supported and/or who have been previously discharged through the termination of services process through Hiawatha Homes.

If a new or current Hiawatha Homes employee is or becomes a guardian/conservator of a person supported by Hiawatha Homes, the employee will:

- Report or disclose any guardianship/conservatorship arrangements to their supervisor
- Not be permitted to work with the person with whom they have a legal relationship.
- Not be paid for time during which they carry out guardian/conservator duties.
- Not be permitted to engage in both roles at the same time.

Hiawatha Homes shall be held harmless for any acts or decisions by guardian or conservator.

## **EMPLOYEE RELATIONS**

EFFECTIVE DATE: 10/01/2007

---

### **Purpose**

Hiawatha Homes sincerely hopes that you will find your work experience desirable and rewarding. We have devoted our employee relations policy to fulfilling that goal.

### **Policy**

- To provide a management team that is skilled and concerned about the welfare of our employees.
- To compensate each employee in accordance with assigned responsibilities, professional ability, cooperation, and job performance, among other things.
- To fill vacancies or new positions with the most qualified candidates, whether from within or outside Hiawatha Homes. In the event there are candidates with equal qualifications, preference will be given to the internal candidate.
- To encourage employees to discuss willingly and frankly any problems, complaints, or questions about our organizational policy with their supervisor or Human Resources Director.
- To advise employees, whenever possible, in advance of public notice of changes that may affect them or their families.
- To provide equal opportunity to all applicants and employees regardless of race, color, creed, religion, national origin, gender, age, disability, sexual orientation, marital status, status with regard to public assistance, or membership or activity in a local commission.
- To provide a workplace that is free from discrimination or harassment of any kind for all employees.

## **JOB CLASSIFICATIONS**

EFFECTIVE DATE: 01/01/2024

REVISED: 12/12/2023

---

### **Definitions**

Exempt and Non-exempt Employees: The Fair Labor Standards Act (FLSA) provides minimum wage, overtime compensation, record-keeping, and child labor standards. Some employees are specifically exempted from the requirements of the Act.

- Exempt Employees: Certain administrative, supervisory, and professional employees, as defined by the FLSA, are exempt from the minimum wage and overtime requirements of the Act if they meet certain specific tests for each category. Exempt employees are paid on a salaried basis and are not entitled to overtime pay for hours worked in excess of 40 in a workweek.
- Non-exempt Employees: An employee whose job description does not meet all of the duties, responsibilities, or weekly salary tests as specified for exempt status is considered non-exempt and covered by the provisions of the FLSA. Non-exempt employees are typically paid at an hourly rate of pay and are entitled to receive compensation at one and one-half times their regular rate of pay for hours worked over 40 in a workweek.

### **Employment Status**

#### **Regular**

- Full-time: Employees who are hired to work 60 or more hours within a two-week pay period.
- Part-time: Employees who are hired to work less than 60 hours within a two-week pay period.

#### **Substitute**

- Employees with no work agreement: Employees who work occasional shifts on a "substitute" basis. Substitute employees are required to work a minimum of 8 hours (cumulative) of DSP per calendar month. Substitute employees are not eligible for benefits.
- Nurses with no work agreement: Nurses who work occasional shifts on a "substitute" basis. Inactivity of 90 or more consecutive days would result in voluntary termination. Substitute employees are not eligible for benefits.

#### **Seasonal**

- Employees with no work agreement: Employees who work occasional shifts. Any inactivity of 6 months (180 consecutive days) or more will result in voluntary termination.

#### **Independent Contractors:**

Some individuals (e.g.: vendors, consultants, contractors) may receive compensation for services but are not considered employees of Hiawatha Homes

Contractual individuals are considered self-employed. They are not eligible for benefits and are responsible for payment of social security, income taxes, etc. A written agreement specifying terms of the contract shall be signed and kept in the office of the Human Resources Director.

## *Hiawatha Homes*

### **MEDIA**

EFFECTIVE DATE: 10/01/2007

---

#### **Purpose**

Hiawatha Homes will have delegated officials who will be responsible to speaking to the media.

#### **Policy**

Either the Chief Executive Officer or the Director of Development and Communication may serve as Public Information Officer for Hiawatha Homes and Hiawatha Homes Foundation. The Public Information Officers must approve any information provided to the media concerning Hiawatha Homes.

# *Hiawatha Homes*

## **NEPOTISM**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2023

---

### **Purpose**

To clearly define Hiawatha Homes' policy regarding the standards for close relatives working for Hiawatha Homes in the same or different departments.

### **Policy**

Hiawatha Homes permits the employment of qualified relatives of employees, as long as such employment does not, in the opinion of Hiawatha Homes, create actual conflicts of interest. For purposes of this policy, a "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, corresponding in-law, "step" relation or any member of the employee's household. Hiawatha Homes will use sound judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are related by blood, marriage, or reside in the same household are permitted to work in the same department, provided no direct reporting or supervisor to subordinate relationship exists. That is, no employee is permitted to work within "the chain of command" when one relative's work responsibilities, salary, hours, career progress, benefits or other terms and conditions of employment could be influenced by the other relative.
- Related employees may have no influence over the wages, hours, benefits, career progress and other terms and conditions of the other related staff members.
- Employees who marry while employed, or become part of the same household while employed, are treated in accordance with these guidelines. As a result, if in the opinion of Hiawatha Homes, a conflict arises as a result of the relationship, one of the employees may be transferred at the earliest practicable time.

Hiawatha Homes reserves the right to place employees based on staffing needs, location preferences and previous employment experience. Hiawatha Homes also reserves the right to deviate from this policy at any time and any exceptions to this policy must be approved by the Human Resources Director and the Chief Executive Officer.

### **Relationships at Work**

Staff members are encouraged to socialize and develop professional relationships in the workplace provided that these relationships do not interfere with the work performance of either individual or with the effective functioning of the workplace. Staff members who engage in personal relationships (including romantic and sexual relationships) should be aware of their professional responsibilities and will be responsible for assuring that the relationship does not raise concerns about favoritism, bias, ethics, and conflict of interest. In case of doubt, advice and counsel should be sought from the Human Resources Director or Chief Executive Officer. Romantic or sexual relationships between staff members where one individual has influence or control over the other's conditions of employment are inappropriate. These relationships, even if consensual, may ultimately result in conflict or difficulties in the workplace. If such a relationship currently exists or develops, it must be disclosed by both parties to the Human Resources Director or Chief Executive Officer.

## **ANIMALS IN THE WORKPLACE**

EFFECTIVE DATE: 12/26/2017

---

### **Purpose**

In an effort to be sensitive to the needs and preferences of all of our employees and the people that we support, the following guidelines will apply to all employees bringing pets to visit their worksite and/or office areas.

### **Policy**

#### **Pets Visiting the Workplace**

Employees are not allowed to bring pets to the worksite during their paid work time. Employees who wish to bring pets to the worksite should work with their supervisor to schedule a time outside of their scheduled working hours for the pet to visit. **All pet visits to the worksite must be preapproved by the House Coordinator or Program Director.** Prior to approving a request for a pet visit to the worksite, the House Coordinator or Program Director will receive consent from the individuals we support and/or their guardians as well as from employees scheduled to work during the proposed visit time.

1. All pets need to have immunities against rabies and/or other diseases common to that type of animal. Proof of vaccination and/or proof of disease immunities should be provided to the House Coordinator or program supervisor PRIOR to a pet visiting the worksite.
2. Pets should be properly groomed and treated with a flea preventative prior to visiting the worksite.
3. Only well-behaved pets that do not generally display aggressive tendencies, such as biting or growling at other people and/or animals will be allowed to visit the worksite.
4. Pets should be restricted to the common areas of the worksite and should never be allowed to enter kitchen areas, bathrooms, or bedrooms.
5. Pets should be kept on a leash, harness, or another type of restraint at all times.
6. Pets should be housebroken. Employees are expected to clean and dispose of all animal waste from their pet, both indoors and outdoors.
7. Pet visits to the worksite should last no longer than one hour, unless previous approval for an extended visit is granted by the House Coordinator or program supervisor.

The above guidelines do not apply to pets currently residing in the homes unless they visit another location.

## *Hiawatha Homes*

### **NON-EXEMPT EMPLOYEES WORKING OR ACCESSING HIAWATHA HOMES SERVER ON NON-WORK TIME**

EFFECTIVE DATE: 01/01/2013

REVISED: 09/16/2016

---

#### **Purpose**

It is Hiawatha Homes' policy to comply with State and Federal Wage and Hour laws.

#### **Policy**

Due to the nature of Hiawatha Homes business, many exempt and non-exempt employees have access to Hiawatha Homes server; allowing the employee access to work email and agency drives (i.e. P Drive, H Drive) to access work documents.

Hiawatha Homes prohibits non-exempt employees from checking their work email or accessing agency drives on nonscheduled workdays or time without prior approval from their manager. If there is a need for non-exempt employees to check their work email or access agency drives on nonscheduled workdays or time, the employee must receive prior approval from their manager and document the time spent accessing their work emails or agency drives so they can be properly compensated for time spent working. If a non-exempt employee is accessing work email or agency drives during nonscheduled workdays or time without prior approval, the employee may be subject to disciplinary action up to and including termination of employment.

Non-exempt leadership and foundation employees may receive business related phones calls during the work week. If a non-exempt employee receives a phone call anytime from Monday at 12:00am until Friday at 5:00pm; the non-exempt employee is required to document the conversation or situation and their time spent handling the phone call or situation. The non-exempt employee will report their time and documentation to their direct supervisor prior to the end of the designated pay period to ensure timely payment is made on the applicable paycheck.

If a non-exempt program employee receives a business-related phone call anytime from Friday at 5:00pm until Sunday at 11:59pm; the employee is to direct the caller to the appropriate on-call personnel. The non-exempt employee will document any time spent handling the phone call or situation.



## *Hiawatha Homes*

### **PERSONAL GIFTS**

EFFECTIVE DATE: 10/01/2007

---

#### **Purpose**

Good judgment and discretion should be used when accepting gifts while in the course of employment with Hiawatha Homes.

#### **Policy**

Employees must notify their supervisor when gifts of value are being offered.

**POLICY REVISIONS**

EFFECTIVE DATE: 10/01/2007

---

**Purpose**

Hiawatha Homes reserves the right to amend, modify, or rescind any section of this handbook at any time and for any reason without prior notification.

**Policy**

The Board of Directors is responsible for the contents of this handbook and must approve any and all changes to this handbook. Any modifications will be appropriately posted, and such changes will be incorporated into this handbook at the discretion of the Board of Directors.

Policies, procedures and practices contained in previous handbooks, letters, manuals, or other oral or written representations of Hiawatha Homes are expressly revoked.

The Board of Directors is responsible for reviewing and recommend specific changes to this handbook. Recommended changes shall be presented to the Board of Directors for final review and approval.

## **PROMOTIONS AND TRANSFERS**

EFFECTIVE DATE: 10/01/2007

REVISED: 10/14/2016

---

### **Purpose**

To provide information to employees on promotions, transfers and demotions within Hiawatha Homes.

### **Policy**

Transfers and promotions provide employees with the opportunity to develop their skills and talents, which can contribute to career growth and advancement within Hiawatha Homes. Transfers, promotions and demotions are all cases in which an employee moves from one position to another.

**Transfer:** a move to another position of similar level and/or compensation.

**Promotion:** a move from the employee's current position into a different position of a higher level and/or compensation.

**Demotion:** A move from the employee's current position into a different position of a lower level and/or compensation.

As openings occur, attempts will be made to notify all employees of these opportunities. Qualifications, experience, and performance in past or current position will all be factors in considering the employee for open positions.

If an employee is requesting a transfer to another department, he/she must notify their direct supervisor and Recruitment Specialist of the request to transfer. Employees should have successfully completed their initial Evaluation Work Period. In addition, all previous documented performance issues will be reviewed.

Employees applying for a position that would result in a promotion should have already successfully completed his/her Evaluation Work Period. Hiawatha Homes reserves the right to hire the most qualified applicant whether or not the applicant is a current employee or an external candidate.

A demotion may occur at an employee's request or if an employee's job performance has been unsatisfactory, despite progressive disciplinary efforts. Employees requesting a demotion must notify their direct supervisor who will consider their reassignment recommendation.

*Hiawatha Homes reserves the right to deviate from this policy at any time.*

## **RELIGIOUS ACCOMMODATIONS**

EFFECTIVE DATE: 03/15/2011

---

### **Purpose**

Hiawatha Homes respects the religious beliefs and practices of all employees and will make, upon request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the company's business.

### **Policy**

An employee whose religious beliefs or practices conflicts with his/her job or with other aspects of employment and who seeks a religious accommodation must submit a written request form for Religious Accommodation and submit to his/her immediate supervisor. The written request will include the type of religious conflict that exists, the employee's suggested accommodation and the dates/frequency of requested accommodation.

The immediate supervisor and the Human Resources Director will review and evaluate the written request considering whether a work conflict exists due to a sincerely held religious belief or practice and whether an accommodation is available which is reasonable and which would not create an undue hardship for Hiawatha Homes.

An accommodation may be a change in job, using paid leave or leave without pay, allowing an exception to the dress and appearance code which does not impact safety or uniform requirements, or for other aspects of employment. Depending on the type of conflict and suggested accommodation, the supervisor may confer with his/her manager and with the Human Resources Director.

The supervisor and employee will meet to discuss the request and decision on an accommodation. If the employee accepts the proposed religious accommodation, the immediate supervisor will implement the decision. If the employee rejects the proposed accommodation, he/she may appeal following Hiawatha Homes Appeal Policy.

## **OFF DUTY WORK**

EFFECTIVE DATE: 5/23/2018

REVISED: 1/1/2019

---

### **Purpose**

To clearly define Hiawatha Homes' policy regarding off duty work performed by employees of Hiawatha Homes, including but not limited to work performed for individuals supported by Hiawatha Homes which may be the same or similar to work performed by the same employees while on duty.

### **Definition**

"Outside Employment" means engaging in any other business for compensation or payment, either directly or indirectly, from any person, firm, company, or corporation, including self-employment, and including but not limited to performing any services which are the same or similar to work performed by the employee in the course and scope of their employment for Hiawatha Homes.

### **Policy**

Hiawatha Homes does not prohibit its employees from engaging in Outside Employment. Hiawatha Homes is aware that individuals supported and/or guardians sometimes wish to hire Hiawatha Homes' employees as independent contractors during their off-duty hours. Employees may not solicit any Outside Employment while on duty; this may be subject to disciplinary action including but not limited to termination.

Employees will clarify to all parties involved that when engaging in Outside Employment, they have no relationship whatsoever to Hiawatha Homes.

Hiawatha Homes is in no way responsible for any Outside Employment. Hiawatha Homes is not responsible for any insurance, workers compensation, liability, or otherwise in regards to Outside Employment. Hiawatha Homes will not pay medical benefits for injuries or sicknesses resulting from any Outside Employment.

Employees who engage in Outside Employment will not use any Hiawatha Homes resources at any time to engage in Outside Employment. Employees are not permitted to engage in Outside Employment during their regular work hours.

## *Hiawatha Homes*

### **DAYLIGHT SAVING TIME**

EFFECTIVE DATE: 10/01/2007

REVISED: 09/24/2013

---

#### **Purpose**

Hiawatha Homes' clocks will be advanced one hour in the spring and set back one hour in the fall in keeping with Daylight Savings Time regulations set by State and Federal Government.

#### **Policy**

Hiawatha Homes will compensate employees for actual hours worked. The impact on Daylight Savings Time will be automatically adjusted to appropriately compensate the employee. Daylight Savings Time will only impact the Late-Night shift.

## **EMPLOYEE COMPENSATION**

EFFECTIVE DATE: 01/01/2024

REVISED: 12/12/2023

---

### **Purpose**

To describe the process for compensating each employee at Hiawatha Homes.

### **Policy**

### **Paydays**

Hiawatha Homes' employees are paid according to a bi-weekly pay schedule. There are 26 pay periods in a calendar year. Pay days are on Friday of the week following the close of the pay period.

### **Compensation**

Each paycheck will include Gross Wages through the end of the pay period less any required or authorized deductions (income taxes, Social Security, insurance premiums, benefits, garnishments, etc.). Gross Wages equals earnings for work performed and compensation for bonuses, Paid Time Off (PTO) and benefits.

### **Direct Deposit/ Pay Card**

Employees may receive their earnings either via Pay Card or Direct Deposit. Hiawatha Homes encourages all employees to take advantage of the convenience of having their paycheck directly deposited into a checking or savings account. Hiawatha Homes is not responsible for lost or stolen checks or pay cards.

### **Statement of Earnings**

At the end of each pay period, Hiawatha Homes will provide each employee an electronic earnings statement covering that pay period. Hiawatha Homes will provide employee's access to an employer owned computer during an employee's regular working hours to review and print earnings statements.

If an employee requests their earnings statement in writing, Hiawatha Homes will provide their earnings statement in writing within 24 hours from the request. Once Hiawatha Homes has received notice from an employee that the employee would like to receive earnings statements in written form, Hiawatha Homes will comply with that request on an ongoing basis.

## *Hiawatha Homes*

### **Wage Disclosure Protection**

Hiawatha Homes will not require nondisclosure by an employee of his or her wages as a condition of employment; require an employee to sign a waiver or other document which denies an employee the right to disclose the employee's wages; take any adverse employment action against an employee for disclosing the employee's own wages or discussing another employee's wages which have been disclosed voluntarily.

Nothing in this policy shall be construed to create an obligation by Hiawatha Homes or employee to disclose wages; permit an employee, without the written consent of Hiawatha Homes, to disclose proprietary information, trade secret information, or information that is otherwise subject to a legal privilege or protected by law; diminish any existing rights under the National Labor Relations Act under United States Code, title 29; permit the employee to disclose wage information of other employees to a competitor of Hiawatha Homes.



# *Hiawatha Homes*

## **EXPENSE REIMBURSEMENT**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/26/2017

---

### **Purpose**

Hiawatha Homes will reimburse employees on a bi-weekly basis for reasonable expenses as outlined below, upon presentation by the employee of an itemized account of such expenditures.

### **Policy**

In order for payment to be made, an itemized account must be in sufficient detail and be prepared in accordance with applicable reporting requirements of Hiawatha Homes and the Internal Revenue Service.

The employee must fill out an expense report provided by Hiawatha Homes, before being reimbursed for business related expenses. The employee needs to submit their itemized report to Hiawatha Homes preferably every two weeks, but at most quarterly. Anything turned in after the quarter will not be reimbursed.

- Travel – local travel may be reimbursed at Hiawatha Homes' current rate of reimbursement (rate is subject to change) for actual business mileage. At no time will Hiawatha Homes reimburse mileage from home to work and return.
- The owner of any private vehicle used for Hiawatha Homes' business must carry liability insurance coverage.
- Meals and Lodging – Prior approval is required in order to be reimbursed for meals and lodging. Reimbursement will be made according to the meal allowance rates set annually by the Chief Executive Officer. At no time will Hiawatha Homes reimburse for alcoholic beverages.
- Employees wishing to attend conferences, training, or workshops must complete the Professional Development Request form and submit to their primary supervisor and Human Resources for approval. Hiawatha Homes has identified annual allowances for employees for Professional Development costs.
- Paid time away from work to attend workshops or conferences will be granted at the discretion of the Human Resources Director or Chief Executive Officer.
- At no time may an employee use company funds or a business credit card for personal use or for any reimbursement purpose. Fraudulent use of company funds is grounds for immediate termination and may be reported to law enforcement.

## **MEAL PERIODS AND REST BREAKS**

EFFECTIVE DATE: 01/01/2024

REVISED: 1/1/2026

---

### **Purpose**

Hiawatha Homes will provide employees with the accurate meal periods and rest breaks appropriate to their job status, and Federal and State laws.

### **Policy**

#### **Meal Periods**

According to Minnesota Statute 177.253 : Hiawatha Homes will allow each employee who is working for six (6) or more consecutive hours, a minimum 30 minutes to eat a meal.

##### **All Employees**

- All unpaid breaks offsite must be approved by the supervisor or manager.
- Employees will be paid for hours worked minus their meal break. (Example if a team member is scheduled 6 am – 2 pm and takes an unpaid break, they will only be paid 7.5 hours of time worked.)
- Unused mealtime may NOT be accrued.

##### **Employees Not performing direct support care**

- Meal period should be scheduled at a time that will not inconvenience other co-workers or the people supported by Hiawatha Homes.

##### **Employees performing direct support care**

- Meals may be provided to direct support professionals if they are on duty when a meal is served. It is expected that meals shall be eaten with the people supported when possible and this is considered paid working time.
  - For employees wanting to take a 30-minute un-paid meal break, Hiawatha Homes will **not** adjust schedules to accommodate this.
  - Lengthening shifts to accommodate a 30-minute unpaid breaks are not covered in the staffing pattern provided by DHS.
- Minnesota law requires that employees be given a 30-minute meal break for every 6 hours worked. Due to the nature of work at Hiawatha Homes, team members providing direct care will be compensated for their 30-minute meal break due to not having the ability to completely relieve them of work duties while they eat. Staff are encouraged to eat meals with the individuals supported.
- Because the individuals we support cannot be left alone, meal breaks must be on-site unless pre-arranged with their supervisor or manager. In order for a staff to take a 30-minute meal break off-site, un-paid, or outside of the home un-paid, the minimum staffing ratio must be met, and pre-approval gained from a manager or supervisor. If this is not possible, staff will take their meal break on-site and be paid for their time.
- Employees are not permitted to sleep during break times.

## *Hiawatha Homes*

### **Rest Breaks**

According to Minnesota Statute 177.254: Hiawatha Homes will allow each employee adequate time from work within each four (4) consecutive hours of work to utilize the nearest convenient restroom.

- Employees scheduled to work at least a four-hour shift will be allowed to take a paid rest break of at least 15 minutes or enough time to use the nearest convenient restroom, whichever is longer, within their four (4) consecutive hour shift.
- These breaks should be arranged with the immediate supervisor and/or co-workers for the purpose of insuring adequate staff coverage for the individuals supported according to the individuals Individual Abuse Prevention Plan/ Risk Management Plan. Breaks should be arranged when appropriate and convenient for the individuals supported within that program.
- Employees performing one to one care will be trained on how to delegate proper supervision of the individual supported when the employee needs a restroom break according to the individuals Individual Abuse Prevention Plan/ Risk Management Plan.
  - Employees performing one to one care may not be able to take a 15-minute rest break due to adequate staff coverage requirements as indicated in the individuals Individual Abuse Prevention Plan/ Risk Management Plan. Employees will be informed whether or not rest breaks are permitted in their specific department/ program depending upon the individuals Individual Abuse Prevention Plan/ Risk Management Plan.
- Unused breaks may NOT be accrued. Employees working direct support may not leave the premises (program house, garage, yard or driveway) during breaks.
- Employees are not permitted to sleep during break times.

Failure to take rest or meal breaks does not allow an employee to otherwise modify their work schedule. Rest breaks and meal periods should be used in one episode versus intermittently throughout the employees' shift. If an employee's rest break is interrupted by a call to duty, the employee should respond to the duty and may resume their break later during their shift.

**ON DUTY, OFFSITE 24 HOURS OR MORE**

EFFECTIVE DATE: 10/01/2007

REVISED: 09/24/2013

---

**Purpose**

To address compensation for offsite duty in accordance with applicable rules and regulations in regards to working 24 consecutive hours.

**Policy**

**Duty of 24 hours or more**

If an employee is required to be on duty, offsite for 24 hours or more, Hiawatha Homes and the employee may agree to exclude a bona fide regularly scheduled sleeping period of not more than eight hours from hours worked, provided adequate sleeping facilities are furnished by Hiawatha Homes and the employee can usually enjoy an uninterrupted sleeping period. If a sleeping period is of more than eight hours, only eight hours may be excluded.

If the sleeping period is interrupted by a call to duty, the interruption must be counted as hours worked. If the period is interrupted so that the employee cannot get a minimum of five hours of sleep, the entire period must be counted as hours worked.

Employees agreeing to exclude a bona fide regularly scheduled sleeping period will complete the proper paperwork with their supervisor acknowledging this agreement.

## *Hiawatha Homes*

### **OVERTIME**

EFFECTIVE DATE: 10/01/2007

REVISED: 03/15/2011

---

#### **Purpose**

Hiawatha Homes will pay employees overtime in accordance and compliance with applicable laws.

#### **Policy**

From time to time, increased needs of people supported or staff may indicate a need for overtime work. Although Hiawatha Homes tries to take into consideration individual requests concerning overtime, management reserves the right to schedule mandatory overtime when necessary. Hiawatha Homes treats scheduled overtime as a normal work period; therefore, overtime may be considered as a condition of continued employment. Employees will be given as much advance notice as possible when overtime is required. Any overtime must be approved in advance by the employee's manager.

Overtime will be paid for hours worked over 40 hours per week. The overtime wage rate will be based on a weighted average of the employee's compensation for that week, in accordance and compliance with the US Department of Labor Requirements.

## **SALARY AND WAGES**

EFFECTIVE DATE: 10/01/2007

---

### **Purpose**

Employees are paid based on the position they hold, with consideration given to credentials, experience and levels of responsibility.

### **Policy**

Compensation for exempt employees is based on an annual salary and for non-exempt employees is based on an hourly wage. Payroll deductions (i.e. social security taxes, employee-elected benefit premiums) will be made as required by law or as approved by Hiawatha Homes.

### **Salary and Wage Plan**

Salary ranges have been established for all Hiawatha Homes' positions. Hiawatha Homes participates in industry salary surveys to help ensure it pays competitive wages based upon the responsibilities of the job.

The salaries and wages of Hiawatha Homes are based on an established salary and wage schedule as approved by the Board of Directors. Salary and wage ranges are reviewed annually, and adjusted when necessary, by the Chief Executive Officer and the Board of Directors.

Considerations for the salary and wage ranges include: market comparisons, state/local indexes, budgetary conditions, job qualifications and responsibilities.

Employees are not guaranteed an annual salary or wage increase. All employees will be paid in accordance with the salary or wage range for their respective position.

The following are types of salary and wage increases for which an employee may be eligible:

- Minnesota Legislature mandated COLA (Cost of Living Adjustment) increases.
- Merit Increases. Any merit increases will be based on results of performance evaluations conducted by the supervisor and salary budget considerations.
- Promotional increases.

## **ATTENDANCE POINT SYSTEM**

EFFECTIVE DATE: 01/01/2025

REVISED: 1/1/2026

---

### **Purpose**

To effectively define the attendance, point system, related terms and consequences pertaining to employees considered part of the staffing ratio or scheduled program training and/or work shifts.

### **Definitions**

#### Tardy/Schedule Adjustment (3 points):

Reporting 8 minutes after the start time of scheduled work shift OR leaving a shift early.

#### Absence (5 points per occurrence):

Reporting after half of the scheduled work shift has expired OR absent from the entire work shift even if you reported to your supervisor, you were missing your shift that day

#### Call, No-Show: Immediate Corrective Action, Written Warning or next level):

When no PTO or ESST is available an employee notifies the supervisor the day they are supposed to work when they are going to be late, and they don't come to work at any time during their shift.

#### No-Call No-Show (No Points; Immediate Corrective Action):

An employee who fails to show up to work his or her scheduled shift and does not notify a supervisor prior or during his or her shift, will be charged with a no-call no-show absence.

#### Job Abandonment:

Three consecutive shifts of No-Call/No-Show; walking off the job during a shift. providing less than 24 hours' notice of employee's own self-termination.

### **Policy**

If an employee is going to be absent for their scheduled shift or will arrive more than 7 minutes after their scheduled start time, the employee is required to notify their supervisor directly with an expected arrival time to work or return date.

Employees are expected to report their own absences except in the rare case of an emergency or circumstances where this is not possible.

No-call, no-show absences for scheduled work shifts will be treated as a Level 2 Offense with the first offense generally resulting in a written warning. No-call, no-show absences for training shifts will be treated as a Level 1 Offense with the first offense generally resulting in written coaching.

An employee who fails to report to work without notification to his or her supervisor for a period of three or more consecutive workdays will be considered to have voluntarily resigned his or her employment.

## *Hiawatha Homes*

### Corrective Action Process:

The accumulation of 15 points in a 12-month period (starting from date of first offense) might result in written coaching for one employee and a written warning for another employee, depending upon any active corrective action already in the employee's personnel file. Corrective action issued for attendance violations will remain active in the employee's personnel file for one year from the corrective action date. The accumulation of an additional 15 points within the same 12-month period after a corrective action for attendance violations or any other offense has been issued, may result in additional corrective action. Attendance points will expire one year from date of violation; unless the employee has an active corrective action due to attendance violations then the corrective action overrides the attendance points.

### Exceptions to Attendance Policy:

For the purposes of this procedure the following are exceptions that will not be counted against an employee's attendance record:

- Military Reasons
- Jury Duty
- Approved Leave of Absence
- Preapproved Shift Changes
- Employee must receive approval from supervisor prior to shift start time and have found an approved replacement.
- Staff Meetings
- Employee must receive prior approval from supervisor prior to training start time
- Family and Medical Leave Act
- Workers' Compensation
- ADA issues
- Earned Sick & Safe Time (ESST)
  - Employees who use ESST according to policy (page 50) will not be subject to attendance points. Employees who do not have adequate ESST balance to cover the absence WILL be subject to points if employee does not make a reasonable effort to fill the shift.
  - An employee will be required to provide a medical certification within 7 days to their supervisor when that employee utilizes ESST for more than three consecutive days.
  - Hiawatha Homes reserves the right to ask an employee who becomes ill at work to leave the worksite if the employee could pose a direct threat to the health of the people we support or if the employee's performance indicates that he or she is not fit to be performing his or her job functions.



## TIME REPORTING

EFFECTIVE DATE: 07/25/2025

REVISED: 01/01/2026

---

### Purpose

Accurately recording the time worked is the responsibility of every hourly employee. Federal and State laws require Hiawatha Homes to keep an accurate record of time to calculate employee wages and benefits. Time worked is defined as time spent performing job functions.

### Policy

All non-exempt employees are required to use the automated Time Keeping system to record their hours worked. **Employees must be physically inside their work location to clock in or out. Employees may use the designated computers, tablets, or laptops on the Hiawatha Homes-approved Human Resources Information System app on their personal device while inside their work location.**

Employees working in the Family Support Services program will utilize the Electronic Visit Verification system per Minnesota law 2017, 1st Spec. Sess. chapter 6, article 1, section 49 and the 21<sup>st</sup> Century Cures Act, Public Law 114-255.

Hiawatha Homes is required to maintain consistent time-keeping. Non-exempt employees should report to work **no more than 7 minutes prior to their scheduled start time nor should remain at work no more than 7 minutes after their scheduled end time** unless approved by their supervisor.

Employees who miss a clock-in or clock-out entry should make the correction in the Timekeeping System at their program site. Employees are responsible for correcting their time if an adjustment needs to be made. A comment explaining why the time adjustment is happening is required when correcting your time. The supervisor will review the comment for approval. If you need help with adding a comment, please ask your supervisor.

If an employee begins the workday at an alternate location, they need to put in a comment for approval in the timekeeping system.

Employees who leave the worksite during their scheduled work time for non-work purposes must clock-out when leaving and clock-in upon their return to work. Please note that **employees should receive approval from their supervisor prior to leaving the worksite for non-work purposes.**

## *Hiawatha Homes*

Employees who consistently violate any of the following may be subject to disciplinary action:

Miss clock-in and/or clock-out entries, -

- Clock-in before their scheduled start time
- Clock-out before their scheduled end time
- Clock-in and/or clock-out when not at your work location you are assigned or scheduled to be working
- Clock-in and leave the work location and return later or not return to work

**Altering, falsifying, or tampering with time records, or clocking in or out for another employee may result in disciplinary action, up to and including termination of employment.**

## **WORK SCHEDULES**

EFFECTIVE DATE: 01/01/2024

REVISED: 01/01/2026

---

### **Purpose**

Hiawatha Homes has established time periods regarding work schedules.

### **Policy**

The daily work schedule will be established by management or leadership based on the needs and staffing requirements of Hiawatha Homes. In addition to original assignments, employees are expected to help in other areas when needed.

Upon hire, each team member is assigned a set number of scheduled/standard hours per pay period referred to as **Standard Work Agreement (SWA) Hours**.

Team members are expected to adhere to their assigned SWA hours. Picking up additional shifts beyond the SWA hours is permitted only with prior approval as outlined below:

- The following team members may work up to 120 hours per pay period:
  - DSP, Team Lead, House Coordinator, Nurse
- Any hours beyond the additional 120 hours must be pre-approved by the Program Manager, Program Director, or manager.

### **To support employee well-being and ensure safe working conditions**

- Employees may work up to 16 consecutive hours when approved by their supervisor ahead of time.
- After working 16 hours, employees are required to take a minimum 6-hour rest period before beginning their next shift.
  - In an event of an emergency (i.e. weather, unforeseeable circumstances) exceptions can be made.
- Team members are not allowed to work more than 14 consecutive days without approval from their Program Manager.

For timekeeping and payroll purposes:

- The workday is considered the 24-hour time period from 12:00 a.m. to 11:59 p.m.
- The workweek is the time period from Sunday at 12:00 a.m. to Saturday 11:59 p.m.
- The weekend is the time period beginning on Saturday at 12:00 am to Sunday 11:59 pm
- The pay period is the time period beginning on Sunday at 12:00 a.m. and ending 14 days later on Saturday at 11:59 p.m.

## *Hiawatha Homes*

These time periods are used to calculate earnings as well as any overtime wages that may have been earned.

Failure to follow this policy may result in scheduling restrictions or disciplinary action.

### **Direct Care Shift Differentials**

Hiawatha Homes offers shift differentials to non-exempt employees who work the following:

- Late Night Awake Weekend Shift (Designated Home): (Saturday 12:00 am – Sunday 11:59 pm)

Additional compensation for the hours worked during the designated time period, will be reflected on employees corresponding check. Administrative staff, including Human Resources, Business Office, Foundation and Maintenance, are excluded from the weekend shift differential.

### **Float Team Members Hours**

Team members who are classified as Float have a SWA (scheduled work agreement) of 60 hours. To ensure Float team members are working their SWA their hours will be reviewed at the beginning of each calendar quarter to look back at the quarter that just ended. PTO accrual will be adjusted to properly meet the average number of hours worked.

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/9/2018

---

**Purpose**

Hiawatha Homes recognizes that challenges of a personal nature can have an adverse impact on an employee's job performance. Hiawatha Homes also recognizes that most personal challenges can be dealt with successfully when the challenge is identified early, and the employee is referred to appropriate care. The overall purpose of the Employee Assistance Program is to reduce challenges in the workforce and to retain valued employees by providing the services needed to successfully deal with these challenges.

**Policy**

The selected EAP vendor is designed to deal with the broad range of human challenges such as: emotional/behavioral, family, and marital, alcohol and/or drugs, gambling, financial, legal, and other personal challenges. Their function is to provide assessment and referral (if needed). Hiawatha Homes will cover the costs for assessment and referral. In some cases, treatment may be covered under the group insurance plan.

This policy applies to all employees, regardless of the employee's job title or responsibilities. If management notices declining job performance, a referral may be recommended. Referral will not rule out corrective or disciplinary action. Information shared with the counseling center is considered confidential and is not shared with anyone at Hiawatha Homes. Hiawatha Homes will receive a bill for the services provided, without any explanation of what took place during the visit.

For more information about the current EAP vendor, see the current year's Benefit Summary fact sheet or contact the Human Resources department.

## *Hiawatha Homes*

### **FLEXIBLE BENEFIT PLAN (CAFETERIA PLAN)**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/6/2018

---

#### **Purpose**

Eligible Hiawatha Homes' employees may choose to use the Flexible Benefit Plan to set aside pretax money in accordance with IRS regulations and limitations.

#### **Policy**

This benefit is available to all employees that are regularly scheduled for 35 or more hours per two week pay period. The pretax money can be used to pay expenses in the following areas:

- Reimbursement of Medical Expenses
- Reimbursement for Childcare Expenses

Please refer to the Summary Plan Document and enrollment forms for more information.

Additional information regarding any of the benefits at Hiawatha Homes may be obtained by contacting the Human Resources Department.

## **GROUP HEALTH INSURANCE**

EFFECTIVE DATE: 01/01/2025

REVISED: 01/01/2026

---

### **Purpose**

Hiawatha Homes offers group health insurance benefits, in accordance with the Affordable Care Act, for eligible employees.

Hiawatha Homes uses a 12-month look-back measurement method to determine whether an employee is a full-time employee for purposes of group health insurance coverage.

### **Policy**

#### **ACA Health Insurance Employee Classification Definitions:**

##### **New Full-Time Hire**

- Employee who is reasonably expected to average 30 hours or more per week as of their start date. Employee will be offered group health insurance beginning the 1<sup>st</sup> of the month following 60 days of employment, or concurrent employment. This employee is considered ACA full-time until he or she is an ongoing employee.

##### **New NON-Full Time Hire [Part-time, Seasonal, or Substitute employees]**

- Employee who is hired to work in a less than full time status (29 hours or less per week).
- Eligibility for group health insurance coverage will begin the *earlier* of:
  - If after 60 days of employment and on the 1<sup>st</sup> of the next calendar month or if your job changes to full-time during your first 12 months at Hiawatha Homes, your health insurance will begin on the first day of the month after you have been full-time. [This eligibility continues until he or she is an ongoing employee], or
  - 1<sup>st</sup> of the month following 13 months after their date of hire. [This eligibility continues for an entire 12-month period] if the employee averages at least 130 hours per month during the 12-month initial measurement period.

An **ongoing employee** is one who has been employed by Hiawatha Homes for at least one complete standard measurement period from September 1st to August 31st.

##### **Ongoing Full-Time**

An ongoing full-time employee is one who has averaged 30 hours or more per week based on the look-back period from September 1st to August 31st.

## Hiawatha Homes

- This employee is eligible for group health insurance coverage for the entire following Standard Stability Period, he or she remains an employee.

### Ongoing Part-Time

An ongoing part-time employee is one who has NOT averaged 30 hours or more per week during the look-back period from September 1st to August 31st. This employee is NOT eligible for group health insurance for the following Standard Stability Period.

### Rehired Employees and Employees Returning from Unpaid Leave:

- If an employee goes *at least 13* consecutive weeks without an hour of service and then earns an hour of service, he or she is treated as a **new** employee. Hiawatha Homes will apply a *rule of parity* for periods of less than 13 weeks.
  - Under the *rule of parity*, an employee is treated as a **new** employee if the period with no credited hours of service is *at least four* weeks long and is *longer than* the employee's period of employment immediately before the period with no credited hours of service.
- For an employee who is treated as a **continuing** employee, the same measurement and stability periods that applied before their break in service will continue when they return. In addition, a *special averaging method* applies when measurement periods include **special unpaid leave** [that is, leave under **FMLA**, or **USERRA**, or **jury duty**].
- This method only applies to an employee who is treated as a *continuing* employee upon resuming services for the employer, and not to an employee who is treated as terminated and rehired.
- Hiawatha Homes will determine the average hours of service per week for the employee during the measurement period, *excluding the special unpaid leave period*, and use that average as the average for the entire measurement period.

### Qualifying Events:

Employees may elect, modify, or terminate group health insurance based on a Qualifying Life Event within 30 calendar days of the QLE. Qualifying Life Events include new hire, marriage, divorce, birth, adoption, death, loss of dependent coverage, loss of spousal coverage, and more. Employees should contact Human Resources for a complete list of QLE or if they have further questions regarding a QLE. Supporting documentation of QLE may be required by Human Resources.

When an employee elects' benefits, they are required to continue those elected benefits (for themselves and any covered dependents) until the following Open Enrollment or designated Qualifying Life Event that enables the employee to modify coverage.



## *Hiawatha Homes*

### **Nonpayment or late payment of employee premium:**

- If a *paycheck is insufficient to pay* the employee share of Plan premium, **premiums are due within 30 calendar days**. The employee should send a check payable to Hiawatha Homes for his or her balance and submit payment to the business.
- If the employee *fails to timely pay* the premium within 30 calendar days, his or her **coverage will be terminated** 15 days after written notice from the employer.

In the event group health insurance is terminated, due to a separation of employment, the employee and all dependents on the plan will be provided with COBRA continuation information.

Group health insurance is based upon a plan reviewed and approved annually by the Board of Directors.

## ADDITIONAL INSURANCE BENEFITS

EFFECTIVE DATE: 12/7/2018

REVISED: 01/01/2026

---

### Purpose

Hiawatha Homes offers a variety of additional benefits to employees.

### Policy

Additional insurance benefits include dental, life, long-term disability, voluntary life, AD&D (accidental death and dismemberment), HSA (health savings account, FSA (flex spending account), and a company subsidized plan in relationship with the State of Minnesota's Paid Family and Medical Leave law (January 1, 2026).

Eligible employees are those who:

- Are hired to work 60 hours or more per two weeks' pay period.
- An employee becomes eligible to participate beginning the 1<sup>st</sup> of the month following 60 days of employment or concurrent employment.
- Insurance information and enrollment forms will be provided to employees who are eligible.
- Change from non-eligible to eligible full-time status. **You do not have to go through a wait period if you have already satisfied it.**

Should an eligible employee change their work agreement to less than 60 hours or more per two weeks' pay period, they are no longer eligible for coverage. COBRA continuation information shall be provided for dental and voluntary life insurance.

Employees may elect, modify, or terminate additional insurance benefits based on a Qualifying Life Event within 30 calendar days of the QLE. Qualifying Life Events include new hire, marriage, divorce, birth, adoption, death, loss of dependent coverage, loss of spousal coverage, and more. Employees should contact Human Resources for a complete list of QLE or if they have further questions regarding a QLE. Supporting documentation of QLE may be required by Human Resources.

### **Nonpayment or late payment of employee premium:**

- If a paycheck is insufficient to pay the employee share of the Plan premium, **premiums are due within 30 calendar days.** The employee should send a check payable to Hiawatha Homes for his or her balance and submit payment to the business.
- If the employee *fails to timely* pay the premium within 30 calendar days, their coverage will be **terminated** 15 days after written notice from the employer.

Additional insurance benefits are based upon a plan reviewed and approved annually by the Board of Directors.

## Hiawatha Homes

### PAID TIME OFF (PTO)

EFFECTIVE DATE: 04/27/2025

REVISED: 01/01/2026

---

#### Purpose

Paid Time Off (PTO) at Hiawatha Homes is designed to support employees by providing paid leave for a variety of personal and family needs. PTO may be used for vacation, personal illness, caring for a sick family member, addressing issues related to domestic abuse (for the employee or a family member), holidays, bereavement, or other personal matters.

When the need for PTO is foreseeable, employees are required to provide at least **fourteen (14) days' notice**. If the need is unforeseeable, notice should be given as soon as practicable.

### PTO/VACATION

EFFECTIVE DATE: 04/27/2025

REVISED: 01/01/2026

---

#### Policy

##### Eligibility

All full-time and part-time employees of Hiawatha Homes are eligible to accrue Paid Time Off (PTO)/Vacation. **Seasonal and substitute staff are not eligible for PTO/Vacation benefits.** Eligible employees begin accruing PTO/Vacation on their first day of employment.

##### PTO/Vacation Accrual

PTO/Vacation accrual is **a set number of hours per pay period** determined by the employee's standard work agreement and length of continuous service with Hiawatha Homes. **Accrual is pro-rated according to the employee's standard work agreement (SWA) and is subject to a maximum bi-weekly limit**, as outlined in the PTO/Vacation accrual tables below.

**Accrued hours will reflect at the end of each pay period in which the employee had worked or have taken approved PTO/Vacation or ESST.** PTO/Vacation will not be accrued during an approved leave of absence from work. When an employee reaches a new length-of-service tier, they will begin accruing at the higher rate starting with the pay period that includes their employment anniversary date.

Employees may accrue PTO/Vacation up to a **maximum balance of 288 hours**. Once an employee reaches this cap, accrual will automatically pause. Accrual will resume in the following pay period once the employee uses PTO/Vacation and the balance falls below the 288-hour maximum.

## Hiawatha Homes

### PTO/VACATION ACCRUAL HOURS PER PAY PERIOD

		Standard Work Agreement	
Full-Time	Length of Service	70-80 Hrs	60-69 Hrs
	Day 1 – 2 years	5.5360	4.8163
	More than 2 years - Less than 4 years	6.1520	5.3522
	More than 4 years - Less than 6 years	7.0800	6.1596
	More than 6 years - Less than 10 years	8.0000	6.9600
	More than 10 years - Less than 15 years	8.6160	7.4959
	More than 15 years - Less than 20 years	8.9280	7.7674
	More than 20 years	9.2320	8.0318

		Standard Work Agreement	
Part-Time	Length of Service	50-59 Hrs	40-49 Hrs
	Day 1 – 2 years	4.0413	3.3216
	More than 2 years - Less than 4 years	4.4910	3.6912
	More than 4 years - Less than 6 years	5.1684	4.2480
	More than 6 years - Less than 10 years	5.8400	4.800
	More than 10 years - Less than 15 years	6.2897	5.1696
	More than 15 years - Less than 20 years	6.5174	5.3568
	More than 20 years	6.7394	5.5392

		Standard Work Agreement	
Part-Time	Length of Service	30-39 Hrs	16-29 Hrs
	Day 1 – 2 years	2.6019	1.7162
	More than 2 years - Less than 4 years	2.8914	1.9071
	More than 4 years - Less than 6 years	3.3276	2.1948
	More than 6 years - Less than 10 years	3.7600	2.4800
	More than 10 years - Less than 15 years	4.0495	2.6710
	More than 15 years - Less than 20 years	4.1962	2.7677
	More than 20 years	4.3390	2.8619

### PTO Payout/Forfeiture

Employees who leave Hiawatha Homes and provide a **minimum two-week notice** will be eligible for a payout of their **unused PTO/Vacation balance** at the time of separation. However, failure to give proper notice will result in **the forfeiture of any remaining PTO/Vacation balance**. Additionally, employees who are **terminated for misconduct**—including, but not limited to, theft, insubordination, or repeated tardiness, will also be **disqualified from receiving a PTO/Vacation payout**.

### Scheduling Time Off Request Process

An employee will **not be charged attendance points** for uncovered shifts related to a time off request **if all the following conditions are met**:

- The time off request was submitted **at least two weeks in advance**.
  - The request was **approved by the supervisor**.
  - The employee has **sufficient PTO available**.
  - The employee has **attempted to find coverage** by contacting all staff on the program phone/employee list and has **documented the outreach efforts**.
  - Documentation of coverage attempts has been **submitted to the employee's supervisor**.
- 

### PTO Usage Requirements

- Employees must **use available PTO before requesting unpaid time off**, except for:
  - Jury duty
  - Military leave
  - Periods covered under a temporary disability plan
- If an employee has insufficient PTO, they may request **unpaid time off**, subject to supervisor approval.

#### PTO Use Minimums:

- **Non-exempt employees** may use PTO in **increments of no less than 15 minutes**.
- **Exempt employees** must use PTO in **increments of 8 hours**.
  - If no PTO is available, **a full day's pay** will be deducted for each full day of absence.

Employees **may not borrow against future PTO accruals**. Only the PTO available at the **start of the current pay period** is eligible for use.

**Employees are responsible for managing their own PTO balances.**

## Hiawatha Homes

### Additional Guidelines

- PTO is approved at the discretion of the employee's supervisor and will be approved or denied based on the business need of Hiawatha Homes at that time. If your PTO is denied your supervisor will explain to you the reason why. This should help you understand for next time.
- When an employee isn't working their full Standard Work Agreement hours in a pay period the team member hours will be manually uplifted (loaded) from their PTO balance for that pay period being unpaid.
- When requesting PTO within 14 calendar days, you will be asked to try and cover your shifts. You can ask the supervisor for contact details and advice on how to contact employees.
- If you accept a shift and cover it for another employee, it is your responsibility to be on time and work the entire shift. You will be held accountable for attendance, tardiness, leave early, no call no show, or call and no show.
- PTO needs to be requested through the current timeclock software
- If you do not have any PTO available, you request unpaid time off by talking to your supervisor or Human Resources.
- If you are on any leave of absence, MN Paid Family, Medical, or Parental leave of absence, or long-term disability, the employee may use any remaining time off balances towards their benefits premiums owed.
- Employee must determine if they are using ESST or PTO for time off. Failure to do so will result in PTO hours being manually uplifted.

### Special Consideration

#### o Funeral Leave

- **Full-time employees** may receive **up to 24 hours (three days)** of paid leave for the death of an **immediate family member**. This funeral leave is **in addition to** ESST and PTO/Vacation and should be used **prior to ESST or PTO** when applicable.

#### **Immediate family** includes:

- Parents/stepparents
- Spouse
- Children/stepchildren
- Siblings
- Grandparents
- Grandchildren

Other individuals may be considered immediate family **at the discretion of the Chief Executive Officer**.

Additionally, full-time employees are eligible for up to **8 hours (one day)** of paid leave in the event of the death of a:

- Mother-in-law
- Father-in-law

## **EARNED SICK AND SAFE TIME (ESST)**

EFFECTIVE DATE: 04/27/2025

REVISED: 01/01/2026

---

### **Purpose**

In accordance with Minnesota law, all employees of Hiawatha Homes are entitled to Earned Sick and Safe Time (ESST), a form of paid leave separate from PTO/Vacation. ESST can be used for the following purposes:

- When the employee is ill or needs to seek medical care.
- To care for a sick family member.
- To address needs related to domestic abuse, sexual assault, or stalking experienced by the employee or a family member.

If an employee does not have sufficient ESST available to cover an absence, they may use PTO/Vacation to cover the time off, provided the absence qualifies under ESST guidelines. If both ESST and PTO/Vacation balances are exhausted, the absence may result in attendance points unless the employee makes a reasonable effort to find coverage for their shift.

### **Notice Requirements**

Employees are required to give at least **fourteen (14) days' notice** if the need to use ESST is foreseeable. If the need is not foreseeable, notice must be provided as soon as practicable.

### **Eligibility**

All employees of Hiawatha Homes are eligible for ESST, regardless of position or classification.

### **Earned Sick and Safe Time (ESST) Policy**

#### **Accrual and Usage**

- New employees will have access to their ESST prorated hours for the year (48 hours maximum) at the beginning of their work agreement.
- All employees will receive 48 hours of ESST at the beginning of each year.
- Unused ESST hours are **carried over** each year, **up to a maximum of 96 hours**.
- ESST can be used for **all or part of a shift**, based on the employee's need.

#### **Usage Scenarios**

Employees may use ESST for the following:

- Personal illness or medical care
- Caring for a sick family member
- Assistance related to domestic abuse, sexual assault, or stalking
- Making funeral arrangements or attending a funeral
- Addressing legal or financial matters after the death of a family member

## *Hiawatha Homes*

### **Notification & Documentation**

- **Fourteen (14) days' advance notice** is required when the need for ESST is foreseeable.
- If not foreseeable, employees must notify their supervisor **as soon as practicable**.
- If an employee uses ESST for **more than two (2) consecutive scheduled workdays**, Hiawatha Homes may request **reasonable documentation** supporting the need for leave.

### **Additional Guidelines**

- Employees **do not need to find their own shift replacement** to use ESST.
- **No attendance points** will be issued for using ESST properly.
- If an employee has **insufficient ESST** and **does not make reasonable effort to find shift coverage**, attendance points will apply.
- **ESST is not paid out** upon separation from employment.
- Retaliation for requesting or using ESST is **prohibited by law**.



## **HOLIDAYS**

EFFECTIVE DATE: 04/27/2025

REVISED: 01/01/2026

---

### **Holiday Policy**

#### **Recognized Holidays**

Hiawatha Homes observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Christmas Day

A holiday is recognized as the 24-hour period from 12:00 a.m. to 11:59 p.m. on the holiday.

---

#### **Non-Exempt Employees**

- Receive **1.5x pay** for hours worked on an observed holiday.
  - If working **overtime** on a holiday, they are paid **1.5x their overtime rate**.
  - May request **up to 12 hours of PTO** if working the holiday.
  - May request **up to 8 hours of PTO** if not working the holiday.
- 

#### **Observed Holidays and Pay**

- Holidays falling on a **Saturday** are observed the **preceding Friday**.
- Holidays on a **Sunday** are observed the **following Monday**.
- If a **full-time administrative team member is required to work the holiday**, they receive **1.5x their normal rate of pay**.
- **Exempt and Hourly Administrative Team Members** will not have PTO adjustments for holidays and are expected to **take another day off within the same pay period** if they work a holiday (with supervisory approval).

**(401k) RETIREMENT SAVINGS PLAN**

EFFECTIVE DATE: 10/01/2007

REVISED: 01/01/2026

---

**Eligibility**

An employee who is at least 19 years old is eligible to participate on the first day after completing six months of service from the hire date.

**Contributions**

Employees may elect to contribute a percent of their gross earnings to a 401K plan up to the maximum IRS limits, as defined by the plan document. Employee contributions are immediately vested into the employee's 401K account and may be withdrawn or transferred in accordance with the plan guidelines.

In addition to the employee contribution, the Hiawatha Homes Board of Directors may also elect to make a contribution to each qualified employee participant. Qualified employee participants have 1000 or more worked hours in the calendar year preceding the contribution and are employed on the last day of the plan year; with the exception of termination of employment after Normal Retirement Age or termination of employment after Early Retirement Date occurs. Employer contributions are vested in accordance with a graduated vesting schedule as defined by the Hiawatha Homes Board of Directors.

A 401k and Trust summary description is available upon request from Hiawatha Homes' Business Office.

## *Hiawatha Homes*

### **REFERRAL BONUS**

EFFECTIVE DATE: 10/01/2007

REVISED: 5/23/2018

---

#### **Purpose**

Hiawatha Homes offers a referral bonus to employees (excluding Management Team Members and the HR Recruitment Specialist) who refer prospective employees to the agency.

#### **Policy**

To be eligible for a referral bonus, employees must complete and submit a Referral Bonus form online within thirty (30) days of the referred person submitting an application. For an employee to receive the referral bonus, the referred person must be hired, remain employed at least 120 days, and work at least 150 hours of total time (within the 120 days).

In the event that two or more Referral Bonus forms are submitted for the same applicant, only one Referral Bonus will be paid out based upon a first come first serve basis (based upon the date submitted to Human Resources or the Supervisor).

For more details about this program, please contact the Human Resources Department. Hiawatha Homes reserves the right to amend, modify, or revoke this policy at its discretion.

## **PROFESSIONAL DEVELOPMENT**

EFFECTIVE DATE: 12/1/2018

---

### **Purpose**

To help with the enhancement of employee job skills, obtain job-related knowledge and information, increase productivity and efficiently and/or prepare for higher-level positions.

### **Policy**

Hiawatha Homes recognizes the desire for career advancement and education. Eligible employees interested in using Professional Development funds must comply with the following procedure:

1. Complete Professional Development form and attach registration materials and submit to immediate supervisor.
2. Supervisor is to review Professional Development form and registration materials and either approve or deny training.
  - a. If training is denied, supervisor is responsible for following up with employee to inform them of reason why request was denied. Supervisor will turn submit denied form to Human Resources.
3. If approved, supervisor will forward form to Human Resources (Training and Benefit Coordinator) for record recording and/or payment processing.
4. Training and Benefit Coordinator will forward any registration confirmation details to employee.

### **Professional Development Allowances:**

<b>JOB CLASSIFICATION</b>	<b>ALLOWANCE AMOUNT</b>
Management	\$325
House Coordinator	\$325
Nurse	\$325 (Nurses taking BLS CPR training will be reimbursed up to \$80 and 4 hour paid time upon receipt of CPR card.)
Administrative	\$225
Team Leader & Maintenance	\$225
Direct Support Professional	\$175 (Minimum of 1 year of service, unless approved by Program Director.)

### **Additional notes:**

- Annual allowances are offered on a “use it or lose it” basis and run from January 1<sup>st</sup> - December 31<sup>st</sup>.
- All training allowances are for offsite professional development.
- Training costs which exceed limits must be paid out-of-pocket by the employee at the time of registration, unless otherwise approved by management.
- Trainings that are required by management will not be applied to balance.
- Employees should retain all receipts and attach a Mileage and Expense Record form and submit it to supervisor for reimbursement.

**TUBERCULOSIS SCREENING**

EFFECTIVE DATE: 10/01/2007

REVISED: 01/01/2012

---

**Purpose**

To ensure that employees are free of communicable disease.

**Policy**

Prior to beginning employment with Hiawatha Homes, every employee is required to provide evidence that s/he is free of tuberculosis. Mantoux tests (tuberculosis tests) may also be completed upon the employees request due to possible exposure to tuberculosis. The Mantoux test (tuberculosis test) can be administered under the direction of Hiawatha Homes' Health Service Director at no charge.

## *Hiawatha Homes*

### **EMPLOYEE PERSONAL DATA**

EFFECTIVE DATE: 10/01/2007

REVISED: 09/24/2013

---

#### **Purpose**

Hiawatha Homes attempts to maintain accurate and up to date information for all current and former employees at Hiawatha Homes.

#### **Policy**

Employees are responsible for informing Hiawatha Homes of updates regarding their personal information. This would include the employee's mailing address, telephone number, any name changes and individuals to be contacted in case of an emergency. Employees can provide their updated information to Hiawatha Homes by completing the Status Change Form, which is available from an employee's supervisors or the Hiawatha Homes Administrative Office.

Any other changes regarding the employee should be directed to the Human Resources Department; these changes may include the employee's employment eligibility.

## *Hiawatha Homes*

### **EMPLOYMENT APPLICATION**

EFFECTIVE DATE: 10/01/2007

---

#### **Purpose**

Hiawatha Homes 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.

#### **Policy**

Any misrepresentations, falsifications or material omissions in any of this information or data may result in Hiawatha Homes' exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## *Hiawatha Homes*

### **EMPLOYMENT VERIFICATION**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2021

---

#### **Purpose**

Hiawatha Homes will provide accurate and consistent employment verifications for current and former employees, subject to applicable state law.

#### **Policy**

Hiawatha Homes reserves the right to release the following employment information for current and former employees without written authorization from the current or former employee.

- The employee's dates of employment
- The employee's wage and compensation history
- The employee's job title, position description and the required job duties
- Training and education provided by Hiawatha Homes

All employment verification requests and other inquiries from or regarding a current or former employee should be directed to Human Resources or designee.



## **EMPLOYEE PERSONNEL RECORDS**

EFFECTIVE DATE: 10/01/2007

REVISED: 01/01/2026

---

### **Purpose**

Hiawatha Homes maintains a personnel record on each employee.

### **Policy**

As defined by Minnesota Statutes, an employee's personnel record may include information relating to an employee's application for employment, wage or salary history; notices of commendation, warning, discipline, or termination; authorization for a deduction or withholding of pay; fringe benefit information; leave records; and employment history with the employer, including salary and compensation history, job titles, dates of promotions, transfers and other changes, attendance records, performance evaluations, and retirement record.

Current employees may review and receive a copy of information contained within their personnel record no more than one time every six months during their employment. Upon separation of employment, former employees may review their personnel record no more than one time each year for as long as the personnel record is maintained.

Current and former employees should submit a written request to the Human Resources Director to gain access to their personnel record or to request copies of information contained in this record. The original personnel record is property of Hiawatha Homes, and nothing may be removed from this record without prior approval of the Human Resources Director. Employees may prepare a written document in response to information contained in their personnel record.

Current and former employees will be given the opportunity to review their personnel record only in the presence of a management official at a mutually convenient time and place. Before granting access to a personnel record, Hiawatha Homes reserves the right to remove sensitive information that may be contained in the record including third-party references and confidential information or statements related to ongoing investigations as well as any information contained in the record that is not included in the definition of personnel record under Minnesota Statute.

An employee's personnel record is considered confidential and access to this record by individuals other than the employee is granted on a strict need to know basis. Parties that may be granted access to employee personnel records may include, but is not limited to, Human Resources, management or supervisory personnel, and government or law enforcement agencies.

Hiawatha Homes will maintain an existing physical personnel record for two years after an employee's separation. After two years, the record will be converted to an electronic record and stored until the retention schedule.

Upon implementation of Human Resources Information System (HRIS), all records will be initiated and stored electronically.

## **DOCUMENTATION SURCHARGE**

EFFECTIVE DATE: 5/23/2018

---

### **Purpose**

Hiawatha Homes will apply a surcharge for duplicate copies of W-2s and paystubs requested by current and former employees.

### **Policy**

Hiawatha Homes provides employees one original W-2 tax document per year.

- In the instance an additional year(s) is requested, a surcharge of \$5.00 per document will be applied via payroll deduction or by cash tender only. Receipts for transactions are available upon request.

Hiawatha Homes provides employees with electronic paystub histories through Hiawatha Homes' internal website. The employee is responsible for management of these paystubs as well as external distribution and printing accessibility.

- In the instance an employee requests the agency to print off paystubs via the Business Office, Human Resources or any like department, a surcharge of \$2.00 per copy (with a maximum of \$10.00) will be applied via payroll deduction or by cash tender only. Receipts for transactions available upon request.

## *Hiawatha Homes*

### **BONE MARROW/ ORGAN DONATION LEAVE**

EFFECTIVE DATE: 10/01/2007

REVISED: 01/01/2012

---

#### **Purpose**

Hiawatha Homes will accommodate Leave of Absences in associating with donating bone marrow or an organ.

#### **Policy**

Hiawatha Homes provides a paid leave of absence for an employee who seeks to undergo a medical procedure to donate bone marrow or donate an organ or a partial organ to another person. The combined length of the leave shall be determined by the employee, but may not exceed 40 work hours for each donation, unless agreed to by the Chief Executive Officer and Human Resources Director. Hiawatha Homes reserves the right to require verification by a physician of the purpose and length of each leave requested by the employee to donate bone marrow or an organ. If there is a medical determination that the employee does not qualify as a bone marrow or organ, the paid leave of absence granted to the employee prior to that medical determination is not forfeited.

For the purposes of this policy an employee means a person who performs services for hire for Hiawatha Homes, for an average of 20 or more hours per week.

For further information, please contact the Human Resources Director.

**FAMILY AND MEDICAL LEAVE ACT (FMLA)**

EFFECTIVE DATE: 10/01/2007

REVISED: 03/18/2025

---

**Purpose**

Hiawatha Homes will be in compliance with the Family Medical Leave Act (FMLA) for Federal and State.

**Policy**

In accordance with government standards, Hiawatha Homes provides eligible employees up to 12 workweeks within a 12-month period of unpaid, job protected leave for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or childbirth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, son, daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.
- Employees with a spouse, son, daughter or parent on covered active duty or call to covered active-duty status to address certain qualifying exigencies.

A special leave entitlement permits eligible employees to take up to 26 workweeks of leave to care for a covered servicemember during a single 12-month period.

**Definitions:**

Covered Servicemember: A current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Eligible Employee: An employee that has worked for Hiawatha Homes for at least one year, for 1,250 hours over the previous 12 months.

Health Care Provider: A Doctor of Medicine or osteopathy who is authorized to practice medicine or surgery by the state in which the doctor practices; or any other person determined by the Secretary to be capable of providing health care services.

Serious Health Condition: An illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider or a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school or other daily activities.

## *Hiawatha Homes*

12- Month Period Measured Forward: Hiawatha Homes will use the 12- Month Period Measured Forward to establish the 12-month period. FMLA leave is measured from the first date an employee takes FMLA leave. The next 12-month period would begin the first time FMLA leave is taken after completion of the prior 12-month period.

### **Substitution of Paid Leave for Unpaid Leave:**

- Hiawatha Homes requires that employees request the terms in which PTO will be used. Employees must utilize their PTO at the same rate as their normally scheduled hours. Employees who are covered under the short-term disability plan may elect not to use PTO during the time of their eligibility for disability coverage, as it may affect the benefit received under this plan.

### **Use of Leave:**

- An employee does not need to use their leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary or for qualifying exigencies. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.

### **Employee Responsibilities:**

- Hiawatha Homes requests that employees provide 30 days' advance notice in writing when the leave is "foreseeable".
- Hiawatha Homes requires Medical Certification to support a request for leave because of a serious health condition and may require second or third opinions at Hiawatha Homes' expense.
- To ensure proper scheduling upon return from leave, employees are required to notify Hiawatha Homes at least two working days prior to the date that they intend to return to work.

### **Job Benefits and Protection:**

- For the duration for the FMLA leave, Hiawatha Homes will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work.
- Upon return from FMLA leave, the employees will be restored to their original or equivalent position with equivalent pay, benefits, and other employment terms.
- The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

### **Employer Responsibilities:**

- Hiawatha Homes will inform the employee requesting leave whether they are eligible under FMLA. If the employee is eligible, Hiawatha Homes will specify any additional information required as well as employee's rights and responsibilities. If the employee is not eligible, Hiawatha Homes will specify a reason for the ineligibility.

**If an employee fails to report to work promptly at the end of the approved leave period, it will be considered that the employee has voluntarily terminated their employment with Hiawatha Homes.**

## **MINNESOTA PREGNANCY, PARENTAL, AND PAID FAMILY & MEDICAL LEAVE (PFML)**

EFFECTIVE DATE: 01/01/2026

---

### **Purpose**

This policy explains employee rights and responsibilities under Minnesota's Pregnancy and Parental Leave Act (MPLA) and Minnesota Paid Family & Medical Leave (PFML). It explains how unpaid pregnancy/parental leave and paid PFML wage-replacement benefits work together, including Hiawatha Homes' approved substitute PFML insurance plan effective January 1, 2026.

Hiawatha Homes is committed to providing required leave, supporting employee well-being, and ensuring legal compliance. No employee will be retaliated against for requesting or taking leave.

### **1. Eligibility**

**Pregnancy & Parental Leave (MPLA):** All team members may take up to **12 weeks** of unpaid, job-protected leave, regardless of hours worked or length of employment.

**Paid Family & Medical Leave (PFML):** Starting January 1, 2026, PFML provides **partial wage replacement** during approved family or medical leave. Hiawatha Homes provides PFML through an **approved substitute insurance plan**. The insurance provider, not Hiawatha Homes, decides eligibility and benefit amounts.

**Federal FMLA:** If an employee is eligible for FMLA, it will run **concurrently** with MPLA and PFML.

### **2. Qualifying Reasons for Leave**

Employees may qualify for leave under Minnesota's MPLA (unpaid leave) and PFML (paid benefits). Each program covers different situations.

#### **A. Pregnancy & Parental Leave (MPLA)- Unpaid Leave (Up to 12 Weeks)**

- Prenatal care
- Pregnancy-related medical conditions
- Incapacity or recovery after childbirth
- Pregnancy loss, miscarriage, stillbirth, or termination
- Birth of a child
- Adoption
- Foster care placement
- Pre-adoptive or guardianship placement

## *Hiawatha Homes*

Notes:

- Leave must be taken within 12 months of birth or placement.
- Time off for prenatal care does NOT reduce the 12-week leave.

### B. Paid Family & Medical Leave (PFML) - Paid Benefits

PFML provides **partial wage replacement (money paid to the team member)** during approved leave.

The PFML insurance provider determines eligibility and benefit amounts.

PFML Family Leave (up to 12 weeks paid):

- Bonding with a new child (birth, adoption, foster placement, guardianship)
- Caring for a family member with a serious health condition
- Safety leave (domestic abuse, sexual assault, stalking)
- Certain military-related needs

Family members include: child, spouse, domestic partner, parent, stepparent, parent-in-law, grandparent, grandchild, sibling, or anyone with a close family-like relationship.

PFML Medical Leave (up to 12 weeks paid):

- Employees own serious health condition
- Chronic or long-term conditions
- Pregnancy or pregnancy-related complications
- Miscarriage, stillbirth, or termination
- Recovery after childbirth

### **PFML Benefit Maximums (Paid Time):**

- Up to 12 weeks of PFML for medical leave
- Up to 12 weeks of PFML for family leave
- Maximum of 20 total paid weeks per benefit year

**(An employee may reach 20 weeks only if they have BOTH medical leave and family leave needs—most commonly childbirth recovery + bonding.)**

**Friendly Reminder:** PFML gives you money, not extra time off.

### PFML + MPLA + FMLA: How Leave Works Together

Leave Situation	MPLA (Unpaid Job-Protected Leave)	FMLA (Unpaid Job-Protected Leave)	PFML Paid Benefits	Total Job-Protected Time Off
<b>Pregnancy + childbirth recovery + bonding</b>	Up to 12 weeks	Up to 12 weeks (if eligible) runs concurrently	Medical PFML (up to 12 weeks) + Family PFML (up to 12 weeks) max 20 paid weeks	12 weeks (unless extended under ADA or HH policy)
<b>Pregnancy medical leave only</b>	Up to 12 weeks	Up to 12 weeks (if eligible)	Up to 12 weeks PFML medical	12 weeks
<b>Bonding only</b>	Up to 12 weeks	Up to 12 weeks (if eligible)	Up to 12 weeks PFML family	12 weeks
<b>Care for family member with serious health condition</b>	Not covered	Up to 12 weeks (if eligible)	Up to 12 weeks PFML family	Up to 12 weeks (if FMLA eligible; otherwise, case-by-case review)
<b>Employee's own serious health condition (non-pregnancy)</b>	Not covered	Up to 12 weeks (if eligible)	Up to 12 weeks PFML medical	Up to 12 weeks (if FMLA eligible; otherwise, ADA/HH review)

### 3. Length of Leave

Minnesota law gives up to **12 weeks** of job-protected leave under the MPLA.

If an employee is eligible for FMLA, those 12 weeks run **at the same time** as MPLA and PFML.

**Important:** Even if PFML pays up to **20 weeks** of benefits, it does NOT increase job-protected leave time.

**Friendly Reminder:** PFML gives you **money**, not more weeks off. Most team members can take **up to 12 weeks** of job-protected leave.

### 4. Intermittent Leave

Under MPLA, parental leave must usually be taken in one continuous block unless approved by Hiawatha Homes.

PFML may be paid intermittently if the insurance provider allows it.

Hiawatha Homes will look at each request separately to decide if intermittent leave is



allowed.

## **5. Pay, PTO, and ESST Use**

Team members may receive PFML wage replacement during approved leave.

Team members may use PTO or ESST to supplement PFML payments if allowed by the PFML plan. ESST

may be used for prenatal care or pregnancy-related medical needs.

## **6. Notice Requirements**

Team members must give **30 days' notice** for planned leave.

If leave is not foreseeable, notice must be given as soon as possible.

PFML claims must be submitted directly to the PFML insurance provider. Team members must follow all HH internal leave procedures.

## **7. Benefits During Leave**

During approved leave, health insurance continues under the same terms as active employment.

HH continues employer premium contributions. Team members must continue paying their portion of premiums. Seniority and benefits are protected.

## **8. Job Protection**

Team members returning from approved leave will be restored to their previous position or a comparable one with the same pay, duties, hours, and benefits. Retaliation for requesting or taking leave is prohibited.

## **9. Substitute PFML Insurance Plan Administration**

Hiawatha Homes maintains an approved substitute PFML insurance plan. The insurance provider handles all PFML claims, decisions, payments, and appeals.

HH complies with all PFML reporting and posting requirements.

## **10. Confidentiality**

All medical and leave information is confidential and kept in separate files. Information will only be shared when required by law.

**JURY DUTY OR SUBPOENA**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2020

---

**Purpose**

An employee summoned for jury duty or subpoenaed as a witness will be granted a leave of absence.

**Policy**

**Jury Duty**

Hiawatha Homes will allow employees time off to serve on a jury. The employee is responsible for notifying their primary supervisor and the Human Resources Director well in advance as soon as the employee receives their summons. Employees are requested to submit a copy of the summons to the Human Resources Director.

Employees summoned for jury duty will be paid for any regularly scheduled hours, but not exceeding 8 hours per day. For employees who are interviewed, but not selected for the jury, they will also be paid for any regularly scheduled hours, not exceeding 8 hours per day, during the time of absence for the interview.

**Victim or Witness**

Hiawatha Homes will allow an employee who is a victim or witness, who is subpoenaed or requested by the prosecutor to attend court for the purpose of giving testimony, reasonable time off from work to attend criminal proceedings related to the victim's case. Hiawatha Homes will allow a victim of a violent crime, as well as the victim's spouse or immediate family members, reasonable time off from work to attend criminal proceedings related to the victim's case.

An employee who is absent from the workplace shall give 48 hours' advance notice to Hiawatha Homes, unless impracticable or an emergency prevents the employee from doing so. Upon request of Hiawatha Homes, the employee shall provide verification that supports the employee's reason for being absent from the workplace. All information related to the employee's leave pursuant to this policy shall be kept confidential by Hiawatha Homes.

## LEAVE DONATION

EFFECTIVE DATE: 01/01/2024

REVISED: 12/19/2023

---

### Purpose

Hiawatha Homes has established guidelines for full-time employees who wish to donate their own accrued PTO to a Hiawatha Homes donation bank.

### Policy

Hiawatha Homes recognizes that there are instances in which an employee suffering from a serious health condition as outlined by FMLA that requires extensive treatment or is caring for a family member experiencing a serious health condition that may not have any or adequate paid time off benefits of their own. Hiawatha Homes has established a reserve account called the 'Hiawatha Homes Donation Bank' where employees can voluntarily donate or PTO time to assist their fellow co-workers in need of paid time off benefits.

### Hiawatha Homes' Donation Bank

- Hiawatha Homes will maintain a reserve bank of PTO that employees can voluntarily donate to which may provide fellow co-workers with paid time for instances when employees do not have any or adequate paid time benefits of their own.
- Employees may donate to the Donation Bank at any time as long as they are complying with the donor eligibility requirements.
- When the Donation Bank is drawn upon for a particular employee, Human Resources or the CEO will use discretion on how paid time benefits are applied. Hiawatha Homes will weigh the need for donation in accordance with FMLA guidelines and non-discriminatory factors, as outlined in this handbook.

### Recipient Eligibility:

1. The recipient employee must be a full-time employee, complete the Request for Donated PTO Hours form, and submit the form to Human Resources for approval.
2. The recipient employee must be suffering from a serious health condition, as outlined by FMLA, or taking care of a family member suffering from a serious health condition. Family members include employee's parents or stepparents, spouse, children, stepchildren, sister, brother, grandparents, grandchildren, mother-in-law, father-in-law, sister-in-law, brother-in-law, spouse's grandparents, and spouse's grandchildren, based on current marital status.
3. The recipient employee may be asked to present a Certification of Health Care Provider for Serious Health Condition.
4. The recipient employee must have a minimum of six months of service with Hiawatha Homes.
5. The recipient employee must not have offered anything of value to another employee in exchange for PTO donation.
6. The recipient employee may receive hours from the Hiawatha Homes Donation Bank to offset missed hours from the employee's regularly scheduled work shift and/or work agreement.
7. The recipient employee must have depleted all accrued PTO time prior to using donated hours.

## *Hiawatha Homes*

8. Recipient may receive donations up to a max of 40 hours in a (12) month period, based on the balance of the donation bank.
9. Nothing contained within this policy will replace any other policy in the Hiawatha Homes Employee Handbook.

### **Donor Eligibility:**

1. The donor employee must be a full-time employee, complete the Donated PTO form, and have the form approved by the Human Resources Director.
2. All regular full-time and part-time employees are eligible to donate hours.
3. The donor employee must have accrued PTO balance of at least 40 hours after making a PTO donation.
4. The donor employee must donate in full hour increments.
5. The donor employee must not have solicited or accepted anything of value in exchange for donation.
6. The donor employee forfeits all rights to recover any donated PTO hours indefinitely.

### **How To Apply for or Donate Hours:**

- A recipient employee who qualifies for a serious health condition leave will complete the Request for Donated PTO form and submit it to the Human Resources Director for review and approval or denial.
- Upon authorization from the recipient, the Human Resources Director will send notification to Hiawatha Homes' employees regarding the opportunity to donate sick leave or PTO hours to the recipient.
- Donor employees will complete the Donated PTO form indicating their willingness to donate and the number of hours they wish to donate. The form will be submitted to the Human Resources Director.
- Employees donating their time are doing so strictly on a voluntary basis and will have their PTO balances debited for the amount of time donated and transferred to the Hiawatha Homes' Donation Bank.
- The Human Resources Director and the Payroll Specialist will monitor hours donated.
- Hours donated cannot be claimed as tax deductions.

\*\*\*Hiawatha Homes acknowledges that extenuating circumstances may happen during the course of an employee's employment. Management reserves the right to determine what is classified as an "extenuating circumstance" and may change the way in which donations may be applied.

## *Hiawatha Homes*

### **MILITARY LEAVE**

EFFECTIVE DATE: 10/01/2007

REVISED: 03/15/2011

---

#### **Purpose**

Hiawatha Homes will comply with all applicable laws regarding the re-employment of such individuals.

#### **Policy**

Those who participate in Reserve or National Guard training will be allowed necessary time off for annual training duty in accordance with state and federal law. Hiawatha Homes requests that the leave be a written request.

Employees in uniformed services will be granted a leave of absence or furlough from Hiawatha Homes while they are performing military duty. Uniformed services include active duty, active duty for training, inactive duty training (drills), initial active-duty training, and funeral honors duty performed by National guard and Reserve Members, as well as the period for which a person is absent from a position of employment for the purpose of an examination to determine fitness to perform on such duty.

Hiawatha Homes will comply with all applicable laws regarding the re-employment of such individuals. Hiawatha Homes requests that the employee or an appropriate officer of the uniformed service notify the employer in writing that the employee intends to leave the employment position to perform military service.

## **PARENTAL LEAVE**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/09/2014

---

### **Purpose**

Eligible employees may receive unpaid time off in conjunction with the birth or adoption of a child.

### **Policy**

Hiawatha Homes will grant an unpaid leave of absence to an employee who is a biological or adoptive parent in conjunction with the birth or adoption of a child, or a female employee for prenatal care, or incapacity due to pregnancy, childbirth, or related health conditions. The length of the leave shall be determined by the employee, but must not exceed 12 weeks, unless agreed to by the employer.

The leave shall begin at a time requested by the employee. The leave must begin within 12 months of the birth or adoption; except that, in the case where the child must remain in the hospital longer than the mother, the leave must begin within 12 months after the child leaves the hospital.

All leave of absence requests must be submitted to the employee's primary supervisor for review and then the Human Resources Director for completion of proper paperwork, if applicable. FMLA may run concurrently with Parental Leave.

Hiawatha Homes will continue to make coverage available to the employee while on a leave of absence under any group insurance policy for the employee and any dependents. Employees will be required to pay their own group insurance premiums while they are on unpaid leave.

A return-to-work statement may be required before an employee returns to work. Hiawatha Homes requires that employees utilize any accrued Paid Time Off (PTO) prior to taking unpaid leave.

**PERSONAL LEAVE (NON-PROTECTED LEAVE OF ABSENCE) AND UNPAID TIME OFF**

EFFECTIVE DATE: 01/01/2024

REVISED: 01/01/2026

---

**Purpose**

All employees taking off more than 14 consecutive days must apply for a personal leave of absence. The approval may be granted if there is available staff to cover the amount of leave being requested off. It is Hiawatha Homes' discretion to approve or deny the request based on the needs of the business and undue hardship placed on the business.

Hiawatha Homes has the right to limit the length of a leave requested and the number of leave of absences an employee is approved for in a 12-month period. This includes, but is not limited to: vacation, an emergency, medical reason, family purpose, extended time when someone close has died, before and/or after the funeral.

**Policy**

It is at Hiawatha Homes' discretion whether a personal leave is approved. Hiawatha Homes has no obligation to hold the employee's position open if not covered under a protected leave of absence; however, the employee may return to his/her former position should the position still be available.

Employees are expected to assist in finding their own approved replacements for time off requests. Hiawatha Homes requires that employees utilize any accrued Paid Time Off (PTO) prior to taking unpaid leave. Employees must utilize their PTO at the sam

e rate as their Standard Work Agreement hours. PTO does not accrue during an unpaid leave of absence.

All leave of absence requests must be submitted at least 14 days before taking the leave of absence, or as soon as you know you need one in case of an emergency or a situation out of your control. The Leave of Absence Request form needs to be completed by the employee and submitted to the employee's primary supervisor for approval and then the Human Resources Director for approval.

**Before an employee on a personal leave or medical leave of absence can return to work the employee must return a Hiawatha Homes Fitness for Duty form that has been completed by their Medical Professional. The form must be returned to your manager or Human Resources at least 3 days before the expected return to work date.**

**Insurance Premium Payments While on Personal Leave of Absence**

Hiawatha Homes will continue to make coverage available to the employee while on a leave of absence under a group insurance policy for the employee and any dependents. Employees will be required to pay their own group insurance premiums while they are on unpaid leave. A return-to-work fitness statement may be required before an employee returns to work.

## *Hiawatha Homes*

### **Employee Benefits Premiums Payment:**

- The employee may also elect to use and apply any unused time off balances to be used towards the benefit premiums owed.
- If a paycheck is insufficient to pay the employee's share of the insurance plan premium, **the premiums will be due within 30 calendar days**. The employee can drop off or mail a check payable to Hiawatha Homes for their outstanding balance.
- If the employee fails to pay the premium within 30 calendar days, their coverage will be **terminated** 15 days after written notice from the employer.

Additional insurance benefits are based upon a plan reviewed and approved annually by the Board of Directors.



## **SCHOOL CONFERENCE AND ACTIVITIES LEAVE**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/16/2015

---

### **Purpose**

Hiawatha Homes will allow employees time off for the purposes of attending school conferences and school-related activities for the employee's child.

### **Policy**

Hiawatha Homes will grant an employee leave of up to a total of 16 hours during any 12-month period to attend school conferences or school related activities to the employee's child, provided the conferences or school related activities cannot be scheduled during non-work hours. If the employee's child receives childcare services, or attends a prekindergarten regular or special education program, the employee may use the leave time provided in this section to attend a conference or activity related to the employee's child, or to observe and monitor the services or program, provided the conference, activity, or observation cannot be scheduled during non-work hours.

When the leave cannot be scheduled during non-work hours and the need for the leave is foreseeable, the employee must provide reasonable prior notice of the leave and make a reasonable effort to schedule the leave so as not to disrupt unduly the operations of Hiawatha Homes. Requests must be submitted to the employee's primary supervisor for prior approval. Hiawatha Homes requires that employees utilize any accrued Paid Time Off (PTO) prior to taking unpaid leave.

## *Hiawatha Homes*

### **TIME OFF TO VOTE**

EFFECTIVE DATE: 01/01/2012

---

#### **Purpose**

Every employee who is eligible to vote in an election has the right to be absent from work for the time necessary to appear at the employees polling place, cast a ballot, and return to work on the day of that election, without penalty of deduction from salary or wages because of the absence.

#### **Policy**

Hiawatha Homes will not directly or indirectly refuse, abridge, or interfere with this right or any other election right of an employee. Elections Covered: A regularly scheduled state primary or general elections, an election to fill a vacancy in the office of United States senator or United States representative, or an election to fill a vacancy in the office of State senator or state representative.

## **WORK ABSENCE AND TARDINESS**

EFFECTIVE DATE: 01/01/2025

REVISED: 12/17/2024

---

### **Purpose**

Hiawatha Homes realizes that certain absences from work are unavoidable. However, attendance is essential to the daily operation of our business. Punctuality and regular attendance are the responsibilities of every Hiawatha Homes employee.

### **Policy**

In the event an employee is unable to be at work, or if the employee will arrive more than seven (7) minutes after his or her scheduled start time, he or she is expected to notify a supervisor directly (not via phone message, text or through email), prior to the start of the scheduled work shift or in the case of an emergency, as soon as possible. Employees should indicate the reason for the absence or tardiness and the time when they can be expected to report to work.

Employees are expected to report their own absences except in the case of rare emergency circumstances where this is not possible. Because of the nature of our business, employees may be asked to assist in finding their own replacement any time employees cannot complete their hours as scheduled.

Hiawatha Homes reserves the right to request medical clearance from a physician prior to allowing an employee to return to work following an absence due to the following:

- An illness that could pose a significant risk to the health of the individuals we support and/or the employee's coworkers.
- An injury that could impair the employee's ability to complete his or her essential job functions.
- Additional medical clearance, including a return-to-work clearance, may be requested for absences that fall under the provisions of the Family and Medical Leave Act or Americans with Disabilities Act.

Hiawatha Homes may request medical certification to prevent the employee from disciplinary action due to an absence or tardy related to an illness or injury.

A pattern of absenteeism and/or tardiness will not be tolerated and may subject an employee to disciplinary action up to and including the termination of employment.

Any employee who fails to report to work for three consecutive workdays and fails to notify his or her supervisor in advance will be considered to have voluntarily resigned his or her position with Hiawatha Homes without notice. Failure to provide a minimum two-week notice (page 50) will forfeit any remaining PTO balance.

## **ABUSE AND NEGLECT**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/16/2015

---

### **Purpose**

It is Hiawatha Homes' policy to protect the people supported who, because of physical or mental disabilities or dependency, are particularly vulnerable to abuse or neglect, and therefore have a need for safe programs and living environments.

### **Policy**

Hiawatha Homes has established the following policies and plans to aid in the prevention of abuse/neglect:

#### **Policy and Procedure on Reporting and Review of Maltreatment of Vulnerable Adults & Maltreatment of Minors**

This policy enforces the Individual Abuse Prevention Plan, Summary of Assessed Needs, Coordinated Service and Support Plan Addendum and requires the reporting of suspected abuse and neglect. Employees will be trained on the policy and procedure on reporting and review of maltreatment of Vulnerable Adults and Minors within 72 hours of employment and annually thereafter.

**Program Abuse Prevention Plan** – Each program has its own Program Abuse Prevention Plan assessing these areas: population, environment, and physical plant. Areas for potential Abuse/Neglect are specified along with Hiawatha Homes' plan to minimize this potential.

#### **Individual Abuse Prevention Plan, Summary of Assessed Needs, Coordinated Service and Support Plan (CSSP) Addendum**

These plans are formulated by the Interdisciplinary Team at the time of the initial program plan development and addresses the susceptibility of the individual people supported to abuse or neglect. It identifies action to be taken by each staff person to minimize risk to the people supported.

**Note: All employees are deemed to be Mandated Reporters and must report internally or externally within 24 hours any witnessed or suspected abuse or neglect.**

**CONCEALED WEAPONS**

EFFECTIVE DATE: 10/01/2007

---

**Purpose**

Hiawatha Homes does not allow employees to carry or conceal weapons on Hiawatha Homes' premises.

**Policy**

The carrying or possessing of weapons, including but not limited to, handguns or other firearms and explosives by Hiawatha Homes' employees in the workplace, while conducting Hiawatha Homes' business or attending Hiawatha Homes-sponsored events is a violation of this policy and is prohibited even if the employee has a valid permit to carry a weapon. Violations of this policy may result in disciplinary actions, up to and including termination of employment.

## **EMPLOYEE WORK AND NON-WORK RELATED INJURIES**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2020

---

### **Purpose**

Hiawatha Homes' employees will report employee work and non-work-related injuries.

### **Policy**

#### **Work-Related Injury**

All employees are expected to always work safely when on the job. In the event that an employee experiences a work-related injury, they should seek medical treatment if necessary. The employee may seek treatment through Hiawatha Homes designated medical provider, Olmsted Medical Center, Occupational Medicine or through a provider of their choice. Employees affected by a workplace injury may be eligible for Workers Compensation. Any questions concerning Worker's Compensation should be directed to Human Resources.

#### **If a work-related injury occurs:**

1. The employee should call the SFM Work Injury Hotline at 1-855-675-3501 and report the injury. The employee will speak with a nurse who will triage/assess the injury and offer advice on the course of action to follow.
2. The employee needs to contact their Supervisor, On-Call Supervisor or Program Director immediately. The employee must complete an Employee Report of Injury and turn it into Supervisor or Human Resources within 24 hours.
3. In the event of an emergency or if an employee elects to seek medical treatment Hiawatha Homes has established a relationship with Occupational Medicine at Olmsted Medical Center (OMC), who is familiar with our work. The employee should identify themselves as a Hiawatha Homes employee and let OMC know this is a work-related injury. Employee shall provide a *Fitness for Duty Certification* to the doctor so they can best evaluate the situation.
4. After the appointment and prior to returning to work, the employee should bring the Doctor's Statement to Human Resources at Hiawatha Homes' Administrative Office.
5. If an employee's condition requires continued appointments, physical limitations, and/or work reassignment, the employee must bring in a doctor's statement, to Human Resources, following each appointment.

## *Hiawatha Homes*

Hiawatha Homes supports bringing injured employees back to work, as soon as they are medically able, to a position within Hiawatha Homes compatible with any physical restrictions they may have. Current positions may be modified to fit the medical restrictions of the injured employee by providing accommodations or light-duty work; if this is not possible, a temporary job reassignment may be necessary within another department or an approved leave of absence.

### **Non-Work-Related Injury**

1. If an employee sustains a Non-Work-Related Injury, the employee needs to promptly inform their supervisor and/or the Human Resources Director if there are any limitations set forth by their doctor.
2. If limitations were set forth by a doctor, a *Fitness for Duty Certification* needs to be completed by a doctor (if the Doctor has their own limitations form that will also be accepted).
3. After the appointment the employee should bring the Doctor's Statement or the Hiawatha Homes *Fitness for Duty Certification* to their supervisor and/or the Human Resources Director.
4. If the employee's condition requires continued appointments, physical limitations, and/or work reassignment, the employee must bring in a doctor's statement to their Supervisor and/or the Human Resources Director, following each appointment.
5. The employees Supervisor, Program Director and the Human Resources Director will work with Hiawatha Homes employees in regards to restrictions or limitations and make any necessary accommodations needed.

Hiawatha Homes will try to make reasonable accommodations for the employee; however, Hiawatha Homes reserves the right to decline any non-work-related injury accommodation if it causes undue hardship to the employer and require the employee to take a Leave of Absence throughout their work limitation time period.

## **EMERGENCY RESPONSE**

EFFECTIVE DATE: 10/01/2007

---

### **Purpose**

Each work site at Hiawatha Homes has procedures for dealing with emergency situations, including severe weather.

### **Policy**

Every employee is responsible for remaining aware of the procedure for handling the variety of emergencies that may arise. The needs of people supported may vary from work site to work site; therefore, it is important for employees to be aware of how the needs of the people supported should be addressed during an emergency situation.



## *Hiawatha Homes*

### **INCLEMENT WEATHER**

EFFECTIVE DATE: 10/01/2007

---

#### **Purpose**

The decision on whether to close Hiawatha Homes' offices due to inclement weather will be made by the Chief Executive Officer or his/her designee.

#### **Policy**

Employees scheduled to work (not on PTO or leave of absence) when the office is closed by the Chief Executive Officer due to inclement weather will not lose salary or wages. Employees are expected to make plans in advance to get to work when bad weather is expected or make arrangements for substitute staff.

Employees not able to attend work due to poor driving conditions must utilize PTO. Time off without pay is available for employees who have not accrued enough PTO or are not eligible for the PTO benefit.

## **OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/09/2014

---

### **Purpose**

The purpose of this policy is to establish guidelines for employees to follow to ensure a safe and healthy work environment.

### **Policy**

It is the policy of Hiawatha Homes, Inc. to develop and implement a written Employee Right-to-Know program, A Workplace Accident and Injury Reduction (AWAIR) program and complies with Occupational Safety and Health Administration (OSHA) standards.

### **Employee Right To Know Act**

The Employee Right-to-Know Act is intended to ensure employees are aware of the dangers associated with hazardous substances, harmful physical agents or infectious agents they may be exposed to in their workplaces. Hiawatha Homes, Inc. will identify the hazardous substances, harmful physical agents and infectious agents that are present in the workplace and provide information and training to employees who are "routinely exposed" to those substances or agents.

Hiawatha Homes, Inc. has developed a written Employee Right-to-Know program for hazardous substances, harmful physical agents and infectious agents that are present in the workplace. This program is available for staff reference in the OSHA Binder located at each worksite.

### **A Workplace Accident and Injury Reduction (AWAIR)**

Hiawatha Homes, Inc. has developed a written workplace accident and injury reduction program developed to comply with the AWAIR act. The program promotes safe and healthful working conditions and is based on clearly stated goals and objectives for meeting those goals. The program describes how employees are responsible for implementing the program and how continued participation of management will be established, measured and maintained; the methods used to identify, analyze and control new or existing hazards, conditions and operations; how the plan will be communicated to all affected employees so that they are informed of work-related hazards and controls; how work place accidents will be investigated and corrective action implemented; and how safe work practices and rules will be enforced

### **Safety Data Sheets (SDS)**

Hiawatha Homes will provide employees with Safety Data Sheets for hazardous substances that they utilize or may be exposed to at their worksite. For household products, Hiawatha Homes will provide SDS for products used outside of the scope of normal consumer use; either product used in greater frequency or in greater concentration that an employee would use in his/her own home.

## *Hiawatha Homes*

Safety Data Sheets are included in the OSHA Binder located at each worksite. Because substances are frequently introduced or discontinued, SDS will routinely be updated. For substances newly introduced to the worksite, training on the hazardous substance will occur prior to introduction of the substance at the worksite. For substances that have been discontinued, at minimum, the agency will retain the identity of the substance, where it was used, and when it was used, for 30 years following the discontinuation of use, in accordance with the exposure records guidelines defined under 29 CFR 1910.1020 (c)(5)(iii).

### **Harmful Physical Agents**

Physical Agents include noise, heat, ionizing radiation, and non-ionizing radiation. Hiawatha Homes will routinely evaluate job tasks for the existence of harmful physical agents. Where a harmful physical agent exists, Hiawatha Homes will label the equipment and/or work area the name of the physical agent and the appropriate hazard warning. Where exposure to harmful physical agents exists, Hiawatha Homes will provide employee training that will be conducted prior to initial use of the physical agent and annually thereafter, if the exposure risk still exists.

### **Harmful Infectious Agents**

Infectious Agents include bacterial, viral, fungal, parasitic, and rickettsial agents as defined in Minnesota Rules 5206.0600, subpart 4. Labeling of infectious waste will be handled in accordance with the Bloodborne Pathogens Standard, 29 CFR 1910.1030 and the Minnesota Infectious Waste Control Act. Training of harmful infectious agents will be conducted upon hire, when a new infectious agent is identified at the worksite, and annually. To ensure that this information is available to employees, Hiawatha Homes, Inc. will provide a reference manual that contains information on all infectious agents that employees could be exposed to at their worksite.

### **Universal Precautions and Sanitary Practices**

#### **Care and Sanitation of the General Program Site**

- Hiawatha Homes, Inc. will ensure that all programs are maintained in good repair and in sanitary and safe condition. Any safety hazards and/or unsanitary conditions will be corrected appropriately by a Hiawatha Homes, Inc. employee or external contractor.
- Hiawatha Homes, Inc. will ensure that food and drink is handled and stored properly to prevent contamination and/or spoilage. Food and drink will not be stored in areas where bodily fluids, hazardous materials, and harmful substances may be present.
- Chemicals, detergents, cleaning supplies, and other hazardous or toxic substances will not be stored in any way that poses a hazard to the individuals supported or employees.
- Individuals supported at Hiawatha Homes, Inc. will have their own personal care items for their own use. These items will be stored in a safe and sanitary manner to prevent contamination.

## *Hiawatha Homes*

### **Universal Precautions and Infection Prevention and Control**

- Hiawatha Homes, Inc. expects all employees to properly wash their hands to prevent the spread of disease and infection. Employees are also expected to assist individuals supported to ensure regular hand washing.
- Gloves will be used as a barrier between hands and any potential source of infection. Gloves must be worn when contact with high-risk bodily fluids can be reasonably anticipated. Fresh gloves will be used for each situation and for each person served. Employees are expected to wash their hands following glove use when working between individuals served. Employees are trained in proper technique for removal of gloves.
- Eye protection may be made available whenever splashes or drops of high-risk bodily fluids are anticipated.
- A fluid resistant gown may be provided for employees to wear as a barrier during cleanup of high-volume fluids.
- Employees will use extreme, deliberate precautions in handling contaminated needles and sharps. Contaminated needles will not be bent or recapped. All needles and sharps will be disposed of in an appropriate sharps container.

### **Infrequent or Non-Routine Tasks**

Employees expected to perform infrequent or non-routine tasks in the course of their employment with Hiawatha Homes, Inc. will be informed by their supervisor of any hazards associated with these tasks prior to performing the work. Such information will include, at minimum, the specific hazard warning associated with the tasks and protective equipment/safety measures needed to mitigate these hazards/exposure.

Contractors performing work at Hiawatha Homes, Inc. will be notified by the Safety Director of any hazardous substances, harmful physical agents, and/or infectious agents that they may be exposed to while performing their contracted work. The Safety Director will also suggest precautions that contractors may take to mitigate the hazards/ exposure.

### **Employee Training**

It is the policy of Hiawatha Homes, Inc. to develop and implement a written Employee Right-to-Know program, A Workplace Accident and Injury Reduction (AWAIR) program, comply with Occupational Safety and Health Administration (OSHA) standards.

Hiawatha Homes, Inc. will provide training at orientation and annually thereafter on Hiawatha Homes, Inc. Employee Right-to-Know program, A Workplace Accident and Injury Reduction (AWAIR) program, Occupational Safety and Health Administration (OSHA) standards and agency licensing requirements pertaining to universal precaution procedures, infection control, and blood borne pathogens. Training will be conducted using a variety of mediums but will always allow employees the opportunity to ask questions to ensure that they understand the information presented. Because the training offered to agency employees is specific to the hazards that exist within the worksite, Hiawatha Homes, Inc. will not consider OSHA training received at another worksite, school, and/or other location to fulfill the employee's OSHA training requirements for Hiawatha Homes, Inc.

**SAFE LIFTING AND TRANSFERRING**

EFFECTIVE DATE: 03/15/2011

REVISED: 09/24/2013

---

**Purpose**

Hiawatha Homes will inform, educate, and train employees on all lifting and transferring equipment, proper lifting mechanisms, lifting and transferring techniques and safe handling of the individuals that we support.

**Policy**

Hiawatha Homes requires employees to attend Back Safety training which provides education and demonstrations regarding proper techniques for the employee back care and prevention of injuries to the employee and for the individuals we support.

Employees participating in direct patient care will be trained annually regarding lift procedures, back care, E-Z lifts and Barrier Free lifts, and other lifts used at Hiawatha Homes. Employees are expected to follow lifting and transferring guidelines as specified in their training. Employees not following proper lifting and transferring guidelines may result in corrective action up to and including termination of employment.

## **USE OF EQUIPMENT AND VEHICLES**

EFFECTIVE DATE: 01/01/2024

REVISED: 12/12/2023

---

### **Purpose**

Proper care and use of equipment and vehicles is important for everyone's safety.

### **Policy**

Employees are expected to report any concerns regarding vehicles and equipment. Likewise, employees are expected to use equipment and vehicles in an appropriate manner and comply with guidelines as described in Hiawatha's Transportation Manual. Misuse/abuse of equipment or vehicles may result in disciplinary action. Please refer to Hiawatha's Driving Record policy for additional details.

All trips and travel for HH Program support needs and the needs of the people we support, should be conducted using an HH Vehicle. Team Members should NOT use their personal vehicles for program needs or for the people we support unless the HH Vehicle is unavailable, and they have permission from the Program Manager or another HH Manager to do so. The use of an employee's personal vehicle for transporting people we support or completing other job duties is a last resort and is limited to employees who successfully pass the written portion of Hiawatha Homes' examination. In addition, employees must provide proof of insurance on their vehicle and the vehicle must pass Hiawatha's basic safety checklist prior to use for work purposes.

The use of Hiawatha Homes' or personal vehicles during work time is limited to the transportation needs of the people we support. The use of any vehicle during work time to make unauthorized stops or to transport unauthorized passengers without prior approval from a supervisor is not acceptable and may result in disciplinary action.

For the purpose of this policy, an unauthorized passenger is anyone that does not have prior approval from a supervisor to travel in a Hiawatha Homes vehicle or an employee's personal vehicle used during work time to transport people we support.

## **WORKPLACE SEARCHES**

EFFECTIVE DATE: 01/01/2025

REVISED: 12/17/2024

---

### **Purpose**

To protect Hiawatha Homes' property and to ensure the safety of all individuals we support and its employees, Hiawatha Homes reserves the right to search and inspect both company and personal items, including vehicles packages, parcels, purses, handbags, briefcases, lunch containers or any other possessions or articles brought onto Hiawatha Homes' premises.

### **Policy**

Hiawatha Homes reserves the right to inspect all portions of its premises where there is probable cause. All employees, volunteers and visitors may be asked to cooperate in inspections of the work area and property. Employees who possess items deemed in violation of company policy and who refuse to cooperate in inspections are subject to progressive discipline, up to and including termination.

Hiawatha Homes reserves the right to notify and/or consult with appropriate law enforcement entities as needed.

### **Procedure**

If you suspect any employee, volunteer, or visitor is in violation of this policy, contact the on-call program manager or any member of management. Management will conduct the physical search. Under no circumstances should an employee conduct a search on another employee, volunteer, or visitor. Employees who fail to comply with this procedure are subject to progressive discipline, up to an including termination.

## **WORKPLACE THREATS AND VIOLENCE**

EFFECTIVE DATE: 10/01/2007

---

### **Purpose**

Every employee has a responsibility for maintaining the safety and security of the workplace.

### **Policy**

Threats, threatening behavior, acts of violence against employees, people supported, visitors, or other individuals by employees on Hiawatha Homes' premises, and/or the carrying and/or possessing of weapons, including guns, other firearms, explosives, or other weapons, (whether they have permit to do so or not), on Hiawatha Homes' premises will not be tolerated.

Any employee who verbally or physically threatens another, exhibits threatening behavior, or engages in violent acts on Hiawatha Homes' property may be removed from the property at Hiawatha Homes' discretion and will remain off the property pending the outcome of an investigation. If Hiawatha Homes determines that violations of this policy have occurred, including refusal to consent to searches and inspections, appropriate disciplinary action may be taken, up to and including termination of employment.

### **Reporting**

Employees should notify their supervisor, any other supervisor or manager, the Chief Executive Officer or Human Resources Director of any threats or acts of violence which they have witnessed, experienced, or have been told that another person has witnessed or experienced in any manner connected to Hiawatha Homes' employment. Even without an actual threat or act of violence, employees should also alert their supervisor, any other supervisor or manager, the Chief Executive Officer or Human Resources Director of anyone carrying or possessing weapons, including guns, other firearms, or other weapons, or any behavior they have witnessed or experienced, which they regard as threatening or violent, when that behavior is job-related or might be carried out on a Hiawatha Homes controlled site or is connected to Hiawatha Homes employment. Such a report should be made whether or not such threatening or violent behavior is that of another employee or of another person encountered in connection with Hiawatha Homes' employment.

Employees who apply for or obtain a protective or restraining order which lists Hiawatha Homes' locations as being protected areas must provide their supervisor with a copy of the petition and declarations used to seek the order, and a copy of any applicable temporary or permanent protective or restraining order which is granted.

### **Application**

This policy applies to all Hiawatha Homes' employees. It is Hiawatha Homes' intent to apply a similar policy, to the extent legally permitted and practicable, to all independent contractors, consultants, vendors, people supported, visitors and other persons who do business with Hiawatha Homes. Hiawatha Homes has instructed employees to immediately report threatening or violent behavior or possession of weapons by both employees and non-employees.



## WORKPLACE BULLYING

EFFECTIVE DATE: 12/16/2015

---

### Purpose

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that Hiawatha Homes will not *in any instance* tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

### Policy

Hiawatha Homes defines bullying as repeated behavior (as defined below), either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against others, in the course of employment. Such behavior violates Hiawatha Homes High Performance Objectives, which clearly state that all employees will be treated with dignity and respect.

Bullying may be intentional or unintentional. As in sexual harassment, it is the effect of the behavior on the individual that is important. Hiawatha Homes considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing, or maligning a person or his or her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the object of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault, damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

Violations of the policy may result in disciplinary actions, up to and including termination of employment.

## **CELL PHONE USAGE, PERSONAL PHONE CALLS AND MAIL**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2022

---

### **Purpose**

The unauthorized use of cell phones, electronic devices, personal phone calls or receiving personal mail while at work may present a hazard or distraction to the user and/or co-employees and the individuals supported at Hiawatha Homes.

### **Policy**

In addition to telephone service, many cell phones, cellular providers and electronic devices offer a host of additional functions and/or services, including text messaging, digital photography and internet. It is not possible to list all of the services that are now - or may become -- available. Whether enumerated or not, employees are strictly prohibited from using any of these services while at work unless on an approved break.

### **Personal Phone Calls or Mail**

Unless otherwise authorized, employees may only make personal phone calls during approved break times or for an emergency. Employees should ask permission from their Coordinator prior to using the phone for personal long-distance calls. Employees who make personal long-distance calls will be expected to document and reimburse Hiawatha Homes for any charges incurred during the call.

The sending or receiving of personal mail may have a disrupting effect on trying to maintain an efficient environment. Employees are asked not to have personal mail or deliveries sent to Hiawatha Homes.

People supported are to have access to telephones. Long-distance calls for people supported shall be made with assistance of staff and proper record made. Mail addressed to people supported is their property. The person supported, to the extent possible, should open his/her own mail, and then be given assistance as needed in having it read.

### **Use of Cell Phones**

Unless otherwise authorized, employees may only use personal cell phones during approved break times otherwise turned off or switched to silent mode during work time. Employees are to use the designated program space (i.e. locker, basket) to store cell phones or other personal belongings while on work time. Employees are not to use or carry personal cell phones in the bedrooms or bathrooms of individuals supported. Excessive use or unapproved use of cell phones may result in disciplinary actions, up to and including termination of employment.

The use of cell phones while on a community activity with individuals supported at Hiawatha Homes is prohibited unless prior authorization or arrangements have been made with the employee(s) Supervisor and/or Manager.

## *Hiawatha Homes*

### **Use of Cell Phones While Driving**

The use of cell phones while driving may present a hazard to the driver, other employees and the general public. Employees are prohibited from using any and all cell phones while driving. Should an employee need to make a business or emergency call while driving, he/she should locate a lawfully designated area to park and make the call.

### **Use of Electronic Devices**

Unless otherwise authorized, employees are prohibited from using cell phones, smart watches, PDA's, MP3 Players, and/or Tablets during Hiawatha Homes paid time. The use of cell phones, PDA's, MP3 Players, Tablets, or other audio or video recording capable devices are prohibited from use while employees are performing direct care with the individuals supported at Hiawatha Homes.

### **Headphones**

Unless otherwise authorized by a manager or Director, employees are prohibited from using headphones (i.e. earbuds, AirPods, wireless headphones, etc.) during Hiawatha Homes paid time.

### **Use of Cell Phones and Electronic Devices by Supervisors, Nurses, and Management**

Leadership employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

In the instance Hiawatha Homes' assigns a work phone to a Leadership team member, that employee is responsible for keeping that device in good-working order and in a well-maintained condition. Employees will be financially responsible for cell phone devices and any financial obligations should they not return them in the manner they were distributed or not returned them at all.

Violation of this policy may result in disciplinary actions, up to and including termination of employment.

**FOOD PREPARATION, SERVING AND FEEDING**

EFFECTIVE DATE: 10/01/2007

---

**Purpose**

Hiawatha Homes will make reasonable accommodations for employees in consideration of food preparation, serving and feeding.

**Policy**

Hiawatha Homes provides residential support to people who have disabilities. Many of the people supported rely completely on program staff to meet their daily mealtime needs. Therefore, all program staff are expected to help prepare, serve, and feed a full variety of foods. If a staff person wishes to avoid direct contact with any food item, s/he may wear examination gloves while handling those food items. Other "accommodations" that create additional limitations in the lives of the people supported are not acceptable.

**SLEEPING ON DUTY**

EFFECTIVE DATE: 12/16/2015

REVISED: 03/28/2017

---

**Purpose**

Hiawatha Homes employees shall remain alert and vigilant at all times while on duty.

**Policy**

It is the policy of Hiawatha Homes that all employees, regardless of the department worked, remain awake at all times; except when permissible as noted below. Failure to remain alert and vigilant while on duty poses a health and safety risk to the individuals supported, co-workers and/or the general public. If an employee falls asleep during the time they are on duty, they are engaging in unacceptable personal conduct and will be subject to disciplinary action up to and including termination.

Sleeping while on duty is only permitted during designated late-night hours in programs with approved sleep status.

*Special situations (such as respite stays or taking individuals on vacation) may be arranged that permit staff to sleep while on duty. Those situations will be described in temporary work agreements and signed by the supervisor and the employee.*

## *Hiawatha Homes*

### **LANGUAGE ON DUTY**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/9/2018

---

#### **Purpose**

Hiawatha Homes' employees will speak English while on work time.

#### **Policy**

Employees must comprehend and possess functional reading, writing, and verbal English language skills to adequately perform their job duties. Thus, in meeting these operational requirements, the use of English will be required by employees while on Hiawatha Homes paid time.

## **MEETINGS**

EFFECTIVE DATE: 10/01/2007

---

### **Purpose**

Meetings are an effective way to communicate important events and information to all employees. Although meetings are normally scheduled far enough in advance to allow everyone to attend, occasionally they must be scheduled with short notice.

### **Policy**

Employees should contact their supervisor in the event a conflict arises that necessitates their absence. In the event an employee is excused from a required meeting, s/he will still be held accountable for the content of the meeting and for seeking information on action taken or assignments made.

Regular team meetings and 1-on-1 meetings will be scheduled by the supervisor or coordinator. Attendance at these meetings is required unless excused in advance by the supervisor. Attendance at Hiawatha Homes' staff meetings and 1-on-1 meetings scheduled by the Chief Executive Officer is required unless excused with appropriate notice.

## **PERSONAL APPEARANCE AND ATTIRE**

EFFECTIVE DATE: 01/01/2025

REVISED: 12/17/2024

---

### **Purpose**

To provide guidelines for acceptable employee work attire and appearance.

### **Policy**

As representatives of Hiawatha Homes, all employees should be neat, well-groomed, and dressed in job-appropriate attire, which reflects the organization's interest in projecting a professional, business-like image. Employees should use good judgment regarding work attire and refrain from wearing inappropriate attire while conducting Hiawatha Homes business.

Well-groomed hair and clean and comfortable clothes are expected dress for employees. Jewelry that could injure the staff or people we support is forbidden. Protective cover-ups are acceptable for feeding, bathing, etc. Revealing clothing or offensive messages on clothing will not be permitted (refer to Discrimination and Harassment Policy).

Generally, clothing should be in good repair and fit so there is ease-of-movement without being revealing when bending, sitting, leaning, or reaching as duties are conducted. Clothing that would show front or back cleavage, undergarments, bare lower abdomen--front or back, too tight, or too loose fitting, is not acceptable for work and is to be avoided. If a jacket, sweater, sweatshirt or 'outer' layer of clothing is removed, the 'under' layer must also be acceptable. Long, loose flowing garments that pose a safety hazard are not allowed.

Proper dress for front office reception areas, meetings, appointments, presentations, or other activities in the community may call for a more 'dressed' appearance and should be taken into account when preparing for the workday.

Open-toed shoes such sandals may be permitted so long as the employee is not clocked in performing direct care. Examples of inappropriate shoes include slide/slipper shoes or flip flop (thong) shoes.

Staff who wear unacceptable dress will be given one of the following options by their supervisor:

- Call home to have acceptable clothing brought in;
- Put on acceptable clothing that may be provided by Hiawatha Homes;
- Return home to change clothing.

Work time that is lost due to unacceptable clothing is considered unexcused time. Repeat offenses will be dealt with as a performance issue.



## *Hiawatha Homes*

### **PERSONAL PROPERTY**

EFFECTIVE DATE: 10/01/2007

---

#### **Purpose**

Hiawatha Homes encourages employees to leave personal belongings at home.

#### **Policy**

Hiawatha Homes does not assume any responsibility for damage or loss of employee's personal possessions unless damage or loss is caused by a person supported by Hiawatha Homes. In this case, employees are to contact their supervisor.

## *Hiawatha Homes*

### **SOLICITATIONS AND DISTRIBUTION OF LITERATURE**

EFFECTIVE DATE: 10/01/2007

---

#### **Purpose**

Hiawatha Homes has established rules regarding solicitations and distribution of literature.

#### **Policy**

Employees' *on-duty* may not solicit or campaign for any purpose during working time. "Working Time" refers to the working time of the person doing the solicitation as well as the working time of the individual(s) being solicited. Employees may not distribute literature during working time or in working areas. Employees may not use Hiawatha Homes' work areas as the point of sale for any personal or non-Hiawatha Homes organizational products or services.

Employees' *off-duty* may not remain inside or enter the work site for any purpose except to conduct official business.

Solicitation and distribution by non-employees on Hiawatha Homes' property or within the confines of Hiawatha Homes' premises is strictly prohibited.

#### **Bulletin Boards**

Hiawatha Homes provides bulletin boards for the placement of important information concerning our organization, people supported, and our employees. Use of bulletin boards by employees for purposes other than for notices relating to Hiawatha Homes' activities/programs is prohibited. The House Coordinator, Program Director or Human Resources Director must approve all announcements. Only bulletin boards may be used for displaying approved materials.

## **TRAINING**

EFFECTIVE DATE: 10/01/2007

REVISED: 10/14/2016

---

### **Purpose**

Hiawatha Homes requires employees to attend and stay compliant with all mandatory trainings.

### **Policy**

Employees will be required to attend internal trainings as needed to maintain competence and compliance in Hiawatha Homes' related processes, procedures, policies and services. Attendance is considered mandatory at such training sessions, unless excused with appropriate notice from the employee's direct supervisor.

It is requested that employees notify their direct supervisor at least 24 hours in advance if they will be unable to attend a scheduled training. Failure to notify an employee's supervisor may result in disciplinary action up to and including termination.

### **Professional Development**

The work performance of employees is a vital key to the success of our organization. Therefore, Hiawatha Homes has identified annual allowances for employees for Professional Development costs. Employees should check with their supervisor for annual allowance amounts.

Full-time and part-time employees are eligible for reimbursement for professional development or training costs that are approved by the organization. It is the employee's responsibility to seek out the courses and other training mediums that will enhance his or her career development and are in line with Hiawatha Homes mission.

Employees wishing to attend conferences, training, or workshops must complete the Professional Development Request form and submit it to their primary supervisor and Human Resources for approval.

## **ALCOHOL AND DRUG ABUSE**

EFFECTIVE DATE: 01/01/2025

REVISED: 12/17/2024

---

### **Purpose**

The purpose of this policy is to establish guidelines regarding the use and possession of drugs, alcohol, chemicals, and the abuse of prescription medications while employees, subcontractors, and volunteers are on duty at a program site, transporting individuals supported or with individuals in the community.

### **Policy**

It is the policy of Hiawatha Homes, Inc. to support a workplace free from the effects of alcohol, drugs, chemicals, and abuse of prescription medications so that the use does not jeopardize the success of Hiawatha Homes, Inc. operations or otherwise affect Hiawatha Homes, Inc., its employees, or its individuals supported. This policy applies to all employees, subcontractors, and volunteers as they must report to and be at work in a fit condition to perform their duties.

### **Procedure**

- A. Hiawatha Homes prohibits the use, possession, sale, manufacture, distribution, dispensing, transfer, consumption of alcohol, drugs, or controlled substances (other than those prescribed for bona fide medical purposes) while an employee is working on its premises (including lunch breaks and other rest periods) or operating its equipment or vehicles. Such conduct constitutes a violation of policy which will result in corrective action up to and including termination of employment.
- B. When there is reasonable suspicion to believe that an employee may be under the influence or have possession of alcohol and/or drugs, staff will notify the Program Director, HR Manager or CEO. Hiawatha Homes reserves the right to notify appropriate law enforcement and, where appropriate, any licensing board.
- C. Any employee that is thought to possess or be under the influence of any controlled substance identified under Minnesota Statutes, chapter 152, or alcohol, or illegal drugs in any manner that impairs or could impair an employee's ability to provide care or services to individuals supported will be evaluated by a manager and/or may be asked to leave the program site as well as being subject to corrective action up to and including termination. In the event the employee is asked to leave the program, the manager will make arrangements for the employee to be transported home. Third party transportation, such as a taxi, shall be offered at the expense of the employee.
- D. Any employee who must use a prescription drug that causes adverse side effects (e.g., drowsiness or impaired reflexes or reaction time) should inform their supervisor that they are taking such medication on the advice of a physician. Such employees are responsible for informing their supervisor of the possible

## *Hiawatha Homes*

effects of the drug on performance and expected duration of use. If prescription drug use could cause safety problems, a supervisor may grant the employee a leave of absence or temporarily assign the employee different duties.

- E. Any employee convicted of criminal drug use or activity must notify the Human Resources Director or designee no later than five (5) days after the conviction. A criminal conviction for a violation of any part of the criminal drug statute will result in corrective action up to and including termination of employment.

**EXPENSE GUIDELINES: ACTIVITIES, MEALS & TRAVEL**

EFFECTIVE DATE: 01/01/2025

REVISED: 01/01/2026

---

**Purpose**

To establish when and how Hiawatha Homes may provide support to individuals and/or employees with regards to travel, activities and meals.

**Policy**

**Out Of Town Travel That Requires Hiawatha Homes Staffing**

- Travel with Hiawatha Homes' vehicles must stay within 250 miles of Rochester, MN one way.
- Hiawatha Homes will cover mileage up to 250 miles per activity. The mileage expense exceeding 250 miles (per activity) will be split equally between the individuals who attend the event at the Federal IRS mileage reimbursement rate.
- Travel that requires renting a vehicle (example: accessible taxi or shuttle) is the responsibility of the individual and/or family/guardian.
- Travel that requires out of town overnight accommodations:
  - Hiawatha Homes may split the cost of the hotel with the individuals we serve; not to exceed \$200.00 per year for an individual we support.
  - If family members or guardians choose to travel with the individual overnight, the family member or guardian will be responsible to cover the cost for an additional room.
- No travel that requires air transportation
- No travel longer than 1 night.
- No overtime should be scheduled. If the employee goes into overtime, the overtime pay is the responsibility of the individual and his/her family or guardian planning the trip.

**Staffing Needs and Staffing Expenses**

- When a HH staff is asked to travel one to one with an individual/family – HH will cover the first 24 hours of work per trip for one staff person. The trip request should be reviewed and approved by the Program Director.
- The individual and/or family/guardian is responsible for all overtime per pay week (Sunday 12:01 a.m. to Saturday Midnight) over the 40 hours in a pay week.
- If a second staff member is required to travel per the individual's plan or guardian's request, the individual/family is responsible for 100% of the second staff's regular and overtime hours and payroll taxes. The person/guardian is responsible for all meals, event tickets, transportation, etc., for the second staff person.
- For all overnight trips, Hiawatha Homes Team Member(s) will be paid for all hours worked, both sleep and awake per the individual's IAPP.
- If the sleeping period is interrupted by a call to duty, the interruption must be counted as awake work hours. If the period is interrupted so that the employee cannot get a minimum of five hours of sleep, the entire period must be counted as awake work hours.
- Employees will be expected to follow all Hiawatha Homes policy and procedures during their trip and travel with individuals supported.

## *Hiawatha Homes*

### **Event Tickets and Parking Expense**

- Each person supported will pay the cost of his or her event tickets.
- Event parking expenses will be the responsibility of the individual(s) who attend the event. The event parking expense will be split equally with the number of individuals supported who attend the event.
- Hiawatha Homes will cover the cost of staff's event ticket/admission expense, not to exceed \$100.00 per calendar year per person. (Movie tickets will not be counted in the \$100.00 expense list.)
- Staff event expenses exceeding \$100.00 annually to accompany the individual supported to activities and events will be the responsibility of the individual and/or their family or guardian.

### **Meal Expenses**

#### **Special Group Activities:**

Special group events, including out of town activities, must be approved by the house coordinator or the program manager. When the program plans a special group activity, Hiawatha Homes will process meal expenses as follows:

#### Employees:

- Hiawatha Homes will pay for the first employee's meal at the following rate, **including tax and a tip amount of 15% (\$5 maximum)**:
  - Breakfast (before 11am) \$16.00
  - Lunch (11am-4pm) \$20.00
  - Dinner (after 4pm) \$24.00
- Meals staff choose to buy over these amounts will be their responsibility to pay. When Hiawatha funds are used beyond these limits, the excess expense will be deducted from the employee's paycheck, or the employee can reimburse Hiawatha Homes with a personal check.
- No alcohol consumption is allowed by a HH staff person per our HH Personnel Policies. Under no circumstances will an alcoholic beverage expense be considered for reimbursement.

#### Individuals Supported:

- Each individual supported will be responsible for paying for their own meal/snacks at the activity/event.
- Individuals supported can choose to order alcoholic beverage(s) at their own expense.

#### **1-on-1 ACTIVITIES:**

- For 1-to-1 activities, Hiawatha Homes will pay for meals for the 1<sup>st</sup> staff person. If the activity is such that the expenses exceed the guidelines above, the individual supported, and guardian is responsible for the added expense.
- Additional (non-essential) staff who choose to attend the activity will be responsible for paying for their own snacks/meals unless approved by the Program Director.

## *Hiawatha Homes*

### **OTHER CONSIDERATIONS:**

- The House meal budget does not allow for dining out or meal delivery. Those expenses should be paid as outlined above.
- Grocery expenses are covered by the house meal budget. Grocery delivery tip should be limited to 15% or a maximum of \$5.00 for delivery to a home or program

### **Hiawatha Homes Family Support Services Program**

Activities will be planned out and determined per each individual's program plan. FSS staff will work with their program manager to assure that the individual and program stays within the individual's budget for activities.

### **Note – Private Trips**

Hiawatha Homes Employees are expected to work their regular hours and their regular work agreements at Hiawatha Homes. If a HH Employee is approached by a family member or guardian for a "private trip," then the HH Employee will need to take approved time off and/or PTO time and work with the HC and PD/PM to cover their regular scheduled hours.

Hiawatha Homes does not prohibit its employees from engaging in Outside Employment. Hiawatha Homes is aware that individuals supported and/or guardians sometimes wish to hire Hiawatha Homes' employees as independent contractors during their off-duty hours. Employees may not solicit any Outside Employment while on duty; this may be subject to disciplinary action including but not limited to termination.

Employees will clarify to all parties involved that when engaging in Outside Employment, they have no relationship whatsoever to Hiawatha Homes. Hiawatha Homes is in no way responsible for any Outside Employment. Hiawatha Homes is not responsible for any insurance, worker's compensation, liability, or otherwise in regard to Outside Employment. Hiawatha Homes will not pay medical benefits for injuries or sicknesses resulting from any Outside Employment.

Employees who engage in Outside Employment will not use any Hiawatha Homes resources at any time to engage in Outside Employment. Employees are not permitted to engage in Outside Employment during their regular work hours.



## MEDICATION ADMINISTRATION ERROR PROCEDURE

EFFECTIVE DATE: 12/15/2010

REVISION DATE: 1/1/2023

---

### Purpose

Hiawatha Homes' employees are expected to accurately administer medications to the individuals we support in accordance with their Health Plan.

### Procedure

Prior to administering medications, Hiawatha Homes' employees are required to attend a medication administration course and successfully complete a medication administration test with a score of 80 percent or higher. If employee fails to successfully complete medication administration course, employee will be given one additional opportunity to re-test within two weeks of notification with a *designated nurse*; failure to successfully pass will result in demotion or employment termination.

Employees are also expected to have a medication orientation and successfully complete a hands-on medication passing observation with a nurse prior to passing medications in a program. If employee fails to successfully pass the medication orientation and hands-on medication passing observation, employee will be given one additional opportunity to re-test within two weeks of notification with a *designated nurse*; failure to successfully pass will result in demotion or employment termination.

### Medication Errors

Repeated or significant medication errors are considered to be a performance issue and may be addressed with corrective action. Employees passing medications are required to have a coworker double check their work, as some medication errors, such as incorrect charting or a missed dose, could be averted through this double check. A medication error could include, but is not limited to, administering the wrong medication or wrong dose; giving medication to the wrong individual or at the wrong time; not administering a medication, bowel care, or treatment as directed; giving a medication on the wrong day; giving medication via the wrong route; incomplete charting; and/or not completing a co-worker double check resulting in a med error.

In the event of a medication error, the following should occur:

1. A medication incident form is completed by the employee who discovers the error and routed to the designated location in the house for such forms within 24 hours of the error being discovered. The employee discovering the medication error should also directly contact the House Coordinator and House Nurse or the on-call Supervisor and on-call Nurse within 24 hours of the error being discovered.
2. The medication error is reviewed by the house nurse and appropriate points are assigned to the error using the point structure below.
3. Employees will be notified within 7 calendar days of the error and a plan of correction will be established.
4. The medication error form is routed to the House Nurse, House Coordinator, and designated nurse, as appropriate for follow up and/or retention.

## Hiawatha Homes

### Corrective Action Process:

Medication errors are to be viewed as one component of the corrective action process, whereby the accumulation of 15 points in a 12-month period (starting from date of first offense) might result in written warning for one employee and a final warning for another employee, depending on any active corrective action already in the employee's personnel file. Corrective action issued for medication error violations will remain active in the employee's personnel file for one year from the issue date. The accumulation of 15 or more points within a 12-month period after a corrective action for medication errors or any other offense has been issued, may result in additional corrective action.

Please note that the medication errors are assigned points based on their usual severity and the above procedure is not a guarantee of corrective action to be taken. Hiawatha Homes reserves the right, regardless of points accumulated, to suspend an employee's medication passing privileges at any time and can require the employee to undergo retraining including, but not limited to, retaking the medication class or medication test, retraining with designated house nurse, and/or completing a hands-on medication passing observation. Hiawatha Homes also reserves the right to deviate from the progressive corrective action measures described above at its discretion.

### Types of Medication Errors & Typical Corresponding Point Assignment:

TYPE A Deviation from a prescribed medication order (per medication): <i>Examples include, but are not limited to the following:</i> <ul style="list-style-type: none"><li>• Wrong medication</li><li>• Wrong person</li><li>• Wrong dose</li><li>• Medication not given (not able to be made up)</li><li>• Wrong route</li></ul>	5 points
TYPE B Failure to follow established internal medication administration guidelines or procedures (per medication): <i>Examples include, but are not limited to, the following:</i> <ul style="list-style-type: none"><li>• Co-worker double check (charting) not completed resulting in med error</li></ul>	4 points
TYPE C Failure to follow established internal medication administration guidelines or procedures (per medication): <i>Examples include, but are not limited to, the following:</i> <ul style="list-style-type: none"><li>• Wrong time (medication given beyond time allowance)</li><li>• Wrong day</li><li>• Bowel care not given</li><li>• Prescribed treatment not completed</li><li>• Charting not completed (per medication pass regardless of the number of missed initials)</li></ul>	2 points

Corrective Action Assignment (based on accumulation in a 12-month period)

*\*Dependent on any active corrective action already in the employee's personnel file*

- 15 points: Written Warning
- 30 points: Final Warning
- 45 points: Termination

## *Hiawatha Homes*

### Notes:

- The maximum number of points an employee can accumulate in a shift (up to 16 hours) is 10.
- Employees have the right to correct medication administration performance concerns and any repeated/continued offenses or errors will not accumulate points until the designated nurse has had an opportunity to meet with the staff to correct the issue and retrain on the proper procedure.

Please note that medications not given or given at the wrong time due to extenuating circumstances that are not within the control of the employee (example: person we support arrives home late due to day program transportation issues), will not be counted as medication errors for the purposes of this procedure.

**ON-CALL EXPECTATIONS**

EFFECTIVE DATE: 01/01/2024

REVISED: 12/12/2023

---

**Purpose**

To establish employment rules with regards to on-call time in accordance with the Fair Labors Standards Act.

**Policy**

When an employee is considered on-call, that employee is expected to be available and engaged in the instance they are called upon. Due to the nature of expectations, certain restrictions apply which include abiding by all Hiawatha Homes' policies and procedures set forth in this handbook.

Because restrictions are in place while the employee is on-call, employees will be compensated additionally in the form of a stipend and/or bonus to account for their time.

## **FRAUD, ABUSE, AND MISUSE OF FUNDS**

EFFECTIVE DATE: 12/15/2010

REVISED: 01/01/2026

---

### **Purpose**

The purpose of this policy is to provide information regarding the prevention, elimination, monitoring, and reporting of fraud, abuse, and improper activities of government funding to obtain and maintain integrity of public funds.

### **Policy**

A holder of a license that is issued by Minnesota Department of Human Services (DHS), pursuant to MN Statutes, chapter 245A [Human Services Licensing Act], and who has enrolled to receive public governmental funding reimbursement for services is required to comply with the enrollment requirements as a licensing standard (MN Statutes, sections 245A.167 and 256B.04, subdivision 21). Hiawatha Homes, Inc. is a provider of services to people whose services are funded by government/public funds.

Government funds may be from state or federal governments, to include, but not be limited to: Minnesota's Medical Assistance, Medicaid, Medicare, Brain Injury (BI) Waiver, Community Alternative Care (CAC) Waiver, Community Alternatives for Disabled Individuals (CADI) Waiver, Developmental Disability (DD) Waiver, Elderly Waiver (EW), and Minnesota's Alternative Care (AC) program. Hiawatha Homes, Inc. has a longstanding practice of fair and truthful dealing with persons served, families, health professionals, and other businesses. Management, staff, contractors, and other agents of Hiawatha Homes, Inc. shall not engage in any acts of fraud, waste, or abuse in any matter concerning Hiawatha Homes, Inc. business, mission, or funds.

### **Definition**

Types of fraud, abuse, or improper activities include, but are not limited to, the following:

- Billing for services not actually provided.
- Documenting clinical care not actually provided.
- Paying phantom vendors or phantom staff.
- Paying a vendor for services not actually provided.
- Paying an invoice known to be false.
- Accepting or soliciting kickbacks or illegal inducements from vendors of services or offering or paying kickbacks or illegal inducements to vendors of services.
- Paying or offering gifts, money, remuneration, or free services to entice a Medicaid recipient to use a particular vendor.
- Using Medicaid reimbursement to pay a personal expense.
- Embezzling from Hiawatha Homes, Inc.
- Ordering and charging over-utilized medical services that are not necessary for the person served.
- Corruption.
- Conversion (converting Hiawatha Homes' property or supplies to personal use.)
- Misappropriation of funds of Hiawatha Homes, Inc. or person served by Hiawatha Homes, Inc.
- Personal loans to executives.
- Illegal orders.
- Maltreatment or abuse of persons served by Hiawatha Homes, Inc.

## *Hiawatha Homes*

### **Timekeeping**

Employees who do any of the following are committing fraud and may be subject to disciplinary action up to and including termination:

- Clock-in before their scheduled start time more than what the policy states, see Time Reporting
- Remain clocked-in at work for more than what the policy states unless approved by your supervisor, see Time Reporting
- Clock-in and/or clock-out when not at your work location you are assigned or scheduled to be working
- Clock-in and leave the work location and return later or not return to work
- Clocking-in and/or out for another employee
- Falsifying clock-in and/or clock-out times to show a longer shift
- Misrepresenting your time for breaks and personal activities
- Taking excessive personal breaks during work hours
- Knowledge that another employee is clocking-in and/or out for you

**Altering, falsifying, or tampering with time records, may result in disciplinary action, up to and including termination of employment.**

### **Public Funds Compliance Officer**

Hiawatha Homes, Inc. has designated the Chief Financial Officer as their Public Funds Compliance Officer.

### **Reporting Responsibility**

Hiawatha Homes, Inc. has an open-door policy and encourages staff to share their questions, concerns, suggestions, or complaints regarding Hiawatha Homes, Inc. and its operations with someone who can address them properly. In most cases, this will be a staff person's supervisor. However, if the staff person is not comfortable speaking with their supervisor or is not satisfied with the supervisor's response, the staff person is encouraged to speak with the Public Funds Compliance Officer. If the staff is not comfortable speaking with the Public Funds Compliance Officer, the staff is encouraged to speak with the Chief Executive Officer. At any time, the staff may speak with an applicable external agency to express their concerns if it is believed that it is not possible to speak with the Chief Executive Officer. Examples of applicable external agencies are local social service agency's financial manager or law enforcement. This policy is intended to encourage and enable people to raise serious concerns within Hiawatha Homes, Inc. prior to seeking resolution outside it.

### **Requirement of Good Faith**

Anyone filing a complaint concerning a violation or suspected violation of the law or regulation requirements must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

### **Confidentiality**

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### **No Retaliation**

No staff person who in good faith reports a violation of a law or regulation requirements will suffer harassment, retaliation, or adverse employment consequences. A staff that retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

### **Report Acknowledgement**

The Public Funds Compliance Officer, or designee, will acknowledge receipt of the reported violation or suspected violation by writing a letter (or email) to the complainant within ten (10) business days, noting that the allegations will be investigated.

### **Responding to Allegations of Improper Conduct**

The Public Funds Compliance Officer is responsible for responding to allegations of improper conduct related to the provision or billing of Medical Assistance services. This may include, but is not limited to: investigating, interviewing applicable individuals involved, reviewing documents, asking for additional assistance, seeking input on process of the investigation, or seeking input on Medical Assistance laws and regulations interpretations to address all staff complaints and allegations concerning potential violations.

The Chief Executive Officer will take on the functions of the Public Funds Compliance Officer role if the complaint involves the Chief Financial Officer. If the complaint involves both the Chief Executive Officer and Chief Financial Officer, outside legal counsel or an applicable external agency will carry out the functions of the Public Funds Compliance Officer. The Chief Financial Officer or its designee will implement corrective action to remediate any resulting problems.

### **Evaluation and Monitoring for Internal Compliance**

On a regular schedule and as needed, the Chief Financial Officer, or its designee, will run routine financial reports to review financial information for accuracy and compliance. On a regular schedule and as needed, the Chief Financial Officer, or its designee, will review standard operations and procedures to ensure that they remain compliant.

### **External Auditing for Compliance**

On a regular schedule, Hiawatha Homes, Inc. will have an external financial audit.

## *Hiawatha Homes*

### **Promptly Reporting Errors**

The Public Funds Compliance Officer shall immediately notify appropriate individuals of all reported concerns or complaints regarding corporate accounting practices, internal controls, or auditing. This may include the Chief Financial Officer, the Chief Executive Officer, or the President of the Board of Directors. The Chief Financial Officer will promptly report to DHS any identified violations of Medical Assistance laws or regulations.

### **Recovery of Overpayment**

Within 60 days of discovery by Hiawatha Homes, Inc. of a Medical Assistance reimbursement overpayment, a report of the overpayment to DHS will be completed and arrangements made with DHS for the Department's recovery of the overpayment.

### **Training**

Staff are trained on this policy and as needed; they may need to be re-trained. As determined Hiawatha Homes, Inc., staff may need to demonstrate an understanding of the implementation of this policy.



## APPEAL PROCESS

EFFECTIVE DATE: 10/01/2007

---

### Purpose

To resolve employee relations or human resources policy and practice issues or concerns promptly and in a fair and consistent manner.

Employee relations issues or concerns are defined as:

- Any difference arising between an employee and a co-worker, immediate supervisor, or any other member of the management team as to the meaning and application of the provisions of the human resources policies or as to any question relating to wages, hours of work, or other conditions of employment. For issues centered on discrimination and/or harassment, refer to the Discrimination and Harassment section of this handbook.

### Policy

Hiawatha Homes acknowledges that conflicts, problems, and disagreements related to the application of Hiawatha Homes' policies and procedures may arise between employees, their peers, and/or management. When this occurs, employees are expected to discuss their problems with the appropriate individuals so that these issues are resolved promptly, fairly, and professionally. If the issue remains un-resolved, the appeal process should be followed. Note: The appeal process is not intended to be used to resolve programmatic or strategic decisions of the Board of Directors or the Chief Executive Officer.

### Appeal Process

When an un-resolved issue exists between an employee and a co-worker, immediate supervisor, or any other member of the management team as to the meaning and application of a human resources policy or any question relating to wages, hours of work, or other conditions of employment, the following process should be followed:

1. It is the policy of Hiawatha Homes that employee issues are settled informally, promptly, and equitably at the immediate supervisor level; and those efforts of the employee and the supervisor(s) are directed toward that objective. Therefore, the employee should first discuss any problems or complaints with her/his immediate supervisor. The supervisor should take prompt action to resolve the issue or answer any questions. In instances where an employee is uncomfortable taking a complaint to his/her supervisor, the Human Resources Director or Chief Executive Officer may be contacted.  
It is the joint responsibility of both the supervisor and employee to resolve issues in the most confidential and respectful manner possible. This process prohibits retaliation against employees who bring forward complaints or, at the request of management, assist in investigating issues. Retaliatory actions will not be tolerated and will result in disciplinary action, up to and including termination of employment.
2. If the problem cannot be resolved as described above, the employee may request a meeting with the Chief Executive Officer or Human Resources Director

## *Hiawatha Homes*

to act as an appeal reviewer. If practical, this meeting will be held within five working days from receipt of the meeting request. The purpose of the meeting is for the employee to communicate his/her concerns to the appeal reviewer. It is not intended to necessarily bring resolution to the issue at that point, however that could be a result, depending on the situation. Upon completion of the meeting, the appeal reviewer will notify the Board Chair that an appeal has been received.

3. The appeal reviewer will then conduct a review of the concern to determine how best to resolve the issue. The review process may include meeting(s) with the employee's co-worker(s), immediate supervisor, and other members of the management team, people supported, customers, partners, vendors, contractors, or consultants to gain a better understanding of the issue. The review should be completed, wherever possible, within five working days. The appeal reviewer should limit the number of people involved in the review process to only those necessary to conduct a thorough review. Confidentiality will be maintained to the extent possible.
4. Upon completion of the review, the appeal reviewer will review his/her findings and any resultant actions with either the Chief Executive Officer or Human Resources Director as appropriate prior to communicating the findings to the employee who initiated the appeal.
5. After the Chief Executive Officer and Human Resources Director have agreed on the results of the review, the appeal reviewer will meet with the employee to convey the findings and any resultant actions of the review. At that point, the decision is final, and no further appeal is warranted within Hiawatha Homes.
6. The appeal reviewer will document in writing the issue, the review process, the findings, and any resultant actions regarding the issue and place the document in the employee's file who initiated the appeal. This document will remain in the employee's file for a minimum of three years. A copy will also be placed in the central appeals file which is located in the human resources office.

Should an employee have an employee relations issue or concern with the Chief Executive Officer, s/he should follow the process outlined below:

1. The employee should first discuss the issue with the Chief Executive Officer, if appropriate. In instances where an employee is uncomfortable discussing the issue with the Chief Executive Officer or is not satisfied with the results of the discussion with the Chief Executive Officer, s/he should contact the Human Resources Director. The Human Resources Director will then act as the appeal reviewer and notify the Board Chair that an appeal has been received.
2. Upon completion of the review, the appeal reviewer will review his/her findings and any resultant actions with the Board Chair prior to communicating the findings to the employee who brought the issue forward.
3. After the appeal reviewer and Board Chair have agreed on the results of the review, the reviewer will meet with the employee to convey the findings and any resultant actions of the review. At that point, the decision is final, and no further appeal is warranted within Hiawatha Homes.
4. The appeal reviewer will document in writing the issue, the review process, the findings, and any resultant actions regarding the issue and place the document in the employee's file who initiated the appeal. This document will remain in the employees' file for a minimum of three years. A copy will also be placed in the central appeals file which is located in the human resources office.

## **CONDUCT AND CORRECTIVE ACTION**

EFFECTIVE DATE: 10/01/2007

REVISED: 04/27/2010

---

### **Purpose**

The purpose of this policy is to establish guidelines pertaining to employee conduct, performance, and responsibilities within the scope of his or her employment with Hiawatha Homes. Establishing guidelines for appropriate conduct is intended to help people work effectively together in accordance with the agency high performance objectives and standards that were established to provide the best possible environment for the people we support. All Hiawatha Homes' employees are expected to satisfactorily perform the duties listed in their job description and to follow the agency's established policies and procedures. When acting as a representative of Hiawatha Homes in the community or while at work, employees should act in a manner viewed favorably by the people we support, their family members, visitors, employees, and the general public. If an employee's conduct is viewed as not in the best interest of Hiawatha Homes, or is in violation of an established policy and/or standard, an employee may be subject to corrective action, up to and including termination of employment.

### **Policy**

Hiawatha Homes supports the use of progressive discipline to address employee conduct issues to ensure that an employee has adequate opportunity to correct his or her performance and to review performance expectations with an employee. Degrees of discipline are generally progressive and are described below:

- *Written Coaching* – This is generally the first step in addressing Level 1 Offenses (Problems of Concern). Employees will receive a written statement of the offense(s) and will be asked to acknowledge, with their signature, that the written statement was reviewed with them. The written statement will be active for one year from the date it was reviewed with the employee. If there is no further corrective action within the year the written statement is active, it becomes inactive but will remain in the employee's personnel record.
- *Written Warning* – This is generally the first step in addressing Level 2 Offenses (Problems of Serious Concern). Employees will receive a written statement of the offense(s) and will be asked to acknowledge, with their signature, that the written statement was reviewed with them. The written warning will be active for one year from the date it was reviewed with the employee. If there is no further corrective action within the year the written warning is active, it becomes inactive, but will remain in the employee's personnel record.
- *Final Warning* – A final warning is generally given after a previous written coaching and/or written warning has been issued and prior to termination of employment. Employees will receive a written statement of the offense(s) and will be asked to acknowledge, with their signature, that the final warning was reviewed with them. The final warning will be active for one year from the date it was reviewed with the employee. If there is no further corrective action within the year the written statement is active, it becomes inactive, but will remain in the employee's personnel record.

## *Hiawatha Homes*

- **Termination of Employment** – This is generally a result of committing a Level 3 Offense (Problems of Extremely Serious Concern) or of repeated conduct violations that progressed through the corrective action process.
  - Please note that despite the progressive discipline guidelines, *Hiawatha Homes reserves the right to terminate any employee at will, with or without prior notice, reprimand, or suspension.*

### **Investigative Suspension**

An investigative suspension is a time period where an employee is relieved of his or her job duties because of alleged serious misconduct. An employee may be placed on investigative suspension while a full investigation of the alleged misconduct is being conducted. Employees suspended as a result of an ongoing investigation will not receive pay for missed work hours but may use any earned Paid Time Off benefits during this time.

*If after the investigation:*

- Discharge is warranted, the employee will not be paid for the time period he or she was on investigative suspension. During this time period however, the employee may use earned Paid Time Off benefits.
- Misconduct is determined, but termination of employment is not warranted, the employee will receive a written statement of the offense(s) and forfeit pay lost as a result of the investigative suspension. During this time period however, the employee may use earned Paid Time Off benefits.
- No misconduct is determined, the employee will be allowed to return to work and HH reserves the right to pay the employee for missed work hours as a result of the investigative suspension.

In considering the degree of discipline issued to an employee, the supervisor or manager may consider the number of offenses involved, the severity of the offenses, and/or the previous work history of the employee. *Hiawatha Homes also reserves the right to deviate from this process and skip any or all degrees of discipline at its discretion.*

### **Conduct Issues Off the Job**

If an employee engages in conduct off the job or in the community, that adversely affects the interests of Hiawatha Homes, it may be viewed as a performance concern and subject the employee to corrective action, up to and including the termination of employment. Some off duty conduct, including certain criminal convictions, may disqualify an employee from providing direct care services under the Department of Human Services licensing standards. Hiawatha Homes will take direction from the Department of Human Services in evaluating whether a convicted employee can continue in his or her current job position. All employees are responsible for reporting their criminal convictions to the Human Resources Director as soon as practicable, but no later than five (5) days following the conviction. The failure to report a conviction could result in corrective action, up to and including the termination of employment.

## Hiawatha Homes

### Cumulative Incidents

If an employee commits the same or another offense during the year that a corrective action is active, the agency will generally treat these offenses as cumulative and progress through the corrective process accordingly.

*Example:* If an employee is issued a Level 1 offense and within the same year commits another Level 1 offense, a written warning may be issued. If within one year of the written warning the employee commits an additional offense, a final warning may be issued.

### Standards of Conduct

The lists below are intended to provide employees with examples of inappropriate conduct and corrective action steps that may be taken as a result of inappropriate conduct. The lists are in no way intended to be all-inclusive of conduct that would result in corrective action and are not a guarantee of a course of action to be taken. Offenses are classified into levels of severity based on the usual severity of the infraction.

<b>Level 1 Offenses:</b> (Problems of Concern)  <b>Corrective Action Steps</b> <ul style="list-style-type: none"><li>• First Offense: Written Coaching</li><li>• Second Offense: Written Warning</li><li>• Third Offense: Final Warning</li><li>• Fourth Offense: Termination</li></ul>	<b>Examples</b> <ul style="list-style-type: none"><li>• No-call, no-show absence for training</li><li>• Inappropriate Dress</li><li>• Leaving early without supervisor approval</li><li>• Soliciting, campaigning, or distributing literature during work time without prior approval</li><li>• Failure to complete essential job duties</li></ul>
<b>Level 2 Offenses:</b> (Problems of Serious Concern)  <b>Corrective Action Steps</b> <ul style="list-style-type: none"><li>• First Offense: Written Warning</li><li>• Second Offense: Final Warning</li><li>• Third Offense: Termination</li></ul>	<b>Examples</b> <ul style="list-style-type: none"><li>• No-call, no-show for work shift</li><li>• Misuse of agency computers</li><li>• Unintentional Sleeping</li><li>• Improper or unauthorized use of electronic systems</li><li>• Unauthorized use of cell phone</li><li>• Violation of safety standards</li><li>• Disregard for policies or procedures</li><li>• Violation of Tobacco Use policy</li><li>• Insubordination or willful disregard of supervisor's instructions</li><li>• Failure to follow individuals plan of care</li><li>• Falsification of documents</li><li>• Repeated attendance violations</li><li>• Repeated and/or significant medication errors</li></ul>
<b>Level 3 Offenses:</b>  (Problems of Extremely Serious Concern)  <b>Corrective Action Steps</b> <ul style="list-style-type: none"><li>• First Offense: Termination</li></ul>	<b>Examples</b> <ul style="list-style-type: none"><li>• Job abandonment (missing 3 or more consecutive work days without prior approval)</li><li>• Intentional sleeping on duty</li><li>• Theft</li><li>• Intentional breach of confidentiality</li><li>• Violence</li><li>• Abuse</li><li>• Neglect</li><li>• Financial exploitation</li><li>• Intentional disregard of policies and procedures</li><li>• Violation of drug-free work place</li><li>• Indecent or obscene conduct</li></ul>

*Hiawatha Homes reserves the rights to deviate from the progressive discipline process at its discretion.*

## **DISCRIMINATION AND HARASSMENT**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/09/2014

---

### **Purpose**

To inform all Hiawatha Homes employees of Hiawatha Homes' commitment to providing a workplace free from discrimination and harassment. In keeping with this commitment, we will not tolerate harassment or discrimination of Hiawatha Homes' employees by anyone including any supervisor, manager, co-worker, person supported, visitor, customer, vendor, contractor, or consultant.

### **Policy**

Every employee at Hiawatha Homes has the right to work in an environment free from discrimination and harassment. Discrimination or harassment of any employee on the basis of his or her race, religion, color, creed, ancestry, national origin, age, sex, sexual orientation, marital status, familial status, status with regard to public assistance, or the presence of any physical, mental or sensory disability is a serious violation of our anti-discrimination and anti-harassment policy and will not be tolerated.

Discrimination or harassment can take many forms and can include slurs, comments, jokes, innuendoes, unwelcome compliments, pictures, cartoons, pranks or other verbal or physical conduct which:

- Has the purpose or effect of creating an intimidating, hostile, or offensive working environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise unreasonably affects an individual's employment opportunities.

If you feel you or other employees have been subjected to discrimination or harassment of any kind, you are encouraged to immediately identify the offensive behavior to the offender and request that it stop. If you are uncomfortable in addressing the matter directly with the offender, or if you do so and the behavior does not stop, then discuss the matter immediately with your supervisor, or any supervisor with whom you feel comfortable. Supervisors who receive a discrimination or harassment complaint are required to contact the Chief Executive Officer or Human Resources Director.

All complaints will be investigated promptly, impartially, and discreetly. When any complaint is made, even if the alleged victim does not want there to be an investigation, Hiawatha Homes is required to investigate. Hiawatha Homes cannot honor requests for inaction. Because of the nature of the investigation, there cannot be a guarantee of confidentiality.

The process will include investigating the details, interviewing witnesses, and questioning parties directly involved. The investigating team may include members of the Human Resource department, the management team, and/or members of the Board of Directors, as deemed appropriate by the Chief Executive Officer.

## *Hiawatha Homes*

Upon completion of the investigation, the appropriate parties will be notified of the findings. Any supervisor, manager, agent, or other employee who has been found to have discriminated against or harassed an employee will be subject to appropriate corrective action, including but not limited to, disciplinary warning, reprimands, suspension, reassignment, demotion, reduction of wages, training for the harasser, monitoring of the harasser, and/or termination.

No employee will suffer retaliation in any form for reporting instances of discrimination or harassment.

We trust that employees of Hiawatha Homes will act responsibly to maintain a safe working environment free of discrimination and harassment, allowing each employee to perform to his or her maximum potential. Hiawatha Homes encourages any employee to bring questions he or she may have regarding this policy to the Chief Executive Officer or Human Resources Director.

### **SEXUAL HARASSMENT**

#### **Statement of Policy**

It is the policy of Hiawatha Homes to provide a working environment free from sexual harassment. Sexual harassment of an employee is prohibited and will not be tolerated. This policy also prohibits sexual harassment by members of the same gender. Retaliation against a person who reports or complains about sexual harassment, or who participates in the investigation of a sexual harassment complaint is also prohibited.

Any employee of Hiawatha Homes found to have violated this policy is subject to disciplinary action, up to and including termination of employment.

#### **Definitions**

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment, or
- Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual, or

Such conduct unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive working environment.

Some examples of conduct which may constitute sexual harassment include, but are not limited to, the following:

- Repeated and unwelcome suggestions regarding, or invitations to, social engagements or social events; or
- Any indication, expressed or implied, that any aspect of employment conditions, or personal safety depends or may depend on the granting of sexual favors or a willingness to accept or tolerate conduct or communication of a sexual nature; or
  - Unwelcome or coerced physical proximity or physical contact which is of a sexual nature or sexually motivated; or
  - The deliberate use of offensive or demeaning terms which have a sexual connotation; or

## *Hiawatha Homes*

- The deliberate creation of an intimidating, hostile, or offensive atmosphere, through conduct or communication of a sexual nature; or
- Inappropriate remarks of a sexual nature.

### **Complaint Investigation and Responsive Action**

If any employee believes that he or she has been sexually harassed or offended by another employee, supervisor, manager, person supported, visitor, customer, vendor, contractor, consultant or any other person whom the employee encounters in the course of employment, or if an employee observes suspected sexual harassment, and the employee does not wish to deal with the problem directly, the employee should report the conduct to the Chief Executive Officer, Human Resources Director or any other member of management.

If a complaint is made to anyone else, the complainant risks the possibility that it will not come to the attention of the appropriate Hiawatha Homes representative and, therefore, may not be acted upon. Complaints received by anyone other than the Chief Executive Officer must be reported promptly to the Chief Executive Officer or Human Resources Director for investigation unless he or she designates someone else to handle the investigation.

Every complaint about sexual harassment made to any of the individuals listed above will be promptly investigated by the Chief Executive Officer or Human Resources Director unless another individual is more appropriate. The timing and specific nature of the investigation of any complaint will be determined by the Chief Executive Officer and Human Resources Director. Although investigations will be conducted with sensitivity and confidentiality, investigative information will be communicated as appropriate to those with a need to know. Because the circumstances of every complaint of sexual harassment are different, the Chief Executive Officer or Human Resources Director will use discretion and flexibility in conducting an appropriate investigation of and formulating an appropriate response to each complaint, consistent with Hiawatha Homes' policy against sexual harassment. If an investigation indicates that a violation of this policy may have occurred, immediate and appropriate action will be taken. A person found to have committed a violation of this policy may be subject to a broad range of consequences, up to and including termination of employment.

If the sexual harassment reoccurs, it should be immediately reported to any of the individuals listed above. Hiawatha Homes does not tolerate any retaliation or intimidation directed towards anyone who makes a complaint in good faith, and/or participates in good faith in an investigation of a complaint. The reporting procedure described above should also be used if an employee believes he or she has been subject to prohibited retaliation or intimidation.

This policy applies to every employee of Hiawatha Homes, including contract employees, vendors, consultants, part-time employees, board members, or anyone acting on behalf of Hiawatha Homes.



## DRIVING RECORD

EFFECTIVE DATE: 01/01/2025

REVISED: 1/10/2025

---

### Purpose

The use of Hiawatha Homes' vehicles for transporting people we support is limited to employees who have a valid driver's license, satisfactory driving record, and successful completion of Hiawatha Homes' drivers training program.

### Policy

For insurance purposes, a satisfactory driving record is defined as no more than three minor violations in the past three years and no major violations in the past three years.

In order to drive Hiawatha Homes' vehicles, eligible employees must successfully complete Hiawatha's driver's training program and receive instruction on proper use of the lift, securing wheelchairs, parking in ramps, refueling, accident and maintenance reporting, and the use of handicapped parking permits.

Please note that Hiawatha Homes does allow an exemption to this procedure for vehicles that do not have lifts or ramps, or that are not Department of Transportation (DOT) certified and the employee is not transporting any supported individuals.

Hiawatha Homes completes Motor Vehicle Reports on all new hires; after a job offer has been made and a release is signed by the applicant authorizing Hiawatha Homes to complete a Motor Vehicle Report. Motor Vehicle Reports are tracked throughout employment on current employees with a Minnesota Driver's License and Hiawatha Homes is alerted of any motor vehicle violations.

If a Motor Vehicle Report of a current employee reveals an unsatisfactory driving record at any time during employment, the employee's driving privilege will be suspended, and it may result in work reassignment until the record returns to a satisfactory status. Work reassignment may include transferring to a non-driving position which may include late nights, substitute, or third person shifts. Employees are expected to report any moving violation that may have an adverse effect on their driving privileges promptly to their supervisor. Citations for vehicle operation will not be paid by Hiawatha Homes.

## **ELECTRONIC SYSTEMS**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/09/2014

---

### **Purpose**

The use of Hiawatha Homes' electronic systems is assigned to staff members whose job functions routinely require the usage of these resources.

### **Policy**

Staff members who have not been assigned electronic system privileges must seek the approval of their supervisor prior to the use of agency systems. All Hiawatha Homes' electronic systems including, but not limited to, computers, modems, phone lines, e-mail, voicemail, computer hardware, software and web-based programs are the property of Hiawatha Homes.

### **Access to Employee Communications**

Employees utilizing agency electronic systems should not have an expectation of privacy. Hiawatha Homes reserves the right to review and monitor use of its electronic systems and the following conditions should be noted:

- Hiawatha Homes does routinely gather and/or maintain logs for most electronic systems and may monitor electronic files and communications directly.
- Hiawatha Homes reserves the right, at its discretion, to review and/or monitor any employee's electronic files and communications to the extent necessary to ensure electronic systems are being used in compliance with the law, this policy, and other agency policies and expectations.
- Electronic communications are generally considered a secure method of communication; however, employees should not assume electronic communications are completely private. Accordingly, if sensitive information needs to be transmitted, a more secure medium should be used.
- Employees should remember that any messages or information sent by Hiawatha Homes-provided means to one or more individuals via an electronic network (e.g. Internet mailing lists, bulletin boards, and online services) are statements identifiable and attributable to Hiawatha Homes. Hiawatha Homes recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of a news group devoted to an area of interest. Therefore, all electronic communications must have the same level of professionalism, as one would expect in a more formal letter.

### **Security Considerations**

To prevent computer viruses from being transmitted through Hiawatha Homes' computer system, unauthorized loading and downloading of any software is strictly prohibited. The technology staff is exclusively responsible for installing and supporting all software/hardware.

## *Hiawatha Homes*

Employees must respect the confidentiality of other individuals' electronic communications. Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner. In addition, electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

Except in cases where explicit authorization has been granted by Hiawatha Homes' management, employees are prohibited from engaging in, or attempting to engage in:

- Monitoring or intercepting the files or electronic communications of other employees or third parties;
- Hacking or obtaining access to systems or accounts they are not authorized to use;
- Using other people's log-ins or passwords; and
- Breaching, testing, or monitoring computer or network security measures.

Employees who have enabled or have access to work email and Hiawatha Homes Network Locations or Drives on their mobile device and/or personal computer are required to have password protection to ensure confidentiality, Data Privacy, and HIPAA Guidelines.

### **Terms of Use**

Misuse of agency electronic systems can result in disciplinary action up to and including termination of employment. In addition to the unacceptable conduct previously described, the following examples are in violation of the agency's Electronic Systems policy.

- Accessing, downloading, posting, creating, storing, sending, or communicating offensive or sexually explicit materials or materials that violate the agency's nondiscrimination or harassment policies
- Sending, storing, posting, or communicating confidential agency information to unauthorized parties
- Using or attempting to gain access to any computer, e-mail, or voicemail system, data file, or the Internet without prior authorization
- Allowing unauthorized parties to use agency electronic systems
- Spending work time on the agency computer, Internet, or e-mail systems for personal use; although limited personal use during nonworking hours (i.e. break time) or in a way that does not impact productivity during work hours may be acceptable with prior approval from a supervisor
- Use of agency computer, Internet, or e-mail systems to access chat rooms, blogs, personal websites, social networking or social media websites, instant messaging services, or to conduct job searches
- Use of the agency computer, Internet, or e-mail systems for personal gain or commercial purposes
- Playing computer games during working hours
- Illegally downloading electronic files
- Sending chain letters through the agency e-mail system

## *Hiawatha Homes*

- Using systems or devices outside of the agency for the storage and/or transmission of confidential agency information
- Using e-mail or other electronic communication to hide the identity of the sender or to represent the sender as someone or something that he/she is not
- Using agency telephones/fax machines for personal long-distance and toll calls.
- Using agency telephones for excessive personal use during work time
- Accessing work email, Hiawatha Homes Network Locations or Drives and Web Based Programs on non-work time or without prior authorization.

The examples provided of improper or inappropriate behavior are intended as general guidelines and are not intended to define every possible behavior that may result in disciplinary action. Staff members are obligated to notify their supervisor or a member of the Management Team when improper or inappropriate actions are observed.

## **EMPLOYEE PROTECTION (WHISTLEBLOWER)**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/15/2010

---

### **Purpose**

It is the intent of any Hiawatha Homes' officer, manager, employee, contractor, or agent to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance.

### **Policy**

Hiawatha Homes requires any officer, manager, employee, contractor, or agent to report, in good faith, any violation of a policy, procedure, practice, or activity of Hiawatha Homes. This policy is intended to encourage and enable people to address any concerns within Hiawatha Homes.

### **Reporting**

Any Hiawatha Homes' officer, manager, employee, contractor, or agent should report, in good faith, any question, concerns or violations in writing to the Chief Executive Officer, the Board President or to any governmental body or law enforcement official.

Violations or suspected violations may be reported on a confidential basis by the reporter or may be submitted anonymously. Reports of violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### **No Retaliation**

Hiawatha Homes will not discharge, discipline, threaten, otherwise discriminate against, or penalize any officer, manager, employee, contractor or agent regarding their compensation, terms, conditions, location, or privileges of employment because he or she:

- In good faith, reports a violation of any federal or state law;
- Participates in an investigation, hearing, or inquiry;
- Refuses an employer's order to perform an action that the employee objectively believes violates any state or federal law;
- In good faith, reports a situation in which the quality of health care services provided by a health care facility, organization, or health care provider violates a standard established by federal or state law or a professionally recognized standard and potentially places the public at risk of harm;
- Communicates the findings of a scientific or technical study that the employee, in good faith, believes to be truthful and accurate, including reports to a governmental body or law enforcement official.

This policy prohibits Hiawatha Homes from taking any adverse action to any officer, manager, employee, contractor, or agent who, in good faith, reports a violation.

Reports made in good faith will insure that the person will be protected from harassment, retaliation or adverse employment consequences. An employee who retaliates against a person who has reported a violation in good faith is subject to discipline up to and including termination of employment.

## **EVALUATION WORK PERIOD**

EFFECTIVE DATE: 10/01/2007

REVISED: 1/1/2022

---

### **Purpose**

The Evaluation Work Period is the 90 days following an employee's date of hire or rehire and sets the requirements for successful completion of the Evaluation Work Period.

### **Policy**

An Evaluation Work Period will be 90 days in duration, from the date of hire, or rehire. Within the first 90 days, employees must abide by the following requirements:

1. Satisfactory attendance/punctuality
  - No more than 2 absences or occurrences **or**
    - *Please review Attendance Point System Procedure for information regarding excused and unexcused absences.*
  - No more than 3 fardies
2. No corrective action above a Written Warning step
3. Training compliance (*employee has completed all assigned trainings*)
4. Satisfactory job performance

The outcome of this Evaluation Work Period will be used to determine whether the employee's performance has met expectations of the position or termination of employment is warranted.

Please note that at any time during the course of the Evaluation Work Period, as an at-will employer, Hiawatha Homes may terminate the employment relationship at any time, with or without notice or cause. The successful completion of the evaluation work period does not in any way alter Hiawatha Homes' employment at-will status.

### **Exceptions**

Generally, in the following circumstances, employees would not be subject to an evaluation work period:

- An employee is rehired to the same position previously held and has already successfully completed an evaluation work period.
- An employee assumes a temporary job assignment or is hired on a contractual basis
- An employee is demoted into a position in which the employee has completed an evaluation work period.

## **PERFORMANCE EVALUATIONS**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/26/2017

---

### **Purpose**

Hiawatha Homes Performance Evaluations are designed to evaluate the performance and identify the training and development needs of the employee.

### **Policy**

Performance Evaluations review and clarify the expectations and responsibilities that are required by each employee per the job description. It also provides feedback to the employee regarding the companies High Performance Objectives. The evaluation is rated on a scale from 1-4:

#### **Rating Scale:**

1. Employee consistently goes above and beyond and exceeds job expectations.
2. Employee consistently meets job expectations.
3. Employee achieved some job expectations, more is expected.
4. Employee did not achieve job expectations; immediate improvement is expected.

#### **High Performance Objectives:**

- All employees will be rated on the same scale for High Performance Objectives
  - Communication
  - Accountability
  - Proactive
  - Team Player

#### **Essential Job Functions:**

- All employees will be rated on their essential job functions. These job functions are located on the employee's job description.

#### **Individual Goals:**

- Employees will be rated on individual goals which are initiated by themselves with approval and review by their supervisor.

Performance Evaluations will be conducted on an annual basis, based upon the employee's individual anniversary date (month of hire). Employees are eligible to participate in the annual Performance Evaluation process after one year of consecutive employment with Hiawatha Homes.

# *Hiawatha Homes*

## **SOCIAL MEDIA**

EFFECTIVE DATE: 10/01/2007

REVISED: 12/09/2014

---

### **Purpose**

Hiawatha Homes recognizes that employees may elect to engage in social networking and or social media activities outside of work hours.

### **Policy**

Social media includes all means of communicating or posting information or content of any sort on the Internet, including blogs, journal or diary, personal web site, social networking, web bulletin board or a chat room, whether or not associated or affiliated with Hiawatha Homes, as well as any other form of electronic communication.

Ultimately, employees are solely responsible for what they post online. Employees are expected to exercise good judgment in maintaining professional boundaries with their coworkers, parents/guardians, and/or individuals we support on social networking sites.

### **Prohibited Social Media Practices**

- Employees using social media while on Hiawatha Homes' equipment, unless it is work-related as authorized by a supervisor.
- Disclosing confidential information of the individuals supported at Hiawatha Homes.
- Displaying unauthorized photos of the individuals supported at Hiawatha Homes.
- Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct.

Any of the above actions will not be tolerated by Hiawatha Homes and may subject the employee to disciplinary action up to and including termination.

### **Retaliation Is Prohibited**

Hiawatha Homes prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.



## TOBACCO USE

EFFECTIVE DATE: 10/01/2007

REVISED: 01/01/2026

### Purpose

Hiawatha Homes is committed to providing a safe and healthy workplace and to promoting the health and well-being of our employees.

### Policy

It is the policy of Hiawatha Homes to prohibit smoking, tobacco use to include but not limited to: cigarettes, cigars, chewing tobacco, snuff, pipes, and any electronic product that uses nicotine including but not limited to vaping, e-cigarettes or similar substances that produces smoke or vapor during work time, including paid meal and/or rest breaks and on Hiawatha Homes' property. All mentioned products will hereby be known as "Smoking or Tobacco products".

### Smoke-Free Workplace Considerations

In compliance with Minnesota Statute 144.414 – PROHIBITIONS Subdivision 1. **Public places, places of employment, public transportation, and public meetings. Smoking shall not be permitted in, and no person shall smoke in a public place, at a public meeting, in a place of employment, or in public transportation.**

In compliance with the Minnesota Clean Indoor Air Act (MCIAA)/Freedom to Breathe Act (FTB) and the Olmsted County Smoke-Free Workplace Ordinance, the following guidelines shall apply to all employees, volunteers, contractors, and visitors of Hiawatha Homes.

- Hiawatha Homes prohibits tobacco use at all times in the following locations:
  - Hiawatha Homes' facilities (owned or leased)
  - Hiawatha Homes' property and grounds
  - Hiawatha Homes' vehicles (owned or leased)
  - In any outdoor location adjacent to a Hiawatha Homes property or gathering location as it would be a public location and in violation of Minnesota Statute 144.414.
  - Any vehicle, including team members personal vehicle, on Hiawatha Homes' property and grounds

**No one is allowed to use any Smoking or Tobacco Products in any Hiawatha Homes' property or within 50' of where Hiawatha Homes team members and/or individuals, family members, or guardians are gathered, whether inside or outside.**

For the purposes of this policy smoking is defined as inhaling or exhaling smoke from a lighted tobacco product or any other lighted plant product intended for inhalation. Carrying a lighted tobacco product or lighted plant product is also considered smoking. Smoking includes inhaling and exhaling vapor from electronic cigarettes or any other electronic delivery device.

## *Hiawatha Homes*

Tobacco is defined as cigarettes and any product containing, made, or derived from tobacco that is intended for human consumption, whether chewed, smoked, absorbed, dissolved, inhaled, snorted, sniffed, or ingested by any other means, or any component, part, or accessory of a tobacco product.

Smoking and tobacco use is only permitted by people supported, provided:

- The person supported is an "independent smoker" capable of lighting their cigarette, cigar, pipe independently. Employees may not assist a person supported in smoking. They can, however, assist the person in getting to a safe and comfortable location to smoke.
- The person supported is located and remains at least 15 feet from any Hiawatha Homes' building.

Employees who violate the tobacco policy and/or Smoke-Free Workplace guidelines will be subject to disciplinary action up to and including termination of employment.

### **Complaint Process**

We believe that the spirit of thoughtfulness and cooperation which is characteristic at Hiawatha Homes is adequate to resolve most disputes which might arise under this policy. Where disputes cannot be so resolved, the following procedure should be followed:

- Any complaints about the application of the policy to the workplace should be brought to the attention of the Chief Executive Officer or the Human Resources Director for resolution.
- The complaint should be submitted in writing and identify specific objections. Hiawatha Homes will investigate the complaint and resolve it in accordance with the policy.
- No employee shall suffer any form of retaliation for raising a complaint or asking a question about this policy.

All employees and applicants for employment are free to exercise their rights under this policy without fear or threat of retaliation or reprisal.

All employees may review the tobacco cessation resources information online at [www.health.state.mn.us/freedomtobreathe](http://www.health.state.mn.us/freedomtobreathe).

## **TERMINATION OF EMPLOYMENT**

EFFECTIVE DATE: 04/27/2025

REVISED: 04/24/2025

---

### **Purpose**

Hiawatha Homes encourages and promotes communication between employees and their supervisors regarding their employment status with Hiawatha Homes.

### **Policy**

Hiawatha Homes recognizes that employees may choose to terminate their employment at any time and for any reason. If an employee elects to voluntarily terminate his/her employment, s/he is requested to give at least two weeks written notice for direct support and maintenance positions and at least four weeks written notice for House Coordinators, nursing, administrative and all exempt or management positions. This will allow Hiawatha Homes' time to process the termination and begin the recruitment process.

Any employee who honors the two week or four-week voluntary notice of termination as described above will be compensated for this full period should Hiawatha Homes choose earlier termination.

Employees who elect not to honor their notice and terminate early will be compensated through the last day worked. Employees involuntarily terminated will be compensated through the last day worked.

Hiawatha Homes also has the right to discontinue its employment relationship with an employee, at any time at its discretion. Final pay arrangements will be made in accordance with applicable state law. Terminated employees will receive information concerning the disposition of employee benefits, including their medical insurance, as soon as possible after termination.

Departed employees may be asked to participate in an exit interview, conducted by the Human Resource Department after the termination date. The exit interview results will be compiled by the Human Resources Director and shared with the Chief Executive Officer and the Board's Personnel Committee.

Employees who leave Hiawatha Homes should notify Hiawatha Homes if their address changes during the calendar year in which termination occurs so that their tax information will be sent to the proper address.

Employees who leave Hiawatha Homes and provide a minimum two-week notice will be eligible for a payout of their unused PTO/Vacation balance at the time of separation.

However, failure to give proper notice will result in the forfeiture of any remaining PTO/Vacation balance. Additionally, employees who are terminated for misconduct—including, but not limited to, theft, insubordination, or repeated tardiness—will also be disqualified from receiving a PTO payout.

## **SCENT-SENSITIVE WORKPLACE**

EFFECTIVE DATE: 01/01/2026

---

### **Purpose**

The purpose of this policy is to promote a healthy, safe, and comfortable work environment for all team members, individuals served, visitors, and volunteers. Many people experience sensitivities or medical reactions to scented products, including perfumes, colognes, body sprays, lotions, essential oils, air fresheners, cleaning products, smoke, strong food smells, and other fragranced items. To reduce health risks, respect others personal and physical boundaries, and maintain an inclusive environment, Hiawatha Homes maintains a scent-sensitive workplace.

### **Policy Statement**

Team members, volunteers, individuals, visitors, and vendors are expected to refrain from wearing or using moderate to strong scented or fragranced products while in the workplace or when representing Hiawatha Homes in any work-related capacity. This includes, but is not limited to:

- Perfume, cologne, fragrances, body sprays, aftershave
- Lotions, creams, hair products, and deodorants
- Essential oils, incense, or aromatherapy products
- Food or ingredients used to prepare food that are strong or intense. Some of these foods have caused serious issues in the past. Examples are garlic, hot peppers, curry, etc.
- Strongly scented laundry detergents or fabric softeners
- Air fresheners, scented candles, wax melts, or diffusers
- Strongly perfumed personal or cleaning products

### **Additional Workplace Odor Expectations**

In addition to the use of scented products, team members must ensure they do not report to work with strong odors that may be disruptive or create discomfort for others. This includes, but is not limited to:

- Cigarette or cigar smoke
- Vaping or e-cigarette residue
- Marijuana, marijuana smoke, or vape
- Alcohol
- Strong body odor resulting from non-bathing or poor hygiene

## *Hiawatha Homes*

These odors can be harmful or distressing for individuals with respiratory sensitivities, trauma histories, medical conditions, or sensory sensitivities. Team members are expected to maintain good personal hygiene, wear clean clothing, and avoid exposure to smoke or other odor-causing substances before reporting to work and during their entire shift. Supervisors may request that an employee address these concerns if odors are noticeable or disruptive to the workplace, the individuals we support, team members, or others in our offices, houses, or where we are gathered for an event.

### **Expectations**

- All team members are responsible for ensuring they are wearing a mild scent or scent-free when reporting for work and remain this way their entire shift.
- Supervisors may ask an employee to remove or discontinue a scented product if it is causing a health concern or disrupting the work environment or disrupting individuals.
- Team members with medical concerns related to scents are encouraged to notify their Supervisor and Human Resources for support, accommodation, or intervention if needed.
- Hiawatha Homes reserves the right to remove scented products from common areas, offices, or workspaces to maintain compliance with this policy.

### **Compliance and Enforcement**

Failure to follow this policy may result in being asked to clock out and leave the workplace temporarily to remove the scent, change clothing, or otherwise correct the issue. The request can be made at the discretion of the supervisor, manager, or other Hiawatha Homes' leadership.

Repeated violations may result in coaching, disciplinary action, up to and including termination, consistent with Hiawatha Homes' policy and established procedures.

## **WORKPLACE BEHAVIOR AND COMMUNICATIONS STANDARDS**

EFFECTIVE DATE: 01/01/2026

---

### **Purpose**

The purpose of this policy is to promote and maintain a professional, respectful, and inclusive work environment. The Company is committed to ensuring that all employees work in a setting where open, constructive communication and mutual respect are the norm. We have zero tolerance for gossip or rumors, disrespectful speech, hate speech, discrimination, or any other form of unprofessional conduct that undermines trust, teamwork, or morale.

### **Scope**

This policy applies to all employees, contractors, volunteers, and representatives of the Company. It covers all modes of communication, including in-person conversations, phone calls, cell phone text messages, emails, instant messaging, social media, and the sharing of images or videos through any platform or device, whether company-issued or personal, when the communication impacts or represents the workplace.

### **Policy Statement**

Employees are expected to conduct themselves in a manner that fosters a positive, professional, and productive work environment. All forms of communication, behavior, and conversation topic should reflect courtesy, honesty, and integrity. Team members need to be careful of topics that can easily bring about strong opinions and emotions that can offend a team member without intending to. Hiawatha Homes strongly discourages discussing highly personal topics such as politics, religion, personal relationships and sex, appearance, drugs and alcohol, and personal finances. The following standards are always expected.

### **Respectful Communication**

- Communicate with courtesy, professionalism, and respect across all channels, including face-to-face conversations, phone calls, cell phone communications (texts, images, videos, or group messages), email, instant messaging, and social media.
- The use of offensive, disrespectful, discriminatory, or inappropriate language, emojis, images, videos, or other content is strictly prohibited, regardless of the medium or intent.
- Employees must ensure that all communications, whether verbal, written, or digital, reflect respect for colleagues, management, customers, and the Hiawatha Homes.

### **Zero Tolerance for Hate or Discriminatory Speech**

Any language or behavior that demeans, marginalizes, or threatens others based on race, color, religion, gender, sexual orientation, gender identity, national origin, disability, age, pregnancy, or any other protected characteristic will not be tolerated.

### **Professional Conduct**

Employees are expected to demonstrate honesty, accountability, integrity, and respect. Treat others with fairness and dignity, even in times of disagreement or conflict.

### **Healthy Boundaries**

Maintain professionalism in all relationships and respect both personal and professional boundaries.

### **Constructive Feedback**

When addressing issues, focus on behavior and outcomes rather than personal criticism.

When you are upset or frustrated about a situation, team member, an individual's family/guardian, or another person at Hiawatha Homes, it is important to share your frustration with your supervisor or manager if you cannot discuss it with the person yourself. We want to maintain and support healthy relationships, which is done with this behavior, not by telling other people who cannot fix the problem or situation.

### **Technology, Cell Phones, and Social Media**

All technology and communication tools, including cell phones, email, messaging apps, and social media, must be used responsibly. Employees must not send, display, or share any inappropriate, offensive, or harassing content through words, pictures, or videos. Any communication made on behalf of, or reflecting on Hiawatha Homes, should maintain professionalism and align with Hiawatha Homes values.

### **HRIS Profile Photo Requirement**

To support clear identification, workplace safety, and efficient internal communication, team members are required to use an appropriate and identifiable photograph on the Company's Human Resources Information System (HRIS).

#### **Requirements:**

- Employees may choose to upload a current photo of themselves, with their face clearly visible.
- The profile photo may be casual or professional, but the employee's face must be the primary subject of the image.
- Photos that do not show the employee's face (such as pets, children, objects, scenery, avatars, cartoon images, group photos, or symbols) are not permitted.
- Photos must not contain offensive or inappropriate content and must comply with all Company behavior and communication expectations.

## *Hiawatha Homes*

### **Company Rights:**

- The Company may remove any uploaded image that does not meet these standards and replace it with a standard Company-provided profile photo.
- The employee may be asked to provide a new compliant photo within a specified time frame.
- If the employee does not upload a current photo of themselves, Hiawatha Homes will upload the Company photo on file or will ask to have a current photo taken for upload into the Human Resources Information System (HRIS).
- The Company has the right to refuse a photo if it feels it does not meet the expectations of this policy, other policies in this guide, or other Hiawatha Homes principles.

### **Reporting and Enforcement:**

Employees who experience or witness violations of this policy are encouraged to report the matter promptly to their supervisor, Human Resources, or another member of management. Reports will be handled confidentially to the extent possible.

Violations of this policy may result in disciplinary action, up to and including termination of employment. Retaliation against individuals who report concerns in good faith is strictly prohibited.



## **CONFIDENTIALITY AND DISCLOSURE AGREEMENT**

EFFECTIVE DATE: 01/01/2026

---

This Confidentiality and Non-Disclosure Agreement ("Agreement") is made between Hiawatha Homes, Inc., a Minnesota nonprofit corporation, with its principal place of business at:

1820 Valkyrie Dr NW  
Rochester, MN 55901

together with all affiliated residential homes, the Hiawatha Homes Activities Center, supported living sites, and administrative or program facilities located within the City of Rochester, Minnesota (collectively, "the Organization"), and the undersigned individual ("the Undersigned"), effective as of the date signed below.

WHEREAS, the Undersigned, in their capacity as a staff member, volunteer, visitor, vendor, or contractor, may have access to the Agency's confidential, proprietary, or protected information, including Protected Health Information (PHI) and personal details of the individuals supported by the Agency; and

WHEREAS, the Agency is obligated under federal and state laws, including the Health Insurance Portability and Accountability Act (HIPAA) and Minnesota's data privacy statutes, to protect the confidentiality of the individuals it serves.

NOW, THEREFORE, in consideration of the Undersigned's access to the Agency's facilities, systems, and information, the Undersigned agrees as follows:

### **1. Definition of Confidential Information**

"Confidential Information" includes, but is not limited to, any information, in any form (oral, written, electronic, digital, or visual), that is not publicly known, including:

- Individually identifiable information about the individuals supported by the Agency and Hiawatha Homes Team Members, such as names, addresses, medical histories, treatment plans, diagnoses, preferences, and financial information.
- Protected Health Information (PHI) as defined by HIPAA.
- Internal organizational information, including policies, procedures, training materials, business data, staffing information, and operational systems.
- The location, layout, and security features of any residential or program facility.

### **2. Obligations of the Undersigned**

The Undersigned agrees to:

- Always maintain the confidentiality of all Confidential Information.
- Use Confidential Information only for purposes of carrying out their approved role or duties with the Agency.
- Not disclose, reveal, transmit, copy, photograph, remove, or otherwise share Confidential Information unless explicitly authorized and required for their role.

## *Hiawatha Homes*

- Comply with all Hiawatha Homes' privacy, security, and data protection policies.
- Take reasonable precautions to prevent unauthorized access or disclosure.
- Immediately report any known or suspected confidentiality breach to a supervisor or the Agency's Privacy Officer.

### **3. Prohibition on Photography, Video Recording, and Audio Recording**

To protect the privacy and dignity of the individuals supported:

- The Undersigned shall not use any device (personal or organizational), including smartphones, cameras, tablets, or audio recorders, to photograph, video record, or audio record individuals, staff, visitors, documents, or computer screens without prior written authorization from the Agency and the individual or their legal guardian when required.
- The Undersigned shall not post or share any images, descriptions, or videos related to individuals or facilities on social media, websites, or other online platforms.
- Any violation of this section constitutes a material breach of this Agreement and may violate federal and state privacy laws.

### **4. Term of Agreement**

All confidentiality requirements and restrictions remain in effect during and after the Undersigned's employment, volunteer service, contract period, or access to Hiawatha Homes, and continue indefinitely.

### **5. Consequences of Breach**

Violations of this Agreement may result in:

- Immediate termination of employment, volunteer status, contract, or facility access.
- Disciplinary action, up to and including separation from employment or service.
- Civil or criminal penalties, including those permitted under HIPAA and Minnesota law.
- Legal action to prevent further disclosure and recover damages.

### **6. Acknowledgment and Role Confirmation**

By signing below, the Undersigned affirms that they have read, understand, and agree to comply with all terms and conditions of this Agreement.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Please check one:**

☐ Staff      ☐ Volunteer      ☐ Visitor      ☐ Vendor/Contractor

## **ACKNOWLEDGMENT OF EMPLOYEE HANDBOOK**

I acknowledge that it is my responsibility to have read and understood the policies and any changes outlined in the Hiawatha Homes Employee Handbook. I understand that the handbook is intended only as a general reference, and not as a full statement of Hiawatha Homes' procedure or a legal contract. I understand that this handbook supersedes any and all prior handbooks, manuals, policies, processes and practices of Hiawatha Homes.

I agree to abide by the policies and procedures contained therein. I understand that the policies and benefits contained in this handbook may be added to, deleted, or changed by Hiawatha Homes at any time. I understand that neither this handbook nor any other written or verbal communication by a management representative is in any way intended to create a contract of employment and that this handbook is for informational purposes only. I also understand that Hiawatha Homes abides by employment-at-will, which permits either Hiawatha Homes or the employee to terminate the employment relationship at any time, for any reason, with or without notice.

I understand that I may access the Hiawatha Homes Employee Handbook at any time either on the Hiawatha Homes website or at any program location. I understand that upon request, I may receive an updated copy of the Employee Handbook for my personal use. I understand that each handbook is the property of Hiawatha Homes and that copying any section of the handbook is against Hiawatha Homes' policy.

---

Employee Signature

---

Date